# YWCA NWT Family Centre Toy Lending Library

**Our toy lending library is now open!**

## What is a Toy Lending Library?

The Toy Lending Library is a free resource for Yellowknife families. You can borrow developmentally appropriate toys and books for your children instead of purchasing new items.

## Accessing the lending library

To gain access to our lending library, please email the Family Centre at [familycentre@ywcanwt.ca](mailto:familycentre@ywcanwt.ca). In your email, please provide us with your **first** **and last name, email address, main phone number, and home address** so we can you to our lending library system and create an account for you. We will then send you an email with the information you need to access the library.

## How does it work?

1. To reserve items, sign in to your account at <https://lend-items.appspot.com/login.jsp> (to set up an account please see “Accessing the lending library” above). Browse our online inventory system
2. Reserve the toys/books you would like to borrow
3. We will review your reservation to make sure the item(s) you want are available for lending (some items may not be available if they are defective or cannot be safely sanitized). If an item is unavailable, we will cancel your reservation or omit the item from your reservation.

## How do I get the items?

At this time, the Family Centre remains closed to the public. Reserved toy lending items are available for contactless pick up at our Family Centre Location (5608 50A Ave) or delivery. We will contact you after reviewing your reservation to set up a pick up/delivery time.

## How do I return items?

**All items must be returned by the return date listed.** Please contact us to set up a time for returning items via email at [familycentre@ywcanwt.ca](mailto:familycentre@ywcanwt.ca) or you can text us at 867-669-1234.

## Will items be sanitized between uses?

Yes, we have sanitized all items in our toy lending library inventory and will sanitize items before re-lending. If items cannot be properly sanitized due to materials, etc, they will not be available for use.

Family Centre Business Hours

9:00am – 5:00pm Monday-Thursday.

**Please note we will not return emails, texts or calls outside of business hours.**