

Thunder Bay Public Library Member Guide

About Your Card

Your card may be used at any Library location including online. You are responsible for all items signed out on your card. The Library reserves the right to revoke cards.

Report lost or stolen cards right away by calling the 24-hour hotline at 684-6801. Replacement cards are \$1.

Library cards expire every three years. We encourage outstanding charges be cleared upon renewal. If you have an email address in your library record, we'll notify you one month before your card expires. We will also send you news of other Library activities (you may unsubscribe at any time).

Please let staff know if there are any changes to your name, address, phone number or email address so that your membership record can be kept up-to-date.

Borrowing

Materials remain the property of the Library and can't be sold or given to a third party.

- most items can be borrowed for three weeks
- non-series DVDs, CD-ROMs and any 3 week item with a waiting list can be borrowed for one week
- Fast Lane/Reference titles can be borrowed for one week with no holds or renewals
- all 1 week items with a waiting list can be borrowed for 3 days
- ask about special vacation loans
- you will not be able to borrow items if accumulated charges on your card exceed the limit of \$15 for children or \$30 for adults/youth
- Visit www.tbpl.ca/ebooks for information about borrowing eBooks and eAudiobooks.

Returning

Library material may be returned to any Library location. Return material on time to avoid late charges. A date due receipt is available when items are checked out.

When the Library is closed, items can be returned through the overnight return drops. A 24-hour return drop is available at County Park and Mary J.L. Black Branch Libraries.

Limits

Each Library member may borrow the following number of audio visual items.

Adult / Youth DVDs:	15 items
Children's DVDs:	10 items
CDs:	20 items
Children's CD Roms:	10 items

Overdue Charges

Daily (per item)

\$.25 Adult/Youth Materials

\$.10 Children's Materials

Maximum (per item)

\$ 6.00 Adult/Youth Materials

\$ 3.00 Children's Materials

Overdue Notification

You'll be notified by email or phone (your preference) when items become overdue.

The Library issues notices:

- three days after the due date for one week loan items
- 10 and 20 days after the due date for all other items
- when items are 50 days overdue (Replacement cost of the item is included in this notice. This notice is issued by mail.)
- As a courtesy, the Library attempts to contact users with email addresses on file three days before items are due. This applies to items with a 3 week loan period.
- Credit Bureau Collection Services are used by the Library to retrieve unreturned library materials.

Renewing

Most items may be renewed twice. Even if an item is overdue, it may be renewed and the overdue charges will be added to your record. Items are renewed from the day of renewal, not the original due date.

How to Renew

Most items may be renewed:

- on the website at www.tbpl.ca Click My Card
- using the automated phone system at 344-7138
- by contacting any Library location by phone
- in person at any Library location

Holds

You may place a hold on an item if it's already signed out, if it's on order, or if you would like to request it from another branch.

Ask staff to place a hold for you or place your own hold using the computers in the Library or from home.

- Simply visit mycatalogue.tbpl.ca

Need more details? Pick up a copy of The Catalogue brochure at any Library location, or ask staff to show you how.

When the item you reserved is available, you will receive a phone call or email.

The Library Catalogue Online

mycatalogue.tbpl.ca

Personal Identification Number (PIN)

We require all Library members to enter a PIN into their library record. A PIN is required to use self-check units; access the Virtual Collection, including eBooks; and access public Internet stations at all Library locations. Set your PIN with a staff member or through My Card online at www.tbpl.ca Your PIN helps protect you if your card is misplaced or stolen.