

NORWELL PUBLIC LIBRARY

CIRCULATION POLICY

LIBRARY CARD POLICY

Policy Statement: Library cards are available free of charge at the circulation desk and may be used at any OCLN library.

A library card must be presented at the time of checkout to borrow materials. This allows for proper security for both the patron and the library materials.

Library cards are issued in accordance with OCLN policy.

Regulations

- **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 state or federal ID, a school ID, or passport. Proof of residential street address include, but are not limited to, a checkbook with printed address, delivered mail or bill, or your vehicle registration. 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 or guardian's signature is required to register if you are under 13.
- **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.

- **Teacher Card:** To qualify for a Teacher Card, you must be currently employed as a teacher, educator, school librarian, or school administrator in the Town of Norwell. Teachers must apply in person with valid identification listed under *Registering as an OCLN Borrower*. Proof of employment, such as a town-issued ID or paystub, is also required. Patrons who teach in Norwell are eligible for a Teacher card in addition to their personal card as long as they meet the requirements listed above.
- **Organization Card:** A representative from the organization must fill out a library card registration form in order to qualify for an organizational card. This person is solely responsible for library materials and any associated costs to lost or damaged items. Proof of employment, such as a letter from the organization on the organization's letterhead or organization ID is required.

BORROWING POLICIES

Policy Statement: The Norwell Public Library has established the following borrowing policies to outline the rules and regulations associated with borrowing library materials.

Regulations

- **Checking out:** You are required to present your library card at checkout. If you forget your card, as a courtesy, you may check out materials with your driver's license or other form of valid identification. 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. All items labeled "Return Inside" must be returned to

the Norwell Public Library's circulation desk. 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, many materials will automatically renew within 3 days of the due date. As a courtesy, email notices will be sent regarding renewal status. 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:**
 - **All loan periods, fines and charges listed below apply to Norwell-owned material only, except as otherwise noted. Materials owned by other Old Colony Library Network (OCLN) libraries may have varying loan periods and charges based on the library that owns the item.**

Material	Loan period	Number of renewals allowed
Books	2 weeks	2
Books 400+ pages	4 weeks	1
Bestseller Books	1 week	0
Audiobooks: 10 discs or fewer	2 weeks	2
Audiobooks: 11 discs or more	3 weeks	1

Playaways	2 weeks	1
Magazines	1 week	1
CDs	2 weeks	2
DVDs	1 week	1
TV Series DVDs	2 weeks	1
Video games	1 week	1
Museum passes	1 day	0
Mobile Hotspots	1 week	0
Library of Things	2 weeks	1
Note: Loan periods and renewals for non-traditional items may vary.		

- **The Norwell Public Library is a fine-free library with the following exceptions:**
 - **Video Games**
 - **Museum Passes**
 - **Mobile Hotspots**
 - **Library of Things**
 - **Lost and/or Damaged materials**

Material	Loan period	Overdue fine per day	Maximum fine per item
Video games	1 week	.10	3.00
Museum passes	1 day	1.00	3.00
Mobile Hotspots	1 week	1.00	10.00
Library of Things	2 weeks	1.00	10.00
Note: Fines for non-traditional items may vary.			

- 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 at the patron's request 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 determine that an item you borrowed has been damaged beyond repair and cannot circulate, you will be charged the replacement cost of that item.
 - If available, 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 or damaged media cases is \$2.00.
 - There is no waiver of charges for lost or damaged items.
 - Teacher loans circulate for four weeks. Reference, adult new fiction, adult new nonfiction, and bestsellers cannot be requested for a teacher loan. Please notify staff upon checking out materials that this is a teacher loan transaction. Fines accrue based on our fee schedule. Teacher loans may be renewed once for an additional four weeks.
 - Organization loans (such as to nursing homes or the Friendship Home) circulate for four weeks. Organizations are responsible for lost or damaged items.
- **Online access and PINs:** You can access your library account online. Go to 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.
 - **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](#).
 - **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 your pickup location. When the library receives the item, you will be notified by email, text message, or telephone within 24 hours.
 - **Requesting materials outside of OCLN:** If an item is unavailable through OCLN, the Commonwealth 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.
- **Lending to Residents of Municipalities with Decertified Libraries:** As a participant in the State Aid to Public Libraries Program administered by the Massachusetts Board of Library Commissioners, Norwell Public Library must comply with requirements regarding use of its collection that are specified in Massachusetts General Laws, Chapter 78, Section 19A and 19B and further defined in the Code of Massachusetts Regulations (605 CMR 4.00).

NPL extends reciprocal borrowing privileges to residents of the Commonwealth, including students, who reside in communities that offer state certified library services. It is the policy of Norwell Public Library to discontinue borrowing privileges to residents of communities without certified public libraries and to discontinue interlibrary loans to such libraries, except when a library is not certified because of conditions beyond the community's control such as fire or natural disaster.

NPL continues to extend access to its materials for use in the library by all Massachusetts residents as required by 605 CMR 4.01(l), which states that "all residents of the Commonwealth shall have access to its reading and reference rooms under the same conditions as residents of the community." Residents of communities with decertified libraries are therefore welcome to use the Norwell Public Library resources within the library building. NPL will provide immediate reinstatement of borrowing and interlibrary loan privileges to all affected borrowers once a library is recertified.

Approved by Trustees 8/12/15

Amended by Trustees 4/25/23

Amended by Trustees 7/1/24