

## Automated Telephone Circulation System (TeleCirc)

You now have several options for receiving notices about your library account. One option is the TeleCirc automated circulation system. TeleCirc offers **24 hours a day, seven days a week** access to your library account. TeleCirc can contact you or leave messages for you in regards to holds or overdue material(s). You can dial TeleCirc to learn if materials are being held for you, to renew items, and more.



### Calling in to TeleCirc

To use the system, you will need your library card, a personal identification number (PIN), a touchtone phone, and the TeleCirc phone number, **617-859-5908**. You can register for a library card and select a PIN at any Boston Public Library location.

- Dial **617-859-5908**. TeleCirc will answer and ask you to enter your **full library barcode number** shown on your library card, followed by the pound (#) key.
- Enter your **PIN** when prompted, followed by the pound (#) key.
- Choose your language preference:  
**Press 1** to hear the menu in English  
**Press 2** to hear the menu in Spanish
- Choose from the list of menu options:  
**Press 1** to renew items.  
**Press 2** to hear a list of items that are currently checked-out (**on loan to you at this time**).  
**Press 3** to hear a list of items on hold, or to cancel items on hold.  
**Press 4** to hear a list of current fines.  
**Press 5** to hear a list of overdue materials.  
**Item 6**, the “record your name” feature, is now available on our system. Record your name and all future notifications will use your recorded voice instead of the computerized voice.

- Once you have chosen an option proceed by listening to the instructions given by TELECIRC and pressing the corresponding key on your phone.
- Press the pound key (#) at any time to **repeat the list of options**, or press the star key (\*) at any time to **exit from TeleCirc**.



### When TeleCirc Calls

The TeleCirc automated circulation system will call when items you have put on hold are available. With TeleCirc, you avoid the wait for mailed notices and hear about holds sooner. TeleCirc also will call to remind you when you have overdue items.

#### To hear titles on hold

If TeleCirc calls and notifies you that an item(s) is on hold you may call TeleCirc with your library card number and PIN to hear a computerized voice read the title of your hold (617-859-5908), or you may call any BPL location with your card number to learn the exact title of the item.

### If an item is overdue

If TeleCirc calls and notifies you about an item(s) that is overdue, you may try to renew it. Call TeleCirc (617-859-5908) and follow the prompts to renew by title or by barcode number. TeleCirc will read the individual titles and due dates using a computer synthesized voice. You may also call any Boston Public Library location with your library card number to renew materials over the phone.

If TeleCirc cannot renew a title for any reason, such as:

- Item is not renewable (e.g. magazines, Museum Passes)
- Item has reached its maximum number of renewals
- Item is on hold for another person
- Item is overdue, you must pay fines before you can renew it.

The system will tell you. If the renewal is successful, TeleCirc will read the new due date.

## What if no one is home?

If TeleCirc calls when no one is home, it will leave a general message on an answering machine or voicemail, asking you to call the library. If another member of the household answers when TeleCirc calls, it will ask that he or she have you call the Library. TeleCirc will not give the titles of your library materials to anyone who cannot supply your library card number and personal identification number (PIN) to preserve the confidentiality of your library account.

When TeleCirc cannot leave a message, an email or paper notice is sent out the next day. Be sure the Library has your current address and telephone number so TeleCirc can notify you. Staff at any Boston Public Library branch can update your library card information.



## When message is unclear

TeleCirc sometimes repeats the message to make sure you get all the information. Machines or voicemail with long messages may cause TeleCirc to begin mid-message. If you need to check information on your account, or if you need to hear details of a message again, call TeleCirc at **617-859-5908** with your library card number and PIN. TeleCirc uses synthesized speech, so please excuse any mispronunciations! TeleCirc is available 24 hours a day, seven days a week.



Thank you for using TeleCirc. If you receive your hold and overdue notices through TeleCirc, you are helping the Boston Public Library save money on paper notices and postage costs, and are also saving trees.

## Your Boston Public Library neighborhood branches

Adams Street	617-436-6900
Brighton	617-782-6032
Charlestown	617-242-1248
Codman Square	617-436-8214
Copley Square	617-536-5400
Connolly	617-522-1960
Dudley	617-442-6186
East Boston	617-569-0271
Egleston Square	617-445-4340
Faneuil	617-782-6705
Fields Corner	617-436-2155
Grove Hall	617-427-3337
Honan-Allston	617-787-6313
Hyde Park	617-361-2524
Jamaica Plain	617-524-2053
Kirstein Business	617-523-0860
Lower Mills	617-298-7841
Mattapan	617-298-9218
North End	617-227-8135
Orient Heights	617-567-2516
Parker Hill	617-427-3820
Roslindale	617-323-2343
South Boston	617-268-0180
South End	617-536-8241
Uphams Corner	617-265-0139
Washington Village	617-269-7239
West End	617-523-3957
West Roxbury	617-325-3147

You can also visit the Boston Public Library's website at [www.bpl.org](http://www.bpl.org).



## TeleCirc is here!

The Boston Public Library's new Automated Telephone Circulation System (TeleCirc) offers you convenient access to your library account 24 hours a day, seven days a week.

All you need is your library card, a personal identification number (PIN), a touchtone phone, and the TeleCirc phone number, 617-859-5908. You can register for a library card and select a PIN at any Boston Public Library location.

You can use TeleCirc to:

- Renew items you have out
- Hear items to pick-up
- Cancel items on hold
- Find out whether you owe late charges

TeleCirc will also call you when items are being held for you to pick up or when material is overdue.