



General Library Frequently Asked Questions (FAQS)

Is the library open?

Right now the Library is closed to the public. We do not have a set date for reopening, but will notify our patrons as soon as we do. Staff are still available to answer questions by phone at 250-770-7781, and all of our online collections, services, and programming are available through our website or Facebook.

What are your hours?

Library staff currently are available by phone or email from Monday to Friday, 9:30 am to 4:30 pm.

How can I contact the library?

Call us at 250-770-7781, email us at contact@pentictonlibrary.ca or fill out a quick form on our website at <https://pentictonlibrary.ca/needhelp>

How do I get a Library card?

There are two ways to get a library card right now: by phone at 250-770-7781 or by visiting <https://pentictonlibrary.ca/getacard>. To get a card you must have a valid Penticton address, or be a student who goes to school in Penticton.

What should I do with my library books?

Staff are currently phoning patrons who have items checked out to arrange a return date and time to the library drop box. If you are unable to make it to the library due to health or safety concerns, please continue to hang on to your items. All due dates for items **CURRENTLY** checked out from before our closure have been extended to the end of June 2020. The due dates for **NEW** checkouts (Curbside pickup) will be the usual 3 week/21 day period.

Will I be fined for any items I have?

No. The library is currently not charging any late fines to patrons for items borrowed after February 15.

Are you running programs?

Yes! We have videos and livestreams available through our Facebook Page, which you can access here: <https://www.facebook.com/PentictonPublicLibrary/> We have some program videos available on our YouTube channel, which also hosts our How-To videos, here: <https://www.youtube.com/channel/UCVdD1KhD9xSj3EzLvuAE2iQ>

I want to start reading ebooks or listening to downloadable audio books, how do I do this?

To get started with our eLibrary collections, we recommend looking at our how-to guides here: <https://pentictonlibrary.ca/techguides>. If you need more help, you can fill out a form here: <https://pentictonlibrary.ca/needhelp> or give one of our staff a call at 250-770-7781 to be walked through the process. (**Please note:** Penticton Public Library's ebook collection is **not compatible with Kindle ereaders.**)

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I have a library card from the Okanagan Regional Library/BC Onecard, can I use your elibrary?

Only patrons who have a Penticton Public Library card can access our elibrary and other digital resources. If your home library is the ORL, or any other library, you must access their elibrary instead.

I have a card from the ORL/a BC Onecard, can I access your curbside pickup service?

Yes—anyone who has a card registered with our system may check out materials within the borrowing limits of that card (15 for BC Onecard users, 50 for Penticton residents).

PLEASE NOTE: You may not return any items to any library other than the Penticton Public Library. If you do not plan on returning items to the Penticton Public Library dropbox and want to return them to an Okanagan Regional Library or another home library, please wait until we offer full library service again.

Can I request an interlibrary loan?

The service is unavailable at this time. We will make an announcement as soon as this service reopens.

Is the Homebound Service available?

Our Homebound Service is currently not running, and there is no set date for when it will start up again. If you have a family member who normally uses our Homebound Service, you may check out an additional 5 items to your account with our Library Takeout service for curbside pickup. Just give us a call at 250-770-7781 to request the additional items. **Homebound service patrons do not need to worry about previously checked out items.**

Are you still going to be doing Summer Reading Club programs?

Yes! We might not be able to hold in-person programming for now, but the show will go on. The BC Summer Reading Club program will be changed to a choose-your-own adventure style format, similar to our annual Teen Summer Takeover program. We are working on making an activity booklet with weekly reading suggestions, crafts, STEAM activities, outdoor adventures, and more. You'll be able to do a safe, contact-less pickup method for the Reading Records, too. More information will be available as we get closer to June and July.

Are you running the Teen Summer Takeover again?

We plan on it! Lara is hard at work getting the passport ready for Summer 2020. Some of the prizes and activity formats might change (such as finding Lionel or in-person programs) but we're going to be adapting them so they can be carried out safely for all our teen participants.

I need help with [a library service], who do I contact?

If you need help with any library services, including, but not limited to: placing holds, searching the catalogue, ebooks, databases, and digital resources, please call 250-770-7781 or fill out our short online form at <https://pentictonlibrary.ca/needhelp> and our staff will get back to you as soon as possible.

If you have any other comments, questions, or concerns, please call the Library at 250-770-7781 from Monday to Friday, 9:30am —4:30 pm.

