

# McAllen Public Library (MPL) TLC Transition: Patron Card & Services FAQ

As of May 20, 2025, McAllen Public Library has transitioned to a new library system, Library•Solution by The Library Corporation (TLC). This change aims to provide a seamless experience and continued service for all our patrons across Hidalgo County. Below are key details regarding patron cards and services:

## Patron Cards & Accounts

### **I have an MPL card. Will I still be able to use it?**

A: Yes, MPL cardholders can continue accessing MPL resources without interruption. However, to check out items at Hidalgo County Library System (HCLS) libraries, MPL cardholders will need to apply for a library card at an HCLS location.

### **I have a non-MPL library card. What should I do?**

A: MPL service desk staff can quickly update your borrower type, home location, and card number, and provide you with a new, free MPL card. After August 31, 2025, you will need to apply for a new MPL card at any of our three McAllen locations to continue access to MPL resources. You should keep your HCLS card to check out materials at other HCLS locations without interruption.

### **My PIN isn't working. Can you help?**

A: You can request an updated PIN by phone after verifying your date of birth, address, and phone number.

## Shared Services

### **Will the courtesy return service still be available?**

A: Yes, our popular courtesy return service (using ShareIt) continues exactly as it does now.

### **Can I still access online resources like eBooks?**

A: Yes, access to all shared online resources, including eBooks, remains unchanged.

## Interlibrary Loan (ILL)

### **How can I request items from other libraries?**

A: You can request items from any library in Texas through our Interlibrary Loan service, ShareIt. Please check the MPL and HCLS catalogs before requesting materials through ILL. Requests for items owned by MPL won't be processed unless items requested are more than 30 days overdue or lost on the circulation system

## Library Card Fees & Loan Guidelines

### **Is there a fee for a replacement library card?**

A: Yes, there is a \$1.00 fee for replacement cards.

### **How many items can I borrow at once?**

A: Borrowers may have a total of up to 25 items on their card at one time.

**If you have any further questions or need assistance, please do not hesitate to call us at (956) 681-3019.**