

BRACEBRIDGE PUBLIC LIBRARY

Library Open for Outside Pickup

Frequently Asked Questions

AVAILABLE JUNE 1st



When can I request library material?

You may search the Library catalogue anytime. Starting Monday June 1st, you will be able to place holds on Library material.

How do I request library material?

On the Library website (www.bracebridgeline.ca) you can search the Library catalogue. You can search by title, author or subject for books, DVDs and more! You can request an item using your Library card number. You may also request items by phone at 705-645-4171.

The system does not allow me to make a request.

Your Library card may need to be renewed. You can call the Library and we will renew it by phone. The system may also believe you have items overdue. Call the Library and we will renew your items, waive any fines from those items and this will allow you to make requests.

My Library card has overdue fines for items I have not been able to return.

All overdue fines on Library material that is currently checked out will be waived. When the material is returned it will be quarantined for 72 hours and then checked in.

When do I pick up my Library material?

After you have made your request, Library staff will call you when your items are ready for pickup. A day and time will be scheduled for you to come to the Library and pickup outside.

How do I pick up my Library material?

Arrive at the Library from the back parking lot. Your Library material will already be checked out to you so you do not need your Library card. When you are at the door, staff will place your Library material on a table outside the door. Please practice physical distancing if waiting in line and with staff at the door.

When and how do I return Library material?

You may return Library material anytime. There is a book return slot in the door and it is open 24 hours, 7 days a week. You may also return items at the time of pickup. There will be no overdue fines on any Library material that you have had checked out during this Library closure.

Are the Library materials that I bring home safe?

The Library has been adhering to health unit guidelines. Library material being returned is quarantined for 72 hours before it is checked in. Staff are practicing proper hand washing. As an extra precaution, you may also quarantine Library material after you pick them up.

Should I clean the Library material I borrow?

Please do not use any cleaner on Library books, DVDs, etc. The best practice is to quarantine the item, use proper hand washing when handling books and do not touch your face.

Can I come to the Library and request books?

No. Library material must be requested ahead of time either online or over the phone. A time will be scheduled for you to pickup your Library items.

Will I be allowed inside the Library

No. The Library building, including the washrooms, are not open to the public. The Library is currently offering outside pickup only.

What do I do if I don't have a Library card or cannot find my Library card?

Call the Library and staff will register you for a new card by phone, renew your card or make arrangements to deal with any previous problems with your account.

Is the Library offering any programs?

Yes! The Library has created and posted online storytime, tech tutorials, science programs for kids, one-on-one tech help, virtual book clubs, Facebook live presentations, etc. New programs are added weekly. Check the Library website www.bracebridgelibrary.ca