

## Norwell Public Library Circulation Policy

### **Library cards**

Library cards are available free of charge at the circulation desk and may be used at any OCLN library. A \$1.00 fee will be charged to replace a lost library card.

Library cards are issued in accordance with OCLN policy.

Registering as an OCLN Borrower - You must apply in person with valid identification. Valid ID for an adult library card must show your name and current street address. Forms of valid ID include, but are not limited to, a driver's license, a checkbook with printed address, delivered mail or bill, or a school schedule. If you prefer to receive mail at a P.O. box, your street address can be the alternate address, but must be documented.

Juvenile Cards - For juvenile cards, your address may be verified with your parent/guardian's patron registration if your parent/guardian is already a registered borrower. If not, a valid adult ID for your parent/guardian must be provided as above. Your parent's signature is required to register if you are 14 or younger.

Homebound Patrons - Exceptions to the in-person application requirement are permitted to accommodate homebound patrons.

Non OCLN Library Card Registration - If you have a valid library card from another library network in Massachusetts, you may use your home card and barcode to register as an OCLN patron. If the OCLN system cannot read the foreign barcode, a standard OCLN card and barcode will be issued. You must meet the same name and address verification requirements according to OCLN and local policy.

Online Registration - A Library eCard is available with online registration, allowing you to access downloadable eBooks and reference databases as well as place holds on items in the OCLN system. An eCard is for temporary use and must be upgraded to permanent status at the library.

### **Checking out**

You are required to present your library card at checkout. If you forget your card, as a courtesy and one-time exception, you may check out materials with your driver's license. You are allowed to check out materials for family members but are discouraged from allowing friends or unrelated persons to use your library card. It is your responsibility to return all materials on time, pay all overdue charges and to pay replacement costs for lost or damaged items.

### **Borrowing privileges**

In most circumstances, you may check out unlimited library materials. You may borrow up to 10 DVDs per checkout. Checkouts of certain children's materials may be limited if there is an ongoing school project. Items such as reference books, newspapers, laptops and mobile devices may be limited to in-library use only. If you owe \$15.00 or more on your account for late fees or lost/damaged charges, your card will be blocked and you will not be allowed to borrow any more items until the fines are paid.

## Returning materials

Whenever possible, all items should be returned to the designated return area of the circulation desk. A drive-up book drop is located across from the library entrance. Large items such as puppets and oversized books should never be returned in the book drop. Items returned at another OCLN library will be routed to Norwell Public Library in the daily delivery system.

## Renewing materials

Unless a hold has been placed on an item or the renewal limit has been reached, most materials may be renewed at the library, by telephone, or online. The library cannot monitor renewal requests sent via email or left as telephone messages. When calling the library to renew materials, you must speak directly to Circulation staff.

## Loan periods, fines and renewals

Material	Loan period	Overdue fine per day	Maximum fine per item	Number of renewals allowed
Books	2 weeks	.10	3.00	2
Books 400 pages +	4 weeks	.10	3.00	1
<u>Audiobooks:</u> 10 discs or fewer	2 weeks	.10	3.00	2
<u>Audiobooks:</u> 11 discs or more	3 weeks	.10	3.00	1
Playaways	2 weeks	.10	3.00	1
Magazines	1 week	.10	3.00	1
CDs	2 weeks	.10	3.00	2
DVDs	1 week	1.00	10.00	1
Video games	1 week	1.00	10.00	1
Puppets	2 weeks	.10	3.00	1
Museum passes	1 day	5.00	5.00	0

You are responsible for all library materials checked out on your 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. Once an account is overdue by \$15.00, the account is blocked and no items may be borrowed until the fines are paid.

If a library item is lost, you will be charged the replacement cost for that item. An item that is returned with missing part(s) may be renewed once unless there are holds or the renewal limit has been reached. The library will attempt to contact you and ask you to return the missing part(s). Once the loan period has ended, fines will accrue if the item remains incomplete.

If library staff determines that an item you borrowed has been damaged beyond repair and cannot circulate, you will be charged the replacement cost of that item.

The charge for lost audiobook CDs is \$10.00/each. If CD(s) cannot be replaced individually, the full replacement cost of the item will be charged. The charge for lost puppet bags is \$5.00. The charge for lost media cases is \$1.00.

The Norwell Public Library waives fines on Norwell items for senior citizens upon request. There is no waiver of charges for lost or damaged items.

## **Online access and PINs**

You can access your library account online. Go to [www.norwellpubliclibrary.org](http://www.norwellpubliclibrary.org) and select "My Account" in the page header. When prompted, enter your library card number and PIN. All patrons are initially assigned "OCLN" as a PIN but you may change your PIN after logging in to your account. Library staff cannot see your PIN nor can the staff change it to anything other than OCLN.

## **Requesting materials held by members of OCLN**

 After logging in to the library catalog, you may place one or more holds. Once the hold is placed, the first available copy in the network will be sent to the library selected as pickup location. When the library receives the item, you will be notified by email, text message or telephone.

## **Requesting materials outside of OCLN**

If an item is unavailable through OCLN, the Commonwealth Catalog (formerly the Virtual Catalog) offers access to materials at numerous other libraries in Massachusetts. After opening the link to the Commonwealth Catalog on the OCLN catalog screen, you need only to enter your library card number and choose your home library from the dropdown list in order to search and create requests. You will be notified when the item is available for pickup at the library or if it is unavailable.

## **Requesting materials not held by OCLN libraries or Commonwealth Catalog**

Any item not available through OCLN or the Commonwealth Catalog may be requested through Interlibrary Loan (ILL) by contacting the Adult Services Librarian at 781-659-2015, ext. 114 or by filling out an ILL request form online.

## **Email and text notifications**

You may receive notifications of available holds and due date alerts via email or text message. At your request, library staff will add your email address to your account. Any future changes to your email address may be done online by accessing the "My Account" feature of the online catalog. The text message alert option is also available for activating here.

## **Printing, photocopying and faxing**

The library uses a centralized printing system. Patrons send documents for printing from library computers to the Print Release Station. The charge is \$.15 per page for black ink and \$.75 for print jobs using color ink. Prices are the same for photocopies made at this printer/copier. Self-service faxing is available to the public for \$1.00 per page and \$5.00 per page for international faxes.

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