How do I get a library card?
Apply for a limited access card at https://herrickdl.org/virtualcard.

What is my library card PIN?
Try using the last four digits of your phone number as your PIN.
If that does not work, complete the form at https://herrickdl.org/virtualcard. Choose the “I need help with my PIN” option.

How can I renew my library card?
Complete the form at https://herrickdl.org/virtualcard. Choose the “I need to renew my card” option.

How do I pay on my account so I can use my library card?
The way to make payment currently is by credit/debit/prepaid card only.
1) Go online to www.herrickdl.org
2) Select 'Login' in the upper right corner (under 'User menu' for mobile users)
   If this is your first time logging in online, you will need to create a user ID.
   After creating your ID you may use it or your library card number to login.
   Your PIN is usually the last four digits of your phone number we have on file.
3) Go to ‘My Dashboard’ and scroll down to select 'Fees'. (Mobile users may have to login again)
4) Select ‘Pay Fees’ and login one more time to get to our online payment portal.
5) Select ‘Pay online’ and follow the prompts to make payment.

How can I get my holds?
Holds that show as “Ready for Pickup,” or you were notified as ready for pick up, will stay on the hold shelf during our closure. You will have 5 days after we reopen to pick them up. Holds in transit will stay where they are and pick up their journey when we reopen. New holds will get processed when we reopen.

Where do I return my materials?
Please hold onto your library materials until we reopen to the public. Fines will not accrue during our closure.

Why are my returned items still on my account?
The state mandated closure of libraries prevented us from getting all returned items checked in before having to leave the building. They will be checked in once we get back. Fines will not accrue during our closure.

Who do I contact for help using the digital resources?
Please email us at reference@herrickdl.org with your name, library card number, phone number, the digital resource you’re trying to use and a brief description of the problem you are experiencing.

No email access? Call us at 616-355-3101 and provide the same information.
Please Note: It may take longer than usual to return calls as we are working remotely.

For more FAQ’s go to https://herrickdl.org/faq-page.