



**NORWALK**  
Public Library

# Circulation Policy

*Approved by the Norwalk Public Library Board of Directors*

*June 14, 2018*

## **Norwalk Public Library**

The Norwalk Public Library (NPL), comprised of the Main Library on Belden Avenue and the South Norwalk Branch Library on Washington Street, has over 250,000 items for public circulation. Our collection includes books, CDs, DVDs, magazines, audio books, museum passes, e-readers, chrome books, in addition to downloadable materials and interlibrary loan service. Our extensive fiction and non-fiction book and DVD collections include a wide variety of foreign language selections. The library also offers online resources that are accessible to NPL card holders both remotely and in the library buildings.

## **Mission Statement**

The Norwalk Public Library, with our open access to diverse resources, serves as the information and cultural center for Norwalk's citizens and businesses.

## **Circulation Objective**

The circulation objective supports the library's mission. Norwalk Public Library's goal is to have every eligible Norwalk resident obtain a library card and to actively and responsibly enjoy the use of our materials.

## **GENERAL CIRCULATION POLICY**

Library materials belong to Norwalk tax payers. Overdue fees, replacement fees and other charges are levied to recoup costs for lost or damaged items, and to ensure fair access to library materials. The Library Director is responsible for prioritizing the protection of library materials as authorized by the Library Board of Trustees.

The implementation of the circulation policy is performed by circulation staff members who are trained in library circulation policies and procedures.

## Responsibilities of Library Card Holders

Library cards are not transferrable. The only exception is parental use of youth cards to check out items for their children. Adults, in person, may also give third party permission to a designee (a nanny, a spouse, etc.) to pick up items on hold in their stead. Please notify the Norwalk Public Library if your name, address, phone number, or email changes. If library cards are forgotten, a photo ID will be required to check out items or to obtain the card number to use public computers. Library users are responsible for all materials borrowed on their library cards. **Please promptly report lost or stolen cards to prevent unauthorized use.**

If a cardholder visits or calls the library without a card or an identification, staff will ask for verbal verification before proceeding with the transaction.

## Library Card Benefits

- Free to all who live, work and/or attend school in Norwalk
- Access to all materials at the main library and the South Norwalk branch
- Inter-Library Loan
- All circulating materials, including museum passes, may be borrowed with a valid Norwalk library card
- Public computer s with Internet access
- Remote access to online resources
- Eligibility to register your Norwalk Public Library card at public libraries across Connecticut
- Borrower confidentiality, privacy protection, and exemption from Freedom of Information requests

## GETTING A LIBRARY CARD

### Library Terms and Conditions

- Library cards expire on the last day of the month six (6) years after the card is issued.
- Temporary cards and cards for non-residents who are employed or attending school in Norwalk expire in one (1) year.
- There is no cost to renew lost or expired cards. Borrowers follow the same process as getting a new card; however, charges exceeding \$10.00 must be paid before a renewal or replacement is issued.

## ADULTS

### Residents 18 years or older

To qualify for a Norwalk Public Library card, residents must verify their identity and Norwalk residency by presenting either one ID from section A or two IDs from section B.

- A. Photo IDs that are signed, valid, current and include the applicant's name and Norwalk address:

**Connecticut Driver's License**

**Connecticut Photo ID**

**U.S. Passport with photo and home address**

(Some passports do not list home address in which case a second ID will be required.)

- B. Two IDs required, one from each column:

#### PROOF OF IDENTITY

#### PROOF OF RESIDENCY

(must be current with applicant's name and address)

Government Forms with name and address  
residents, not property or business owned)

Norwalk tax bill (for

Employee ID with photo

Utility bill

School ID with photo

Rental lease

Alien Registration or

Auto registration

Permanent Resident "Green Card" with photo  
applicant's residence

Mail addressed to

U.S. Military Card with photo

## Youth

### Children 17 and under

- Parents/legal guardians must present a current, valid photo ID and proof of Norwalk residency.
- A responsible adult—aunt, uncle, grandparent, sibling, or caregiver over age 18—may also present proof of identification and residency for the parent/guardian, along with an application completed and signed by the parent/guardian.
- By signing the library card application, parents/legal guardians assume responsibility for all materials borrowed on youth cards, and for payment of overdue, replacement or other charges.
- If the parent/legal guardian does not have a photo ID, please see the section below on Youth Temporary cards.

- A parent/legal guardian must sign the Internet permission area of the application to permit their child to have independent use of Internet computers. The monitoring of Internet use or the Internet's accuracy/ appropriateness is not the responsibility of library staff.
- Children from birth to age 17 are assigned a youth library card and designated as youth in the database.
- Youth library cards expire after six years or on the child's 18<sup>th</sup> birthday

Temporary cards are given to Norwalk residents 18 and older who cannot provide any ID from Section A above, and who can only provide information from either column of Section B, but not from both. The cardholder may borrow a maximum of two (2) items and the card is renewable after one year. The term "For Use in NPL only" is added to the name label on the card. Patrons who receive Adult Temporary cards are urged to bring in the missing requirements as soon as possible so the cards can be upgraded to full use cards.

#### **Youth Temporary Card:**

These cards are issued to youths aged 12 to 17 under the following circumstances:

- No parent/guardian is present to apply for a library card AND
- The minor attends school in Norwalk and can present a current, valid school ID or report card

**OR**

- Parent/guardian is present but cannot show required proof of identification and/or proof of Norwalk address (see above for detailed requirements)

The cardholder may borrow a maximum of two (2) items. The term "For Use in NPL only" is added to the name label on the card. The card is renewable after one year.

In the absence of parental permission, holders of Youth Temporary cards may not use the internet on the library's computers.

Youth Temporary cards may be upgraded to regular Youth cards once the appropriate requirements are met, as designated above.

