

LAKE WORTH BEACH PUBLIC LIBRARY

FAQs

While the library is **temporarily closed** you can access your library account, e-books and other online resources such as the Gale databases. You can also obtain library materials by placing online requests. New services include “Take-Out” and Storytime online. Check out these FAQs to help you get started.

ONLINE ACCESS to “MY ACCOUNT”: <https://catalog.lakeworthbeachfl.gov/polaris/>

- **How do I access My Account online?** You need your library card number and your PASSWORD to Logon.
 - What do I need in order to renew books online? You need your library card number and PASSWORD in order to Logon, then renew the books in your account.
 - What do I need to request books online? You need your library card number and PASSWORD to LOGON to your account. Then, search the library’s online catalog, and place a request for the item(s) that you want to check out.
- **LIBRARY PASSWORD:**
 - What is my library PASSWORD? Your PASSWORD is the one you selected when you first received your library card.
 - How can I get my PASSWORD if I forget what it is? You can phone the library: the library staff will reset it to a temporary password. Then, Logon to your account with the temporary PASSWORD. Once you Logon, you can then “change” your PASSWORD. Make sure you select “SAVE” it. <https://catalog.lakeworthbeachfl.gov/polaris/>
 - Can I reset my PASSWORD online? You can change your PASSWORD if you have the ability to Logon to your library account. If you forgot your PASSWORD, you need to phone or come in to the library, so the library staff can reset it to a temporary PASSWORD. Then you once you Logon, you can then “change” your PASSWORD. Make sure you select “SAVE”. <https://catalog.lakeworthbeachfl.gov/polaris/>
- **e-Resources and accessing online content:**
 - How can I find the library’s online resources? The simplest place to start is from the library’s online catalog. You can login to your account there, and then click on or search “e-sources”. <https://catalog.lakeworthbeachfl.gov/polaris/>
 - What’s type of resources are available online from the library? E-books and e-audiobooks from cloudLibrary, and from the Gale databases, online NEWS, such as the NEWSBANK collection. Individual online newspapers like the Palm Beach Post Times, the Sun Sentinel and the Miami Herald are available. <https://lakeworthbeachfl.gov/library/e-services/>
 - How can I access the library’s e-Resources? You need your library card number and PASSWORD to access the content online. You can start from the library’s home page, or from the library’s catalog to Logon. <https://catalog.lakeworthbeachfl.gov/polaris/>
 - How do I access databases and e-books WITHOUT a library card? There are databases and e-books for many topics and age groups, available free from the Florida Electronic Library. You can access them from their web site: <https://www.flelibrary.com/>
- **LIBRARY CARDS:**
 - If I don’t currently have a library card, is there a way to get one online while the library is temporarily closed? Yes, you can fill out the online application for the e-card. You will receive an email reply with your card number and a temporary PASSWORD.
 - Can I get an e-library card? YES <https://lakeworthbeachfl.gov/library-card-application/>
 - Can I check out library materials while the library is temporarily closed? Yes, we offer the new “**TAKE OUT**” service.
 - Are library cards free? Yes, the e-cards are free. Once the library opens again to the public, your e-card will be replaced with an actual library card. At that time, your ID for your local address will determine if you meet the FREE card requirements.
 - Do Lake Worth Beach business owners get a free library card? Yes.

- “TAKE OUT SERVICE”:
 - How do I request library materials for porch pick up? You can request materials using the library’s online catalog: Logon to your account using your card number and PASSWORD. <https://catalog.lakeworthbeachfl.gov/polaris/>
 - How soon is my request ready for pick up? Your request is ready the next day, but during specific hours and only on Monday – Friday.
 - What days and hours are my requests available for porch pick up? Monday – Friday, from 10:00 am until NOON, and from 2:00 until 4:00 pm.

- CHILDREN’S PROGRAMS ONLINE:



- What children’s programs are available online? Storytime Online & Singalong Favorites: Videos are available on Facebook: Lake Worth Library Children’s Room
 - What Children’s materials can be picked up from the library? Bags with books: FREE, can be picked up from 10:00 AM until NOON & 2:00 pm until 4:00 pm, Monday – Friday.
- ASK A LIBRARIAN (AaL?)
 - What is Ask a Librarian? AaL is an online virtual library reference service. You can talk to a librarian via chat or email. CHAT is available from 10:00 am to midnight EST from Sunday through Thursday, and from 10:00 am to 5:00 pm EST on Friday and Saturday. The email form is available to patrons 24 hours per day, seven day per week. <https://askalibrarian.org/>
 - Do I need a library card to use Ask a Librarian? No.
- Contact the Library:
 - How can I contact the Lake Worth Beach Library? You can email the library at lwlibrary@lakeworthbeachfl.gov or Phone:561-533-7354