Library Name: Grand Biblioteque

Name: Daniel Dumaresq

Phone Number: 413 873 1100

Address:

475, boulevard De Maisonneuve Est  
Montréal (Québec) H2L 5C4

Questions:

1. How do you identify the books?

Several ways, ISBN, /to find in library Cote in French (classification mark) by subject person define the number/ document number random number

1. How many books member can borrow?

25 books , there are some restrict for the type, 10 fiction film, 10 music cds, 10 pcs software

1. What if the book is not available?

They can reserve it online but if we do not have it in the library users can make suggestion to buy

1. How to understand the number of the same books and availability of them?

Online they have the access to books which are available,

1. What do you need for membership registration?

Identity card, and proof of address,

1. When member ship will expire?

Each 2 years

1. Who can be members of the library? (Any limitations?)

There is no limitation, different categories to access the files

**Provides**[**specialized services**](http://www.banq.qc.ca/services/services_specialises/carrefour_affaires/index.html)**for, among other groups, children ages 0 to 13, teenagers, business people, newcomers to Québec, members of cultural communities and persons with visual or other impairments.**

1. How long members can keep the books?

3 weeks. New books 1 week, movie 1 week, 3 times renew unless it is new or reserved

1. Is there any penalty for late return?

Each day 30 cents for book

1. What is the process for check in and check out?

Check in: there are self-serve machine, or at the service desk

Checkout: there is a machine they can put the book

Problems:

They lose it, damage the books,