

Services

Ask for more details about:

- public Internet access or classes
- Facebook Coach and eBook help
- tours
- room rentals
- programs for all ages
- accessible Internet stations
- email and phone reference service
- home service
- scanning & colour photocopying
- scan documents to USB
- scan documents and email
- faxing service
- interlibrary loans
- virtual resources



Explore the Library

There's so much to discover!

- DVDs
 - CDs
 - beginner readers
 - graphic novels
 - foreign films
 - local history
 - large print books
 - walking poles
 - garden tools
 - online music databases
 - digital movies / music
 - books in other languages
 - government documents
 - language learning material
 - full text databases available 24/7
 - literacy materials
 - newspapers
 - magazines
 - audiobooks
 - eBooks
 - eAudiobooks
 - eMagazines
 - manga
 - genealogy materials
- ... and much more!

All Library Locations

Waverley Resource Library
285 Red River Road, P7B 1A9

Brodie Resource Library
216 S. Brodie Street, P7E 1C2

Mary J.L. Black Branch Library
901 S. Edward Street, P7E 6R2

County Park Branch Library
1020 Dawson Road, P7B 1K6

Virtual Library
www.tbpl.ca

For more information about Library materials, policies or services, please inquire at any location. Our friendly, knowledgeable staff will be pleased to assist you.

Hours of Operation

Hours vary at all Library locations. Pick up a bookmark or consult the website at www.tbpl.ca for full details.

Find us Online

The Library is on the social Web where you're welcome to become a fan, leave comments, start conversations and share your thoughts and ideas. Find links at www.tbpl.ca/joinusonline



Phone / Email Directory

General Inquiries / Hours of Operation
All locations 345-TBPL (8275)

Circulation
Waverley..... 684-6814
Brodie 624-4209
Mary J.L. Black.....345-8275 ext 7301
County Park.....345-8275 ext 7401
adults@tbpl.ca

Classes & Training
Waverley..... 684-6815
Brodie 624-4200

Information / Questions
reference@tbpl.ca

Children's & Youth
Waverley..... 684-6816
Brodie 624-4208
childrens@tbpl.ca

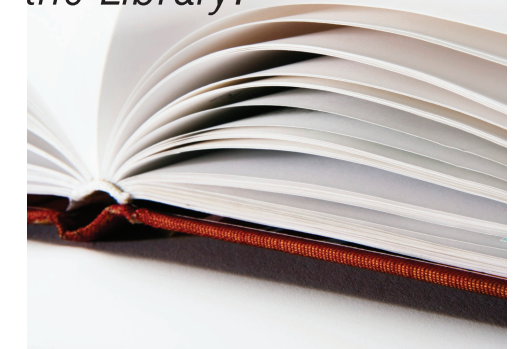
Automated Telephone Renewals 344-7138

Community Feedback
comments@tbpl.ca



Member Guide

*Thank you
for joining
the Library!*



 **Thunder Bay
Public Library**
www.tbpl.ca

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 to any Library location. 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, including series DVDs
- non-series DVDs and any 3 week item with a waiting list can be borrowed for one week
- 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

Overdue Charges

Adult Members (per item)

Daily.....\$.25
Maximum.....\$ 6.00

Children & Youth Members

There will be no overdue charges for materials borrowed by children and youth members. You will be billed for the cost of items if they are kept for more than 50 days after the due date.

Customer Bill of Rights & Behaviour Policy

Please refer to TBPL's Customer Bill of Rights and Behaviour Policy posters and brochures. We ask your co-operation in maintaining an environment respectful to all who use the Library.

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.) This includes children's materials.
- 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:

- at <http://search.tbpl.ca> click **Login**
- 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 <http://search.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

<http://search.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 at any Library location. Your PIN helps protect you if your card is misplaced or stolen.

For more information visit

tbpl.ca/libraryaccount
