

## Vancouver Island Regional Library Branches

Bella Coola	250	799 • 5330
Bowser		757 • 9570
Campbell River		287 • 3655
Chemainus		246 • 9471
Comox		339 • 2971
Cortes Island		935 • 6566
Courtenay		334 • 3369
Cowichan (Duncan)		746 • 7661
Cowichan Lake		749 • 3431
Cumberland		336 • 8121
Gabriola Island		247 • 7878
Gold River		283 • 2502
Hornby Island		335 • 0044
Ladysmith		245 • 2322
Masset		626 • 3663
Nanaimo Harbourfront		753 • 1154
Nanaimo Wellington		758 • 5544
Parksville		248 • 3841
Port Alberni		723 • 9511
Port Alice		284 • 3554
Port Clements		557 • 4402
Port Hardy		949 • 6661
Port McNeill		956 • 3669
Port Renfrew		647 • 5423
Quadra Island		285 • 2216
Qualicum Beach		752 • 6121
Queen Charlotte		559 • 4518
Sandspit		637 • 2247
Sayward		282 • 5551
Sidney/North Saanich		656 • 0944
Sointula		973 • 6493
Sooke		642 • 3022
South Cowichan (Mill Bay)		743 • 5436
Tahsis		934 • 6621
Tofino		725 • 3713
Ucluelet		726 • 4642
Union Bay		335 • 2433
Woss		281 • 2263
Admin – Central Services		758 • 4697

**Vancouver Island Regional Library**  
Central Services, Box 3333, Nanaimo, BC V9R 5N3

07/10



# Welcome to Vancouver Island Regional Library



## Discover the Library – books and so much more

With our Library card you can borrow materials free of charge from any of our 38 branches and our virtual branch ([www.virl.bc.ca](http://www.virl.bc.ca)).

### Free Borrowing

- Books for adults, teens, children
- Magazines and newspapers
- Movies – DVDs, videos
- Music – CDs, cassettes
- Graphic novels
- Talking books
- Large print books
- Downloadable books
- French and other languages
- Literacy kits for children
- Interlibrary loan service
- Databases – online magazines, newspapers, foreign language instruction, and more

### Free Programs for All Ages

- Babytimes and pre-school Storytimes
- Family Storytimes
- Summer Reading Clubs
- Author readings
- Workshops

### Free Computer & Internet Access

- Computer stations for children
- Computers with Internet access, word processing, photo editing, etc.
- Wireless service in all our branches

### Free Help

- Homework assistance
- We can help you find items or information, and answer questions – ask at a branch or visit [www.virl.bc.ca](http://www.virl.bc.ca) (click 'Ask a Librarian').

## How to get your free Library card

If you live, work, go to school, or own property in the region served by Vancouver Island Regional Library, you qualify for a free Library card. Please bring identification with your name and address to your nearest Vancouver Island Regional Library branch, or complete an online application form at [www.virl.bc.ca](http://www.virl.bc.ca).

You must show your Library card every time you borrow materials. You will receive a four-digit PIN (Personal Identification Number) to use on our website so you can check your records, request or renew items, or access other Library services.

Children under 13 years of age can get their own Library card. A parent or guardian must sign the application form and take responsibility for materials borrowed and/or fines owing.

Your Library card entitles you to borrow or request materials from any of our 38 branches and our virtual branch ([www.virl.bc.ca](http://www.virl.bc.ca)). Your Library card also allows you to use other public libraries in British Columbia.



*Don't leave home without it – your Library Card is the most useful card in your wallet!*

## What you can do with your Library card

Your Library card allows you to:

- Borrow books, talking books, movies, magazines, music, and more.
- Request items.
- Access the Internet.
- Use word processing, spreadsheet, presentation, photo editing softwares and more.
- Search databases for information.

If you live in a remote location within the region served by Vancouver Island Regional Library, you can have your Library items mailed to you – just register as a *Books by Mail* customer.

## How long you can borrow items

- Most items: 21 days
- High-demand items: 7 and 14 days
- Some reference items: 3 days

*The Library reserves the right to limit the number of items borrowed at one time on a specific subject.*

## Renewals

You may renew materials twice – online, by phone, or in person. If someone else has requested an item, you will not be able to renew.



## Requests

You can request items from any Vancouver Island Regional Library branch by visiting our website [www.virl.bc.ca](http://www.virl.bc.ca), or you can talk to a staff member. For your convenience, items will be shipped to the Library branch you choose for pick up. We will email or phone you when your items are ready to be picked up. Items can be returned at any VIRL branch.

## Cardholder's responsibilities

- Check out all Library materials before removal from the building.
- Return materials in good condition on or before the due date.
- Inform us if you have lost your Library card or Library item(s), and/or change your address or phone number.
- Inform the Library as soon as possible if there are errors in your account.
- Pay fines assessed for late, lost or damaged materials; you can pay in person or online.

## Respect for others

We hope you enjoy the Library. During your visit, please be respectful of others.

- For their protection, children must not be left unattended.
- Pets are not allowed on the premises, except trained assistance animals.
- Limit the use of cell phones.
- VIRL does not accept responsibility for personal items lost or stolen on its premises.

## Privacy

In accordance with BC's *Freedom of Information/Protection of Privacy Act*, your personal information is kept confidential, unless you give written consent for release or records are requested via subpoena or court order. More information is available online or from staff.

## Fees and fines

You can borrow Library materials free of charge; however, we will charge you a fine if the items are not returned by the required due date, as follows:

	Adult Materials	Children's Materials
Books	\$ 0.30/day	\$ 0.10/day
Videos/DVDs	\$ 0.30/day	\$ 0.10/day
CDs	\$ 0.30/day	\$ 0.10/day
Express Reads Interlibrary Loans Reference Items	\$1.50/day	\$ 0.50/day
Literacy Kits	\$1.50/day	\$1.50/day

We will send you a courtesy email reminder when your items are overdue. Maximum overdue fine is \$10 per item; you will be blocked from further borrowing until fines are paid.

## Other fees

- Lost items – full replacement cost of the item plus a processing fee.
- Lost cards – \$2 for replacing an adult card; \$1 for a children's card. Notify your branch immediately if you have lost your card; otherwise, you will be responsible for its use.

*Fees are subject to change without prior notice.*

## Online resources @ your Library

Here is a sampling of the many free resources available on our website.

- Search thousands of magazines, newspapers and journals in our online databases.
- Download talking books at 'Library to Go' and listen on the move.
- Get Homework Help in our online databases or check 'Ask a Librarian'.
- Learn a foreign language with Mango Languages in our online databases.
- Find manuals for cars, motorcycles, or outboard motors in our online databases.
- Download eBooks at 'Library to Go'.
- Try GALE eBooks – titles include Encyclopedia of Food and Culture, Information Communication Technologies, Emerging Business Strategies and more.
- Explore TumbleBooks – eBooks for eKids.
- Check Cover to Cover (click 'Blog') – our book review – for suggestions on what to read next.
- Check our Events calendar to find out what's happening at a Library branch near you.

Our Virtual Branch is always open  
[www.virl.bc.ca](http://www.virl.bc.ca)

