

Norwell Public Library
Circulation Policies and Procedures
Updated 8/1/10

Library cards

1. Norwell residents may apply for a card at the Circulation Desk. A form of identification with the applicant's address (e.g. a driver's license) is required in order to receive a card.
2. Patrons may register on-line for a library eCard which allows them to place holds, use our audio book download service and search our reference databases. These cards can then be upgraded to permanent library cards at our library.
3. Children of any age may apply for a library card; however, applicants 14 years old and younger must have a parent's signature in order to obtain a card.
4. A \$1.00 fee will be charged to replace a lost library card.
5. All patrons are required to have a library card with them to borrow materials.

Checking Out

All patrons are required to have a library card with them to borrow materials. Family members may be allowed to check out for each other. The only materials restricted to in-library use are reference items, newspapers and the newest issues of magazines. Patrons are discouraged from allowing friends or unrelated persons to use their library card. It is the responsibility of the patron to return all materials on time, pay all overdue charges and to pay replacement costs for lost or damaged items that have been checked out on their cards.

Borrowing Privileges

In most circumstances, a patron may check out unlimited library materials. Certain children's materials may be restricted if there is an ongoing school project. Patrons are blocked from borrowing materials if they owe more than \$15.00 on their account.

Returning Materials

When the library is open, all items must be returned to the designated return area of the circulation desk. When the building is closed, the book drop in the front lobby is open. All videos, audio books, and CDs must be secured with a rubber band before being put into the book drop to prevent damage. A cup of rubber bands is located to the left of the book drop.

Renewing Materials

Most materials can be renewed unless a hold has been placed on the item. Renewals can be done in person, by phone, or online. For more information on accessing your account online, see section below on Online Access.

Loan Periods, Fines, and Fees

Patrons are responsible for all library materials checked out on their account. If an item is returned after the loan period, the fine accumulates from the due date to the actual date that the item is checked in. Listed below are the fines and fees for Norwell items; other OCLN libraries may have different loan periods, fines and fees. Once an account is overdue by \$15.00, the account is blocked and no items may be borrowed until the fines are paid.

1. Books, CDs, playaways, and puppets have a two week loan period and can incur a charge of 5 cents per day if overdue. Audio books (CD & cassette) have a three week loan period and can incur a charge of 5 cents per day if overdue. Fines are increasing to 10 cents per day as of September 1st . The maximum fine for each item is \$3.00.

2. Magazines have a one week loan period and can incur a charge of 5 cents per day if overdue. Fines are increasing to 10 cents per day as of September 1st. The maximum fine for each item is \$3.00.
3. DVDs and videos have a one week loan period and can incur a charge of \$1.00 per day if overdue. The maximum fine for each item is \$10.
4. Museum passes have a 24 hour loan period and can incur a charge of \$5.00 if overdue.
5. Certain reference materials may be checked out at the discretion of the Reference Librarian..
6. The Norwell Public Library waives fines for senior citizens on Norwell items; however, one must pay the full amount of an item if the item is lost.
7. If a library item is lost, the patron will be charged the replacement cost for that item.
8. If a piece of a library item is missing, such as a CD or video case, the patron will be required to pay a replacement cost. Items that are returned with missing materials are generally renewed once and the patron is contacted and asked to return the missing material. Once the renewal period has ended, fines will begin accruing if the item remains incomplete.
9. If library staff determines that an item has been damaged beyond repair and cannot circulate, the patron will be charged the replacement cost of that item.
10. Photocopies are available at .20 per page.
11. Patrons can use library printers at .10 per page for black-ink only and .75 per page for black and color-ink.
12. Sent/received faxes are \$1.00 per page. Sent/received international faxes are \$5.00 per page.

Requesting materials held by members of the Old Colony Library Network (OCLN)

You can place a hold on most items that you find in the online catalog. To do this, you will need your library card number and your PIN. Once you have placed a hold on an item, the first available copy in the network will be sent to the library that you have selected as your pickup location. When the library receives the item, you will be notified by either phone or email.

Requesting materials outside of the Old Colony Library Network (OCLN)

If you search ALL libraries for an item that is not available, a link will appear for the Virtual Catalog. Just follow the link, select your library and login with your library card number and PIN. The Virtual Library will allow you to search for and place holds on items throughout Massachusetts. You will be notified when either the requested item is available at your library or if it has been determined to be unavailable for loan.

Requesting materials not held by members of the Old Colony Library Network (OCLN) or the Virtual Catalog

If the item you want is not in our network, you can still request it through our Interlibrary Loan (ILL) service. The Reference Services Librarian, Jeanne Ryer, handles ILL requests and can be contacted at (781) 659-2015 or noill@ocln.org. Patrons are responsible for postage on ILL items.

Online access and PIN Numbers

Patrons can access their library account as well as place items on hold through any computer with Internet access. To gain access to your account, go to www.norwellpubliclibrary.org and click on "Catalog" in the black bar area. Click in the green box "Go To The Catalog". Patrons can access their information by clicking on Manage My Account. Patrons can put items on hold by clicking on the Place Hold icon in the item record. When requested, patrons need to type in their library card number and their PIN. Initially, all patrons have the PIN OCLN. Patrons are required to change their PIN the first time they use the online catalog. From that point on, their PIN cannot be OCLN. Library staff cannot see a patron's PIN nor can the staff change it to anything other than OCLN.

Email notification

Patrons who wish to receive notifications via email rather than by phone are asked to provide their email addresses to the circulation staff. Patrons may also make changes to their email address online by accessing the MY ACCOUNT feature of the online catalog.