



The Libraries in Niagara Cooperative

Fort Erie Public Library | Lincoln Public Library | Niagara College Library
Niagara-on-the-Lake Public Library | Pelham Public Library | Thorold Public Library

Frequently Asked Questions

*Home library refers to the library system where you initially registered and received your library card.

1. What does being a LiNC member mean?

- If you are a library cardholder of any of the LiNC libraries then you automatically have a LiNC library card and can request and borrow materials from any of the LiNC libraries.

2. How do I get a LiNC library card?

- If you do not have a library card from one of the LiNC libraries but you are resident of a LiNC library municipality, you must register for a library card at your local (*home) library.

3. How do I borrow material at a LiNC library?

- Present your local library card to borrow items on-site from any of the LiNC libraries.
- Library card accounts must be up-to-date and have less than \$10.00 in unpaid fines or fees.
- Library card memberships that have expired must be renewed through your home library.

4. What are the borrowing policies?

- If you are borrowing an item from any LiNC library the following borrowing policies will apply:

Item	Loan Period	Renewals	Holds	Overdue Fines per Day	Maximum Fine per Item
Books, Audiobooks, Music CDs	21 days	1	Yes	\$0.25	\$5.00
DVDs, Blu-Rays	7 days	1	Yes	\$1.00	\$5.00
Magazines	7 days	1	Home Library Users only	\$0.25	\$5.00
Devices	21 days	1	Home Library Users only	\$1.00	\$20.00

- Magazines and devices can only be picked up at the owning library system.

5. The item I want is at another LiNC library. Can I put in a request and pick it up at my home library?

- Holds placed on an item from any LiNC library will automatically be sent to your default pickup library. Pickup location changes must be made at the time the request is being placed.

6. How do I search for materials available for loan at other LiNC libraries?

- When you open up your library's catalogue search page, searches can be limited to the entire LiNC libraries, a specific library system (e.g. Lincoln Public Library), or a specific branch (e.g. Centennial).

7. Where do I return library materials?

- You may return library materials at any branch of any LiNC library. Items will be considered checked in at the time of drop-off. These are the LiNC systems' locations: *Fort Erie PL*: Centennial, Crystal Ridge, Stevensville; *Lincoln PL*: Fleming, Moses F. Rittenhouse; *Niagara College*: Welland Campus, Niagara-on-the-Lake Campus; *Niagara-on-the Lake PL*: Niagara-on-the-Lake, St. David's Locker; *Pelham PL*: Fonthill, Maple Acre; *Thorold PL*.

8. How will I be notified that my request is available for pickup and how long do I have to pick it up?

- When an item is available for pickup you will receive notification in the same manner you have always received request information: email, phone, or text (not available at all libraries).
- If you would like to change the notification method you can do this by signing into your account online or by contacting your home library.
- Items will be held for three business days.

9. Where do I pay fines?

- You may pay overdue fines at any LiNC library.
- Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.

10. What happens if I lose an item?

- Fees for lost or damaged library material must be paid at the library that owns the item. If material is overdue for more than **90 days**, it is considered "Lost". LiNC borrowing privileges will be suspended for accounts that have a lost or damaged item.
- Charges vary at every LiNC library for lost or damaged materials.
- Items found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

11. Can I access electronic resources from other libraries?

- Remote access to electronic resources is only available through your home library. Walk-in access is limited to certain resources and may not be available at the Niagara College Library.