NPL @ Your Door Usage

- The NPL @ Your Door program is a service provided to Novi residents to receive library materials by mail: books, movies, music, audiobooks and more. If residents are unable to come to the Library due to accessibility, illness or other reasons, NPL can mail materials to a resident’s home.

- To qualify for the NPL@ Your Door program, a resident must:
  - have a valid Novi Public Library card in good standing and;
  - be 18 years or older to apply for this service. If a resident is under 18 years old, a parent, guardian or caregiver must sign the child up for the NPL @ Your Door program and take responsibility for all borrowed items.

- In order to sign up for the NPL @ Your Door program, a resident:
  - may call or email the Library to submit an application for this service;
  - will be notified by Library staff when the resident has been accepted into the program and;
  - must agree that the resident’s library card will be used exclusively for the NPL @ Your Door program. The resident may not use their library card for any checkouts at the Library, including the drive-up window, lockers or Lakeshore Lending Library.
  - must designate if the resident will participate in the program on a permanent or temporary basis,
  - must provide a participation start date and end date at registration, if using the service temporarily, with a minimum of four weeks required for participation in the program.

- A resident is allowed one mailer bag at a time per library card. The number of items allowed per mailer bag is determined by weight limit.
  - Materials are mailed directly to the resident in a mailer bag at no charge. The resident is required to mail all materials back to the Library within the checkout time limit using the provided postage prepaid mailer bag.
  - Only items owned by NPL can be mailed

- A resident may be suspended from the NPL @ Your Door program for:
  - damage to materials, including the provided mailer bag;
  - repeated failure to return materials (either part of or the total of items checked out) using the provided postage prepaid mailer bag;
  - repeated in-person check out of materials at the Library;
  - repeated in-person return of materials at the Library, or;
  - any other misuse of the program as determined by the NPL @ Your Door committee.

- The NPL @ Your Door program may be discontinued at any time for any reason.

Policy Handbook: Approved January 27, 2022, Amended March 24, 2022
Signed:

Kathy Crawford
President
Novi Public Library Board of Trustees