

## Your Account with NPL

### Card Privileges for Novi Residents

- Card valid for 1 year
- Charge Limit: 100 items
- Holds Limit: 25 items
- \$25.00 in fines suspends service

### Card For Service

A valid library card is required for services.

### SmartCard Apps

Use your smart phone and download one of these free apps to add yours or a family member's library card to the app. The card can then be scanned at any checkout station.

**Cardstar • Mobile-Pocket • NPL Mobile App**

### Renewing Your Library Card

Library cards must be renewed annually in person with valid picture ID and proof of Novi residency and/or business ownership.

**All fines and fees must be paid in full prior to renewal. Prior to renewing a child's card, parent's card's fines/fees must be paid in full.**

### Courtesy Notification Emails & Texts

It is best to regularly check your account via the **My Account** link on our website. Additionally, you can sign up for courtesy notifications by email and text. Be sure to add this address [librarynotice@tln.lib.mi.us](mailto:librarynotice@tln.lib.mi.us) to your contact list to receive courtesy notification emails: 3 days before items are due, 7 days after items are due, 21 days after items are due and when they are considered lost; when a hold is available; when your card is 30 days from expiring; and when it is your birthday. If you do not receive notifications and your email and phone number are correct, check your spam folder and settings.

## Accessing Your Account

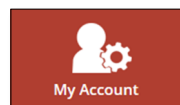
### My Account

Patrons are responsible for all materials checked out on their account. In order to keep up to date, you should regularly manage your account from our website to:

- See current and overdue materials checked out
- Renew materials
- Place and cancel holds
- Pay fines
- Change your PIN
- Setup EZ Login credentials
- Opt-in to text notifications and email receipts

#### To view your account:

1. Visit [www.NoviLibrary.org](http://www.NoviLibrary.org)
2. Click on the **My Account** icon
3. Click on the **Log In** link in the top right-hand corner
4. Enter your **library card number** without spaces and your **PIN**



*Your new library card is set with a default PIN of the last four digits of your phone number.*

*You may change it to something personalized after you log in to your **My Account**.*

5. Click on **[Your Name]'s Account** in the top right-hand corner
6. From there, click on each header (i.e. Account Summary, Account Activity, etc.) for different options

#### If you forget your PIN:

Please use the **"Forgot your EZ password?"** link on the log in page. You will receive an email on how to reset your PIN (note: you may need to check your spam folder). You can also come in to the Library in person, present your Driver's License and Library Card, and a staff member can reset it for you. Unfortunately, due to privacy issues, this cannot be done by phone.

## What do I need to register for a Novi Public Library card?

### Age 18 and Over

- Your valid Michigan Driver's License or state-issued ID with current Novi address (or address that pays Novi taxes)

OR

- Your valid picture identification (Passport or Out-of-State Driver's License)
- AND-**
- A current (dated within last three months) piece of mail showing the resident's name.
    - ⇒ If a resident cannot produce a valid piece of mail as proof of residency, the Library will mail a verification postcard to the resident's Novi address, which can be returned in person to the Library as proof of residency.

### Under Age 18

- Parent or guardian (guardianship papers required) with the above identification and/or documentation.
- Parent or guardian's valid library card in good standing, if applicable.
- Parents who sign child's card have access to account information and are responsible for all materials borrowed.

## The Michigan Library Privacy Act

Michigan law protects the confidentiality of library users' records. The records of library materials you request or borrow cannot be disclosed to anyone without your written consent, unless ordered by a court of law. In the case of a minor, parental access is granted if you have co-signed the library card. Refer to Public Policies P1 and P5.



Updated 07/10/18

# Using Your New Novi Public Library Card



## LIBRARY CARD MUST BE PRESENTED FOR SERVICES

Monday—Thursday: 10am-9pm  
Friday—Saturday: 10am-6pm  
Sunday: 12pm-6pm

45255 W. Ten Mile Rd.  
Novi, MI 48375  
(248) 349-0720  
[www.NoviLibrary.org](http://www.NoviLibrary.org)

# Your NPL Card Provides Access to All of These Services

## Items Not Available at Novi

NPL is a member of The Library Network (TLN) and participates in the Michigan Electronic Library Catalog (MeLCat) program. Both programs broaden the number of titles you can borrow beyond our local holdings. There are more than 60 TLN libraries in SE Michigan where you may use your Novi library card. A complete list is available on TLN's website: [www.tln.lib.mi.us](http://www.tln.lib.mi.us)



## Request an Item

Put materials on hold by using the online catalog or calling the Information Desk (248-349-0720). Library card and PIN are required. When an item becomes available, you will receive an email or an automated telephone call indicating the item is available for pick up.



