



Circulation Policy

**Norwalk Public Library
Norwalk, Connecticut**

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 check out items 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.

Library Card Benefits

- Free to all who live and/or work 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.

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, borrowing privileges will be limited to two items.
- 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.
- Youth who don't have a parent/guardian or a responsible adult to apply for a library card may apply for an eCard which grants them access to our databases, but they are not allowed to check out library items or use our computers.

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

- Government Forms with name and address
- Employee ID with photo
- School ID with photo
- Alien Registration or
Permanent Resident "Green Card" with photo
- U.S. Military Card with photo

PROOF OF RESIDENCY

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

- Norwalk tax bill (for residents, not property or business owned)
- Utility bill
- Rental lease
- Auto registration
- Mail addressed to applicant's residence

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.

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. A photo ID and proof of employment are required for applicants employed in Norwalk. A school ID is required for applicants who attend school in Norwalk, along with proof of current home address.

Temporary Library cards are given to Norwalk residents who have proof of address, but do not have a photo ID. The cardholder may borrow a maximum of two (2) items and the card is renewable after one year.

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.

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	5	2 Weeks
eReaders	1	2 Weeks
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, eReaders 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.

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, eReaders, and Chromebooks are not renewable.

Circulation Fees

Card holders are charged a daily fee for each item not returned or renewed by its due date. 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 which is the full price of the museum pass.
Books	.10	.05	
DVDs	1.00	1.00	
eBooks	Automatically Returned No Late Fee	Automatically Returned No Late Fee	A block is automatically placed on accounts when the accumulated fees exceed 10.00.
eReaders	1.00	1.00	
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.

Incomplete Returns

It is the card holder'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 circulation staff will try to contact you and renew the item(s) in the meantime. If the problem isn't resolved within 30 days of the item's return, borrowers are charged for the missing piece(s) or, in some cases, the entire item. No refunds will be offered for materials returned after the 30-day grace period.

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.

Overdues

Borrowers are sent overdue notices via email or regular mail. When items are one week overdue, an overdue notice is sent. 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.