

Services

Ask for more details or check the FAQ page on our website for current services.

- wifi access
- virtual one-on-one computer coaching and eBook help
- online programs for all ages
- reference services by email or phone
- scanning, photocopying and printing
- scan documents to USB
- scan documents and email
- faxing service
- interlibrary loans
- virtual resources



Explore the Library

There's so much to discover!

Library Collection

- DVDs
- foreign films
- graphic novels
- manga
- genealogy materials
- local history
- audiobooks
- large print books
- language reading material
- literacy materials
- magazines
- books in other languages
- pedometers
- radon meters
- walking poles
- loanable technology (by referral)
- beginner readers
- ... and much more!

Digital Library

- eBooks
- eAudiobooks
- eMagazines
- online databases
- streaming services

All Library Locations

Waverley Community Hub

285 Red River Road, P7B 1A9

Brodie Community Hub

216 S. Brodie Street, P7E 1C2

Mary J.L. Black Community Hub

901 S. Edward Street, P7E 6R2

County Park Community Hub

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

Pick up a bookmark or consult the website at www.tbpl.ca for our current hours of operation.

Find us Online

The Library is on social media 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



@tbaypl

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

Technology Help

coaches@tbpl.ca

Local History Information & Research Questions

reference@tbpl.ca

Automated Telephone

Renewals 344-7138

Community Feedback & Questions

comments@tbpl.ca

Member Guide

Thank you
for joining
the 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.

Library cards have an expiry date. If you have an email address in your library record, we will notify you before your card expires. Contact information may be used for general library communications. Members may opt out by unsubscribing 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.

Report lost or stolen cards right away to any Library location.

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. Set your PIN with a staff member at any Library location, or online at tbpl.ca/libraryaccount in your library account. Your PIN helps protect you if your card is misplaced or stolen.

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
- all 1 week items with a waiting list can be borrowed for 3 days
- ask about special vacation loans
- Visit www.tbpl.ca/ebooks for information about borrowing eBooks and eAudiobooks.

Renewing

All items can be renewed twice unless there is a hold on an item.

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

Returning

Library material may be returned to any Library location. Materials may be returned 24 hours a day at all library locations.

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 from home.

- Simply visit <http://search.tbpl.ca>

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

Overdue Notification

There are no overdue charges for any materials. You will be billed for the cost of items if they are kept for more than 50 days after the due date. After the full borrowing period has expired, you will have to return the overdue items before checking out any more. You'll be notified by email or phone (your preference) when items become overdue.

The Library sends notices:

- 10 days after the due date for one week loan items
- 17 and 27 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.

Customer Bill of Rights & Behaviour Expectations

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

The Library Catalogue Online

<http://search.tbpl.ca>

For more information visit

tbpl.ca/mycard