Items are held for a maximum of 7 days. **In accordance with privacy laws, the library card used to request the hold must be used to check out the item.**

## Renewing Items

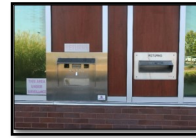


Items not on hold for another patron and not over the renewal limit can be renewed. See **Schedule of Loans, Fines and Fees** for renewal limits. Renew items by calling an automated 24-

hour telephone line at 888-672-8983 (numerical PIN required), through the NPL mobile app, or by going online to your My Account. **Always wait for confirmation that your item has renewed.**

## Returning Items

Return materials to the automated 24-hour drive-up return slot. The second, manual return slot is available as back-up for the automated system. Please feed items in one at a time. If you are coming into the Library, sort your items into the return slots as you enter the lobby.



## Special Return Items

Special request items from MeLCat must be returned or renewed at the library from which they were checked out.

**STEAM Kits, Story Time Backpacks, Book Club Kits, and Mobile HotSpots MUST be returned ONLY to the NPL Circulation Desk. A fine will be assessed if these items are returned in the automated return slot or the lobby return slots.**

## Self-Check Stations

There are six self-check stations located in the Library. Scan your library card and check items out using the computer. For an NPL item, place item on pad and wait for it to turn green on the monitor. For another library's item, scan the library barcode sticker, place item on the pad, and wait for it to turn green on the monitor.

## Self-Service Holds



Holds are located in the lobby on the Self-Service Holds shelf and are arranged alphabetically by the patron's last name. **Holds must be checked out prior to leaving the Library.**

## After-Hours Hold Lockers

If you cannot come to the Library during NPL business hours, call to arrange for this service. Your requested item(s) will be checked out to you and placed in a locker available only after closing and until opening the next business day. If not picked up in the allotted time, the item(s) will be removed and discharged from your account.



## Drive-Up Window



For fast, convenient service, call ahead to have your available hold moved to the window for pick-up at a time mutually agreed upon with staff or at least two (2) hours in advance.

Payment of basic fines is also allowed at the window.

**All other transactions and any account inquiries or issues must be addressed inside the Library.**

## Keep Your Account in Good Standing

Fines are charged on overdue materials to ensure the timely return of items for other members of the community to enjoy. If your account exceeds the maximum fine, library privileges will be suspended until materials are returned and fines are paid.

## Damaged or Lost Items

You are responsible for all materials checked out on your card. Keep library items in good condition for the next patron. The Library will notify you of charges for lost or damaged items. **Substitute materials cannot be accepted in lieu of payment. No refunds will be made.**

## Schedule of Loans, Fines, and Fees

Overdue fines accrue daily and are based on the type of material checked out and the owning library. Remember to note your due dates to ensure your items are returned on time.

Type of Material	Loan Period (Days)	Renew Limit	Overdue Fine Per Day
<b>RENEWABLE</b>			
Adult Books	21	2	20 ¢
Adult Paperbacks	21	2	20 ¢
International Books	21	2	20 ¢
Large Print Books	21	2	20 ¢
Tween Books	21	2	20 ¢
YA (Young Adult) Books	21	2	20 ¢
Youth Books	21	2	20 ¢
Audiobooks	21	2	20 ¢
Games (PS3, Wii, Xbox)	7	2	\$1.00
Movies (DVDs, Blu-rays)	7	2	\$1.00
Music CDs	7	2	20 ¢
<b>NOT RENEWABLE</b>			
7-Day Books	7	0	20 ¢
Bi-Folkal Kits	21	0	20 ¢
Bike Locks	1	0	\$1.00
Book Club Kits	42	0	\$1.00
Circulating Magazines	7	0	20 ¢
Holiday Picture Books	7	0	20 ¢
Kill-A-Watt Meters	7	0	20 ¢
Laptop Computer	1	0	\$1200.00
Lucky Day Books	7	0	20 ¢
Mobile HotSpot	7	0	\$1.00
STEAM Kit	7	0	\$1.00
<b>CONSUMABLE SUPPLIES FEE</b>			
Black & White Print (8.5" x 11") (single sided)			10 ¢
Color Print (8.5" x 11") (single sided)			50 ¢
Fax (Requires Credit or Debit Card)			Varies
Earbuds			\$1.50
Flash Drive			\$7.00
<b>MISC FEE</b>			
Library Card (Non-Residents)(annual)			\$111.00
Replacement Library Card			\$2.00