

# Nelson Public Library Most Asked Questions

## 1. How do I get an NPL card?

If you live in the City of Nelson, or in Area (across the Orange Bridge and before Kokanee Park) or Area H South (South Winlaw), bring some ID with your current address. You are able to get a card if you do not have proof of your address. It is good for a year and you can take out 3 items.

If you live in Area E (Balfour, Blewett, Mountain Station), this area does not contribute to the library through taxes, so you will have to pay an annual membership fee, \$45.00 a year for one person, where you can take out 5 items at a time, or \$90.00 a year for a household card, where everyone in the family gets to take out 60 items at a time. Subsidies are available.

More information:

[Get A Library Card](#)

## 2. What is my pin/password?

Your PIN is usually the last 4 digits of your phone number. If you have changed your PIN to another number and you don't remember, feel free to call NPL (250-352-6333) to have a staff member reset your PIN for you.

## 3. How do I renew my items?

The books can be renewed twice unless there is a hold on the book.

In order to renew your items you have 3 options.

- You can login into your account via the library website (follow the link in the upper right corner). Enter your library card number without spaces and your pin (last 4 digits of your phone number), find the list of checked out books, select the books you would like to renew and click renew.
- You can call us at 250-352-6333 and we will renew books for you.
- You can stop by at the library's front desk with your library card and ask us to renew your books.

## 4. What if I cannot find a book I want in the Nelson Public Library?

- If the title you want is more than 1 year old, you may request an [Interlibrary Loan](#).
- If the title you want was published within the last 2 years, please [Suggest a Title](#).

## 5. I'm visiting Nelson. Can I use the library?

BC OneCard Program

If you are visiting from elsewhere in BC, then you can register your home library card and use it at the Nelson Public Library. You need to present your current I.D. and have your physical home library card at sign up.

Returning Materials

BC OneCard cardholders may return borrowed items to any public library participating in OneCard. The due date on items borrowed by BC OneCard cardholders will be the same as for Nelson Public Library members.

Other Services:

The Nelson Public Library also offers the following services that are popular with visitors:

- Free 24/7 WiFi access for laptop computers and other WiFi-enabled devices
- Public Computer Access
- Printing from Computer Access terminals
- Photocopying
- Community Reference Information