

Library Closure FAQ

Q: How can I return the items I have checked out?

Our book drops are closed. Please keep your borrowed materials until we reopen. You will not be charged fines during this period.

Q: The items I have out are due when the Library is closed. What should I do?

A: Please keep your items until the Library reopens. You don't need to renew them. You will not be charged overdue fines for this period.

Q: I have reserves that arrived to the library that I'm waiting to pick up. Will I be able to get them?

A: Your reserves will be available for one week after the Library reopens.

Q: Can I still place items on reserve during the closure?

A: Yes, however you will not receive them until after the library reopens.

Q. Can I drop off some book donations I have?

A. We understand many people may be taking advantage of time at home to do spring cleaning. The Library cannot accept donations of books or other materials at this time.

Q. Are there any library services I can use from home?

A: All of our online services are still available and can be accessed from anywhere using your library card at <http://www.stcatharines.library.on.ca/index.php/digital-collections>. If you have questions about our online resources please email askus@stcatharines.library.on.ca

Q: I've been asked for my Library Card Number and PIN. What are those?

A. The Library Card Number is the series of numbers on your library card beginning with 23043. Please enter it without any spaces. Your PIN is typically the last four digits of your phone number that you provided at registration.

Q: What if I currently don't have a Library Card?

A: For patrons without a library card please email circulation@stcatharines.library.on.ca or call and leave a voice message at 905-688-6103 ext. 221 and we can issue a 90 day temporary Library Card so that you may access our online resources. Patrons who live, work or study in St. Catharines qualify for a free membership. Please see the memberships page at <http://www.stcatharines.library.on.ca/index.php/borrowing/membership>