**The Connecticut State Library's BorrowIT CT/DeliverIT CT regulations stipulate that Connecticut residents obtain a public library card from their town of residency. Once the card is obtained, cardholders may register their cards at other public libraries in Connecticut with the identification required by those libraries. These regulations allow public library cardholders to borrow from most public libraries in Connecticut. The borrower is responsible for returning materials to the libraries from which they borrow. The main library and the South Norwalk branch can return materials to other libraries using the BorrowIT CT/DeliverIT CT van system, but the returns are not immediate and the borrower is responsible for any late fees incurred.**

**Non-Norwalk residents can have their hometown cards registered in the Norwalk Public Library System by bringing in a current (unexpired) library card from their hometown, a photo ID and proof of residency. The expiration date is set by the hometown library. In the absence of a specified expiration date, the Norwalk Library staff will assign a default date of 1 week.**

**Non-Norwalk residents who work or attend school in Norwalk may be issued a library card for use only in the Norwalk Public Library System and renewable after one year. The term "For Use in NPL only" is added to the name label on the card. A photo ID and proof of employment are required for applicants employed in Norwalk. Appropriate proof of employment would include a recent pay stub.**

**A current, valid school ID is required for applicants who attend school in Norwalk, along with proof of current home address.**

### **Renewal of Library Cards**

There is no cost to renew expired cards.

- Charges exceeding 10.00 must be paid before a renewal or replacement is issued.
- Appropriate ID and proof of residency/employment/schooling must be verified, as if registering anew.
- Patrons under age 17 must have all parental information validated and updated before renewing card. Parent must be present. **Temporary cards are an exception, please see the section above on Youth Temporary cards.**

## Circulation Periods

ITEM	ITEM LIMIT	LOAN PERIOD
Audio Books	No Limit	3 Weeks
Books	No Limit	3 Weeks
Chromebooks	1	In-House Use Only
DVDs	15	1 Week
eBooks, eAudio	5	2 Weeks
<b>WiFi Hotspots</b>	1	<b>1 Week</b>
<b>Kindle Fire</b>	1	<b>In -House Use Only</b>
Kits	No Limit	3 Weeks
Magazines	No Limit	1 Week
Museum Passes	1	3 Days
Music CDs	No Limit	3 Weeks

### Holds/Reserves

Card holders may place a maximum of 30 holds per account at any given time. DVDs, Blu-Rays, and hardware items will be held for two (2) days. Because DVDs and Blu-Rays are only held for two days, staff will alert patrons of their holds by phone if there is no e-mail address listed on the account. If the patron is not available, a message will be left that items are available for pickup, but for patron protection and privacy, the names of the items will not be revealed. All other items will be held for seven (7) days. If there is no e-mail listed on the account, staff will send a letter to notify patrons of items that are ready for pick up.

Museum Passes, Chromebook, Kindle Fires and WiFi Hotspots are not available for holds/reserves.

Patrons may opt to sign up for Library ELF service to receive automatic texts or e-mail alerts when reserves are ready for pick up. Library ELF allows patrons to choose the parameters of how/when they want to be notified.

### Renewals

Circulating items may also be renewed a maximum of seven (7) times in person, by phone, or online by entering library card holder's name and library account number unless another borrower has placed a hold on the specific item, or if library fees exceed \$10.00. Museum passes, Chromebooks, WiFi Hotspots and Kindle Fires are not renewable.

### Circulation Fees

Card holders are charged a daily fee for each item not returned or renewed by its due date. In case the WiFi Hotspot is lost, patron will be billed the full replacement price of the WiFi Hotspot. The Library will attempt to notify card holders via mail or email when an item is overdue.

ITEM	ADULT FEES PER DAY	CHILDREN'S FEES PER DAY	MAXIMUM FEE
Audio Books	.10	.05	The maximum fee accrual for circulating items is 5.00 with the exception of museum passes and Hotspots which is the full price of the item.
Books	.10	.05	
DVDs	1.00	1.00	
eBooks, eAudio	Automatically Returned No Late Fee	Automatically Returned No Late Fee	A block is automatically placed on accounts when the accumulated fees exceed 10.00.
WiFi Hotspots	10.00	N/A	
Kits	N/A	.05	
Magazines	.10	.05	When fees are under 10.00 card holders may resume borrowing privileges.
Museum Passes	10.00	N/A	
Music CDs	.10	.05	



**Fee Payment Information**

Fees may be paid at Norwalk Public Library circulation desks or online. We accept cash, credit cards, checks and money orders made payable to Norwalk Public Library. Payment may also be mailed to either library location by sending to the attention of the circulation department. Please include account information.

**Items Returned Missing Parts/Incomplete Returns**

It is the cardholder's responsibility to make sure that each case contains all items before returning audiovisual materials. If an item is returned missing one or more pieces, the item will not be removed from the borrower's account. Circulation staff will try to contact the patron. If the problem is not resolved the item will eventually be billed for replacement. Borrowers are charged either for the missing piece(s) or, in some cases, the entire item in question.

The City of Norwalk allows the Library to reimburse funds paid for lost items, if the items are returned in useable condition within thirty (30) days of payment.

**Replacement Costs**

Card holders are responsible for paying the replacement cost based on the type of material lost or damaged beyond repair. Please note that the library does not accept replacement items for lost or damaged materials. The library sets the standard replacement costs and processing fees for items. No refunds will be offered for materials returned after the 30-day grace period following payment of replacement cost.

**Overdues**

Borrowers are sent overdue notices via email or regular mail. When items are one week overdue, an overdue notice is sent. A courtesy notice is sent a day before the item is due, by email. A bill is sent when items are three weeks overdue.

**Bills**

Borrowers are billed for replacement of unreturned items when the items are three (3) weeks overdue.