

LOANS AND RESERVATIONS

Borrowing documents

Avantages Laval card holders can borrow up to 30 documents in total, including a maximum of three video games and two society games for four weeks. They can also borrow an additional 10 digital documents.

Home loan service

The home loan service is offered free of charge to people with limited mobility or people who are losing autonomy as well as family caregivers who wish to continue reading and to maintain their connection with libraries. This service allows people to borrow a maximum of 30 documents for a period of two months and to receive them at home.

In order to register, please go to your local library or write to pretadomicile@laval.ca

Interlibrary loans

Thanks to the interlibrary loan service, residents have access to the collections held by almost all public and university libraries in Quebec and North America. Laval-based libraries (Bibliothèques de Laval) do not apply fees for this service, but a lending library outside of Laval may charge a fee. If that is the case, the fee must be paid.

How to submit an application

You must use the Catalogue des bibliothèques du Québec to apply for an interlibrary loan.

First check to make sure that the Laval-based libraries don't already have the document by using the search bar available through the Catalogue des bibliothèques du Québec homepage.

A maximum of five simultaneous loan requests is permitted. Any additional requests will erase the earliest request made.

How to register

In order to benefit from the interlibrary loan service, you must register:

- Online, through the Catalogue des bibliothèques du Québec (you will need your subscriber number, password and email address).
- By going to your local library.

Society game loan service

The library houses an impressive collection of society games for kids and adults. Games for all tastes and types of players are available, including classic games, educational games, games of strategy, and learning games.

You will find games that can be played on site in the youth section, along with games that can be borrowed near the circulation desk at every Bibliothèque de Laval.

Come play at the library... or bring a game home.

Society games for people with a visual impairment

The following six adapted games in braille format, with larger tactile characters, are available for loan at the libraries: Monopoly, Backgammon, Frustration!, Othello, Domino and Déclit des mots.

Vacation loans – Holiday period

The vacation loan service allows residents to borrow documents for a period of five weeks. Vacation loans automatically apply to all subscribers during the winter holiday season (December 1 to 31).

Massive document loans

Recognized Laval-based organizations, educational institutions, daycare centres (CPE) and home childcare services can borrow a large number of documents for learning assistance or recreational purposes. The number of documents that can be borrowed may vary, and loans are valid for eight weeks.

Please contact your local library for further information.

Return of documents

Documents can be returned to any of the nine libraries in the network:

- At the counter, during library opening hours
- Through the return bins available at the Bibliothèque Émile-Nelligan, the Bibliothèque Gabrielle-Roy, the Bibliothèque Laure-Conan, and the Bibliothèque Multiculturelle
- In the outdoor chute, 24 hours a day
- Through the Bibliomobile

Renewals

Loans can be renewed prior to the scheduled return date through the online "Dossier biblio" tab, by using the self-service loan return terminals, or by telephone.

Documents cannot be renewed online if:

- They have already been reserved by another user.
- The limit on unpaid fees in your record has been reached (\$20)
- The document has already been renewed five times
- Your subscription has expired.

If your documents have been reserved by another user, they must be returned to the library by the scheduled return date.

Reserving documents

You can reserve up to 10 documents and 10 digital books:

- Using the search engine available through the Catalogue des bibliothèques du Québec homepage
- By telephone

After being notified by telephone or email concerning the availability of the document, you must collect it within a maximum of four business days. For digital books, the notice is sent by email, and the document must be downloaded within a maximum of 72 hours, after which the reservation will be cancelled.

Fees

Late fees were abolished, effective February 1, 2021. Please view the FAQ section on the waiving of late fees for further details.

Fees for lost or damaged documents

Replacement fees and administrative fees will be applied to lost or damaged documents. If a document is returned within six months of paying the fee, the document replacement fee may be reimbursed upon request, but the administrative fee will not be reimbursed.

Lost or damaged documents

Type of document or medium	Applicable fee
Document	Cost of repurchase (taxes included) + \$5 administrative fee
Technological device	Cost of repurchase (taxes included) + \$5 administrative fee
Missing piece of a society game	\$2
Magazine	\$4 + \$2 administrative fee
Avantages Laval card	\$5

Temporary suspension of privileges

In the event of excessive lateness in returning a document, or when the sums due to the library reach the amount shown above, the subscriber's privileges will be suspended until the documents are returned or replaced or until the sums due are paid. The temporary suspension of privileges may also apply in cases where a subscriber fails to comply with the rules.

Temporary suspension of privileges

All members: When one or several loaned documents are late by 21 days or more, a notice of suspension of privileges is sent by postal mail.

When all the sums due to the library reach a total of \$20.