

Norwell Public Library
Circulation Policies
Library Cards

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. A \$1.00 fee will be charged to replace a lost library card. Children of any age may apply for a library card. Applicants must have a parent's signature and proof of residency in order to obtain a card. All patrons are required to have a library card with them to borrow materials.

Loan Periods, Fines, and Fees

Books, audio books (CD & cassette), CDs, CD-ROM software and puppets have a two week loan period and can incur a charge of 5 cents per day if overdue. The maximum fine for each item is \$3.00.

Magazines have a one week loan period and can incur a charge of 5 cents per day if overdue. The maximum fine for each item is \$3.00.

Videos (VHS & DVD) have a one week loan period and can incur a charge of \$1.00 per day if overdue. There is a maximum fine of \$10.

Museum passes have a 24 hour loan period and can incur a charge of \$5.00 per day if overdue. There is no maximum fine.

Electronic or E-books have a three week loan period and can incur a charge of \$2.00 per day if overdue. There is a maximum fine of \$20.

Circulating reference materials have a two day loan period and can incur a charge of \$1.00 per day if overdue. There is a maximum fine of \$20.

The Norwell Public Library waives fines for senior citizens. Senior Citizens may request to have their fines waived if they so choose. We value our seniors for their patronage.

Any lost item will incur a replacement charge equal to its original cost. Other OCLN libraries may have different loan periods and fines.

Photocopies are available at a cost of .20 per page. Patrons can use library printers at a cost of .10 per page for black/white copies and .75 per page for color. Sent or received faxes are \$1.00 per page. Sent or received international faxes are \$5.00 per page.

Borrowing Privileges

In most circumstances, a patron may check out unlimited library materials. Checkout is not restricted by number or patron age. Certain children's materials may be restricted if there is an ongoing school project. Patrons are blocked from checking out if they owe more than \$15.00.

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.

PIN Numbers

Patrons can access their library account through any computer with Internet access, including the terminals in the library, at school, or in your home. In order to gain access, patrons must type in their User ID which is the barcode on your library card (no spaces needed) and their PIN. All patrons begin with the pin ocln. Patrons may change their PINs at anytime by accessing the My Account feature of the online catalog.

Renewing Materials

Most materials can be renewed unless another patron has already placed a hold on them. Renewals can be done in person, by phone, or online by accessing the My Account feature of the online catalog. In order to gain access, patrons must type in their User ID which is the barcode on your library card (no spaces needed) and their PIN. All patrons have the default pin ocln.

Other OCLN libraries may have different loan periods and fines.

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 will be 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 bookdrop.

Lost/Damaged Material

Patrons are responsible for all library materials checked out on their cards. If a patron loses a piece of a library item, such as a CD or video case, they will be required to pay a replacement cost. If a patron loses an entire library item, such as a book, they will be charged the replacement cost for that item. 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.

Overdue Information

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. Overdue notices are sent as a courtesy to patrons. 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.

Address/Phone Changes

Patrons should notify circulation staff anytime there is a change in address or telephone number. Contact information is used to notify patrons when requested materials are available and when items are overdue.

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. This can be done from any computer with Internet access. To do this yourself, you will need your library card barcode number (the user id) and a PIN number. The default PIN is `_ocln_`. 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 library. If you do not select a pickup library, the process will be delayed. When the library receives the item, you will be notified by either phone or email. You can also check on the status of your requested holds by accessing your account information through the `_My Account_` feature of the online catalog.

Requesting materials not held by members 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. 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.

Email notification

Patrons who wish to receive holds notification via email rather than by phone are asked to provide their email addresses to the circulation staff.

Purchase Suggestions

If you think the Library's collection would benefit from owning a particular item; we encourage you to suggest a purchase. Request forms are available at the circulation desk. Though we may not elect to purchase every suggestion, we do appreciate your contributions.