

## Your Library Card

Your library card gives you access to 1.4 million items to borrow and a wide range of programs and services. Use your library card at all 20 branches of Winnipeg Public Library and online to access an extensive digital library of eBooks, Magazines, streaming music and movies, audiobooks and learning resources at [winnipeg.ca/library](http://winnipeg.ca/library).

## Getting a Library Card

Library cards are free if you live in, or pay property or business taxes to, the City of Winnipeg. Sign up online or at any branch of Winnipeg Public Library. Bring acceptable ID, if you can.

**Full membership:** For all ages. Children and teens (up to age 17) require a parent or guardian to sign the membership application. Borrow up to 100 items at a time. Valid for 3 years.

**Limited membership:** For Winnipeg residents of any age without proof of address. Borrow up to 2 items (some exceptions apply) at a time. Valid for 1 year.

**Non-residents of Winnipeg:** Purchase full membership for \$166; covers all family household members. Open only to residents of Manitoba. Non-refundable. Check with your rural municipality as they may reimburse all or a portion of this fee. Valid for 1 year.

**Visitors:** For short-term visitors to Winnipeg; purchase full membership for \$65. Valid for 3 months. Non-refundable.

**Visitor Internet Privilege (VIP):** For short-term visitors to Winnipeg to use library computers only. No borrowing. No charge. Valid for 14 days.

**Corporate cards:** For organizations only; see [winnipeg.ca/library](http://winnipeg.ca/library) for full details. Borrow up to 100 items at a time. Valid for 3 years.

**Online membership:** For Winnipeg residents to use online resources only (e.g. eBooks, databases). To also borrow physical materials (e.g. books, DVDs), you will need to switch to a Full membership. Valid for 1 year.

You will need your library card to borrow and to access services. Keep your library card / account number secure!

## Your Account

Your library card number is also your account number.

Report lost or stolen cards to the library immediately. You are responsible for all activities on your card. Cardholders are responsible for lost or damaged items. See staff for details.

Each person can have only one active library card.

Log in to the Library Catalogue to see the items you have checked out, your requests and holds, and to pay fees online. Please provide us with your current phone number and email address. You are responsible for holds and fees even if the library cannot contact you.

If you have 10 or more items overdue, or if you owe fees of \$50 or more your membership will be suspended.

Only use your own card to use library computers.

## Library Card Renewals

To renew your card, please visit one of our 20 branch locations. If you have concerns about visiting a library in person to renew your card, please call one of our branches or email us via our online Ask Us! service to discuss options.

## Email and Notifications

Email has benefits! Ask staff to set your account to email notification instead of phone and we will send you a courtesy reminder 3 days before an item is due.

## Requests/Holds

Is an item not at your branch or already checked out? A request puts you on a list and sends it to the branch of your choice. You will be notified by email or phone when the item is on hold for you and ready to pick up, and when your hold expires. A \$1.25 fee will be charged for each hold that you do not pick up.

You can place up to 50 requests at a time. Requests cannot be placed on Reference and Local History Room materials.

## Returns

Return items to any branch. All branches have after-hours returns.

## Renewals

You can renew an item (borrow it for longer) when:

- Renewals are allowed on the item
- There are no requests
- You have not reached the maximum number of renewals allowed - see next page
- Your membership has not expired, and will not expire before the new due date

If an item cannot be renewed, a message will tell you why and the current due date will remain.

You can access your account and renew items by:

- Logging in to My Account at [winnipeg.ca/library](http://winnipeg.ca/library)
- Through the Winnipeg Public Library app
- Calling our TeleMessaging service at 204-986-4657 (in Winnipeg) or 1-866-826-4454 (outside Winnipeg, toll-free)
- Asking staff.

Note: Online and TeleMessaging renewals may not be available Wednesdays from midnight to 9 a.m. for scheduled maintenance.

## Digital Library

Your library card gives you free access to thousands of ebooks, audiobooks, movies, music and more. Visit [guides.wpl.winnipeg.ca/digitallibrary](http://guides.wpl.winnipeg.ca/digitallibrary) to learn more.

## Borrowing Periods & Limits

All items are free to borrow. Winnipeg Public Library does not charge overdue fines. Replacement costs will be charged for items not returned, or returned damaged.

You can borrow up to 100 total items at a time (Limited card holders can borrow up to 2 items). There are limits on how many items you can borrow from the collections below.

Item	Loan Period	Requests	Renewals	Borrowing Limits (maximum # of items)	Fees
Books	21 days	Yes	5	50	Processing fee (to replace lost/damaged items): \$6.50  Requested item not picked up: \$1.25  Returned payment fee (NSF cheque): \$30  Photocopies & Printing: \$0.25/page (b & w) \$0.85/page (colour)
DVDs	21 days	Yes	5	10 adult and 10 children's /teen	
Blu-rays	21 days	Yes	5	10 adult and 10 children's / teen	
Express Books	21 days	No	0	10 adult, 10 teen and 10 children's	
Express DVDs	21 days	No	0	4 adult, 4 teen and 4 children's	
Express Blu-rays	21 days	No	0	4 adult, 4 teen and 4 children's	
Music CDs and Audiobooks	21 days	Yes	5	20	
Magazines	21 days	Yes	5	25	
Video Games	21 days	Yes	5	4	
Book Club Kits	60 days	Yes	0	2	
Musical Instruments	21 days	Yes	5	1	
Preschool Packs	21 days	Yes	5	2	
DAISY Books	42 days	Yes	2	20	
DAISY Readers	84 days	Yes	0	1	

Borrowing information on eBooks and eMedia can be found at [wpl.libanswers.com/faq/82770](http://wpl.libanswers.com/faq/82770).

Items not returned when 21 days overdue will be charged to the cardholder's account. This charge can be removed by returning the item. Contact the library for details.

**All fees and borrowing limits are subject to change.**



Use My Account at [winnipeg.ca/library](http://winnipeg.ca/library), download the Winnipeg Public Library app, or call the automated Telemessaging at 204-986-4657 for updated due dates and to check your account balance. Have further questions? Ask Us online at <https://wpl.winnipeg.ca/library/contactus/askus.asp>, in person, by text at 204-817-8943 or by phone at 204-986-6450.