

Niagara Evergreen FAQs

Reciprocal Borrowing Pilot Project

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[More Information on the Niagara Evergreen Consortium and the benefits of being a member.](#)

1. What does being a Niagara Evergreen Member mean?

- If you are a library cardholder of any of the Niagara Evergreen libraries ([Fort Erie Public Library](#), [Lincoln Public Library](#), [Niagara College Library](#), [Niagara-on-the-Lake Public Library](#), [Pelham Public Library](#)) then you automatically have a Niagara Evergreen library card and can request and borrow materials from any of the Niagara Evergreen libraries.

2. How do I get a Niagara Evergreen library card?

- If you are a library cardholder of any of the Niagara Evergreen libraries ([Fort Erie Public Library](#), [Lincoln Public Library](#), [Niagara College Library](#), [Niagara-on-the-Lake Public Library](#), [Pelham Public Library](#)) than you automatically have a Niagara Evergreen library card.
- If you do not have a library card from one of the Niagara Evergreen libraries but you are resident of a Niagara Evergreen library municipality (Fort Erie, Lincoln, Niagara-

On-The-Lake, Pelham or a Niagara College student), you must register for a library card at your local (home*) library.

3. How do I borrow material at a Niagara Evergreen library?

- Present your local library card or photo identification to borrow items on-site from any of the Niagara Evergreen 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 their home* library.

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

- Any items, with a few exceptions, that display a hold button in the catalogue can be requested by any Niagara Evergreen cardholder. Exceptions would be magazines and eReaders.
- Holds placed on an item from any Niagara Evergreen library will automatically be sent to your default pickup library. Changing library pickup locations must be completed at the time the request is being placed.

5. What are the borrowing policies?

If you are borrowing an item from any Niagara Evergreen library the following borrowing

Item	Loan Period	Renewals	Holds	Overdue Fines per Day	Maximum Fine per Item
Books, Audiobooks,	21 days	1	Yes	\$0.25	\$5.00
DVDs, CD-ROMS	7 days	1	Yes	\$1.00	\$5.00
Magazines	7 days	1	Home library users only	\$0.25	\$5.00
eReader	21 days	1	Home library users only	\$1.00	\$20.00

policies will apply:

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

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

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

7. How will I be notified that my request is available for pickup?

- 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 manner for notification you can do this by signing into your account online or by contacting your home* library.

8. I was notified I had an item to be picked up. How long will the item be held for me?

- Items will be held for three business days.

9. Where do I return library materials?

- You may return library materials at any Niagara Evergreen library and items will be considered checked in at the time of drop-off.

10. Where do I pay my fines?

- Log in to **My Account** on your home library catalogue or the [Niagara Evergreen catalogue](#) for any overdue fines. If you have a current email address on file with your home library you will receive an email regarding fines owed.
- You may pay overdue fines at any Niagara Evergreen library.
- For fines appeals, contact the library that owns the material.
- Borrowing privileges will be suspended for accounts that have \$10.00 or more in unpaid fines or fees.

11. 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 ____ days, it is considered “Lost”. Niagara Evergreen Consortium borrowing privileges will be suspended for accounts that have a lost or damaged item.
- Charges vary at every Niagara Evergreen library for lost or damaged materials. Check with the owning library.
- Items found after the replacement fee has been paid are the property of the cardholder. No refunds will be made.

12. Can I access electronic resources from other libraries?

- Remote access to electronic resources are only available through your home library.
- Most public library database licenses allow for walk-in access. Walk-in access may not be available at the Niagara College Libraries.
- eBooks, eMagazines, music downloads, and streaming films cannot be accessed on a walk-in basis.

***Home Library - The library where you initially registered and received your library card.**