

Winnipeg Public Library Membership Guide



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 eLibrary of eBooks, eMagazines, streaming music and movies, eAudiobooks and learning resources at winnipeg.ca/library.

Borrow from any branch. Return to any branch.

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 at any branch of Winnipeg Public Library and bring acceptable ID. First replacement card is free.

Full membership: For all ages. Children and teens (up to age 17) require a parent or guardian to sign the membership application. Valid for 3 years. Borrow up to 50 items at a time.

Limited membership: For Winnipeg citizens of any age without proof of address. Valid for 1 year. Borrow up to 2 items at a time. All other services included.

Non-residents of Winnipeg: Purchase full membership for \$149; covers all family household members. Valid for 1 year. Check with your rural municipality; they may reimburse all or a portion of this fee.

Visitors: For short-term visitors to Winnipeg; purchase full membership for \$59. Valid for 3 months.

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

Corporate cards: For organizations only; see winnipeg.ca/library for full details. Borrow up to 100 items at a time.

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.

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

Use only your own card to use library computers

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

Can't find what you're looking for? Title already checked out? A request puts you on a waiting list for that item. You will be notified when the item is on hold for you and ready to pick up. Look for the Holds area in the library and check out the item at the staffed checkout counter or at the self-checkout stations.

You can place up to 50 requests at a time. Requests cannot be placed on: Reference, Local History Room, Express, Magazines and Preschool Packs.

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
- Your membership has not expired, and will not expire before the new due date

- Your unpaid balance is not over \$15.
- If an item cannot be renewed, a message will tell you why and the current due date will remain. To avoid overdue fines, renew your items before midnight on the due date.

You can access your account and renew items by:

- Logging in to the Library Catalogue online at winnipeg.ca/library
- Through the Library's **WPL To Go** app
- Calling our TeleMessaging service at 204-986-4657 (in Winnipeg) or 1-866-826-4454 (outside Winnipeg, toll-free)
- Asking staff in any branch.

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

Borrowing Limits

You can borrow up to 50 items at a time (see exceptions for Limited, VIP and Corporate card holders).

There are limits on how many items you can borrow from each of these collections. Borrow up to a maximum each of:

- Books and Magazines: 50
- Music CDs and Audiobooks: 20
- DVDs: 10 adult and 10 children/teen
- Blu-rays: 5 adult and 10 children teen
- Express Books: 5 adult, 5 teen, and 5 children
- Express DVDs: 2 adult, 2 teen, and 2 children
- Express Blu-rays: 2 adult, 2 teen, and 2 children
- Video Games: 2
- Book Club Kits: 2
- Preschool Packs: 1

Borrowing limits on our eBooks and eMedia can be found at wpl.libanswers.com/faq/82770

You cannot borrow items if your unpaid balance is over \$15.



Book Sales

Ongoing book sales at all branches!
Drop in and browse.



We ♥ our Members

Sign up for our **News & Events email list** to stay up to date on the library at winnipeg.ca/library.



My Account

You can check on your account anytime, anywhere, through winnipeg.ca/library or WPL To Go. Pay your fines and fees, check for holds or renew your items—all online!



Download **WPL To Go** from your app store for mobile access to manage your account, find library locations, search the catalogue, and download eBooks.

Borrowing Guide

Borrowing is free (except for *movies for adults). For eBooks, eMagazines, eAudiobooks, streaming movies and music, there are no overdue fines. Loan periods and request limits vary. See guides/wpl/winnipeg.ca/e for all the details.

Item	Loan Period	Requests	Renewals	Overdue Fine Per Day	Maximum Fine
Books, Paperbacks, Music CDs & Audiobooks	21 days	Yes	5	Adults \$0.40 YA \$0.20 Children \$0.20	Adults \$11 YA \$4.50 Children \$4.50
Express Books & Movies*	7 days	No	2	\$2.10	\$18
Magazines	7 days	No	2	Adults \$0.40 YA \$0.20 Children \$0.20	Adults \$7 YA \$3 Children \$3
Movies* (DVDs & Blu-rays)	7 days	Yes	2	Adults \$0.40 YA \$0.20 Children \$0.20	Adults \$11 YA \$4.50 Children \$4.50
Video Games	7 days	Yes	2	\$0.20	\$4.50
Book Club Kits	60 days	Yes	0	\$2.10	\$18
Preschool Packs	21 days	No	0	\$0.20	\$4.50
DAISY Readers	84 days	Yes	1	n/a	n/a

[YA = Young Adults]

Fees

Requested item not picked up: \$1.25

Card replacement: \$4.45
First replacement is free.

Lost item processing: \$5.90

Return payment fee: \$30

Photocopies & Printing:
\$0.25/page (b & w)
\$0.85/page (colour)♦
♦*Millennium Library only*

*Adult DVD
“Wear and Tear” fee:
\$1.25 (includes GST)

*Adult Blu-ray
“Wear and Tear” fee:
\$2.30 (includes GST)

Wear and Tear Fee waived for those on social assistance. Ask staff for details.

All fees and fines are subject to change. For complete information on membership and your account, visit our online Membership Guide at winnipeg.ca/library.

Overdue notices are sent 2-3 days (for 7 day item) and 7-10 days (for 21 day item) after the item was due. Second courtesy notice is sent 14 days later if items are not returned.

Billing notices are sent when an account owes \$25 or more.

Accounts are sent to a Collection Agency if billing notices remain unpaid after 22 days. These Agency fees are added to your account. Contact the library if you have concerns about your account.