

LIBRARY PROTOCOL

Library Privileges

1. Members and supporters of the Volunteer Action Centre have the privilege of signing out resources including books and video. Library borrowing privileges are extended to member organizations staff and volunteers.
2. Books can be signed out for two weeks. We recommend not more than three books be borrowed at one time. Renewal of a book may be made once, extending the borrowing period by two weeks.
3. Videos can be signed out for three day. Maximum limits of 3 videos. Renewal of a video may be made once, extending the borrowing period by 3 additional days.
4. Friends of the Volunteer Action Centre, including former staff and board members may enjoy the same library privileges as member organizations.
5. General Public may have access to our library and are welcome to stay at the Centre to read or complete research.

Finding and Signing Out books/videos

1. Books are sorted by categories including:
 - Administration
 - Boards
 - Fundraising
 - Humour
 - Marketing
 - Sector Specific Volunteer Programs
 - Skills
 - Studies and Surveys
 - Volunteer Management
 - Volunteerism
2. A complete of these resources and their availability can be viewed through the member portal or under Training and Consultation at www.volunteerkw.ca. The Library Search allows you to find resources by author, title or category.
3. Books/Videos are shelved at the Volunteer Action Centre office and can be signed out in person only with the assistance of a customer service volunteer or staff. Books/Videos can be placed on hold, however the borrowing period begins from the hold date.



4. A library card which can be found at the front of the book remains at the Volunteer Action Centre with your name, contact information and recording of the due date. The due date will also be written on the card pocket, affixed to the book/video.

Borrowing Responsibilities

1. Members/supporters and friends are asked to acknowledge the loan period of books and video. Failure to return the item(s) prior to the loan period will result in fines.

Item	Loan Period	Overdue Fine (daily-weekdays only)	Overdue Fine Max
Book	2 weeks	\$.25	\$6.00
Video	3 days	\$2.00	\$24.00

2. The Volunteer Action Centre will telephone or email the borrower when the book is 5 days overdue. An email will be sent to the membership contact person when the item is 10 days overdue.
3. Should members overdue fines reach a maximum fine an invoice will be sent to the member organization for the replacement costs of the book/video plus an additional \$5.00 processing fee. Should the book no longer be in print a flat fee of \$25.00 + \$5.00 processing fee will apply.
4. If the item(s) are returned in damaged condition, member organizations will be sent an invoice for replacement costs of the item plus an additional processing fee, as above.
5. Outstanding fees must be paid in full prior to borrowing additional books from the library.