

Accessing Your Account

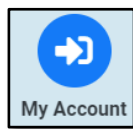
Card Privileges for Novi Residents

- Card valid for 1 year
- Charge Limit: 100 items
- Holds Limit: 25 items
- Overdue Items Limit: 24 Items
- \$14.99 in fees suspends service
- 1 or more lost items suspends service

My Account

Guests 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
- Change your PIN
- Setup EZ Login credentials
- Opt-in to text notifications



To view your account:

1. Visit www.NoviLibrary.org
2. Click on the **Login to My Account** icon.
3. 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**.*

4. Click on the **Log In** button.
5. From there, click on each header (i.e. Account Summary, Account Activity, etc.) for different options.

If you forget your PIN:

Visit <https://melstage.tln.lib.mi.us/PinRequest.html> and enter your library card number and your PIN will be sent to the email address on your account.

Alternatively, you can come into the Library in person, present your driver's license and library card, and a staff member can reset it for you. You may also call the Library with your library barcode number available, and a staff member can assist you over the phone.

Your Account with NPL

Card For Service & myLIBRO App

A valid **scannable** library card is required for all services in the Library. Make sure to always have with you either the physical wallet or keychain version you received at registration or access a digital copy through our app, **myLIBRO**.



Adding your library card to the myLIBRO app:

- Download & open the myLIBRO app.
- Enter "Novi Public Library" in the search.
- Login using your library card number and pin.
- Allow push notifications so we can alert you when your books are available and other important library alerts.

Renewing Your Library Card

Library cards for Novi residents (18 years and older) that are in good standing will automatically renew annually after our system confirms your Novi residency. A confirmation email is sent to let you know your card is valid for another year.

At the time the automatic systems checks your card (31 days prior to expiration), if your account is blocked or residency can't be verified, your library card will not automatically renew. Accounts are usually blocked due to lost items, too many overdue items, or fees in excess of \$14.99. **Accounts for Novi residents under 18 or those that are not for Novi residents are not eligible for auto-renewal.**

The system only checks one time one month before expiration, so even if your account later changes to a good status, the time for auto-renewal eligibility will have passed.

If auto-renewal is unsuccessful, you will receive email notifications to renew in person. These email reminders will be sent 30 days before, 7 days before, 7 days after, and 30 days after your card's expiration date.

If your Novi resident card fails to automatically renew, you must renew annually in person with your physical or digital library card, a valid picture ID and proof of Novi residency. **All fees must be paid in full prior to renewal.**

For a child's card, the registered parent listed on the account must present their library card and driver's license and the child's library card for renewal. **All fees must be paid in full on both the child's card and the parent's card prior to renewal.**

Using Your New Novi Public Library Card



SCANNABLE 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

Your NPL Card Provides Access to All of These Services

Courtesy Notification Emails & Texts

It is best to regularly check your account via the **My Account** link on our website. Additionally, you will receive courtesy notifications by email, and text if you opted in. Be sure to add these addresses notifications@novilibrary.org and librarynotices@tlnotices.org to your contact list to receive courtesy notification emails.

More Than Just NPL Items

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.org



Requesting Items

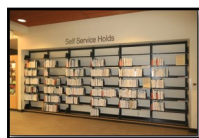
Put materials on hold by using the online catalog or calling the Reference Desk (248-349-0720). **Library card and PIN are required.**

When an item becomes available, you will receive an email, text, 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.

Picking Up Your Hold

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



Drive-Up Window & Lockers



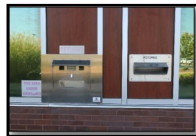
For fast, convenient service, call ahead at least one (1) hour in advance to have your available hold moved to the drive-up window for pick-up. You can also request to pick up your hold from one of our lockers in the lobby during business hours.

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

Self-Check Stations

There are four self-check stations located in the Library. Scan your library card and check items out using the computer. For a NPL item, place item on pad and wait for the green checkmark on the monitor. For another library's item, scan the library barcode sticker, place item on the pad, and wait for a green checkmark or yellow triangle on the monitor.

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 to ensure they properly are checked in off your account. If you are coming into the Library, sort your items into the return slots to your left as you enter the lobby.



Special Return Items

Special request items from MeLCat must be returned or renewed **ONLY** at NPL (the library from which they were checked out).

STEAM Kits, Story Time Backpack Kits, Special Needs Kits, Be Active Bags, Adult Book Club Kits, and Mobile Hotspots **MUST be returned **ONLY** to the NPL Circulation Desk. A fee will be assessed if these items are returned in the automated return slot or the lobby return slots.**

Auto-Renewal of Items

NPL has auto-renewal set up for all NPL renewable materials.

Items on your account will automatically renew 3 days before an item's due date if:



- The item does not have holds
- The item has not reached its limit of 2 renewals
- Your account does not have blocks preventing renewals
- It is an item that is eligible for renewals

The renewal period is added at the end of the original loan period. **You will ONLY receive a due date reminder notification if the item did NOT successfully renew.** If you have already returned the item, disregard the notice.

MeLCat items have a limit of 1 renewal.

NPL is Fine Free!

While NPL is permanently fine free, due dates will remain and be important. We want materials to come back on time so other guests can enjoy them too. Guests will still be charged fees for lost or damaged materials but not overdue fines on items returned past the due date. One or more lost or damaged items or more than 24 overdue items on an account will block a guest, and privileges will be suspended.

Damaged or Lost Items

You are responsible for all materials checked out on your card. Keep library items in good condition for the next guest. The Library will notify you of charges for lost or damaged items. **No refunds will be made.**

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 our website to view our Public Policies.