

## Niagara Falls Public Library - Visiting Library Service Guidelines

**Visiting Library Service at NFPL** is to provide library services to the citizens of Niagara Falls who are unable to visit the library due to age, disability, or illness.

### **Who is eligible?**

VLS service is for Niagara Falls residents who cannot use the library facilities due to illness, disability or age. No referral is necessary. Individuals can make their own application or have a relative, friend or caregiver apply on their behalf. Acceptance into this service is dependent on the Library having enough volunteers to meet the need.

### **How does the VLS work?**

- Library materials will be selected by library staff based on your interests and requests as indicated on the Visiting Library Service Application Form. VLS customers can also request specific materials.
- Materials will be delivered to customers approximately every 4 weeks, based on availability of volunteers. These materials will be selected, checked out and packed by library staff.
- Materials will be delivered and picked up by library staff during COVID times

### **What is available to borrow?**

- All library formats as available.
- Interlibrary loans can be made but cannot be guaranteed as the lending library may or may not lend on the extended time frame that we would need to request to fit the delivery schedule. **\*Interlibrary VLS loans are unavailable during COVID**

### **Special Considerations:**

- Overdue charges for materials will not apply to VLS customers
- The regular loan period for VLS material is considered to be the time between deliveries. Books may then be returned or renewed; however regular rules apply. If the book is on hold for another customer, the book cannot be renewed. To renew material, let us know by contacting the library at 905-356-8080 X250 and specify your renewal for the Visiting Library Service or by email to [vlis@nflibrary.ca](mailto:vlis@nflibrary.ca)
- Please report lost or damaged materials to the library as soon as possible by contacting 905-356-8080 X250 or email [vlis@nflibrary.ca](mailto:vlis@nflibrary.ca)