

Your Account with NPL

Card Privileges for Novi Residents

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

Card For Service & Digital Card

A valid 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 download a digital copy to your smartphone.



We recommend using a loyalty card app like **mobile-pocket** (available for download in the App Store & Google Play) to save a digital copy of yours and any family member's library cards to your smartphone and always have them on hand.

For instructions, visit <https://bit.ly/npldigital>

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 will receive courtesy notifications by email, and text if you opted in. Be sure to add these addresses notifications@novilibrary.org and librarynotices@tlnnotices.org to your contact list to receive courtesy notification emails.

Accessing Your Account

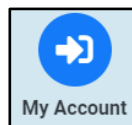
My Account

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
- 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
2. Click on the **Login to My Account** icon.
3. Enter your **library card number** without spaces and your **PIN**.
4. Click on the **Log In** button.
6. From there, click on each header (i.e. Account Summary, Account Activity, etc.) for different options.



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**.*

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.

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 08/26/21

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

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

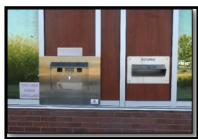


Request an Item

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, 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.**



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 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 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 fine will be assessed if these items are returned in the automated return slot or the lobby return slots.

Drive-Up Window & Lockers



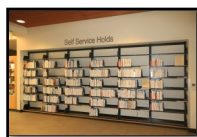
For fast, convenient service, call ahead to have your available hold moved to the window for pick-up at a time mutually agreed upon with staff or at least one (1) hour in advance. Payment of basic fines is also allowed at the window. You can also request to pick up your hold from one of our lockers in the lobby.

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

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 guest's last name. **Holds must be checked out prior to leaving the Library.**

Renew Items

Items not on hold for another guest 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), or by going online to your My Account. **Always wait for confirmation that your item has renewed.**



Auto-Renewal of Items

NOTE: 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 does not successfully renew. If you have already returned the item, disregard the notice.

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 guest. 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
RENEWABLE			
Audiobooks	21	2	20 ¢
Adult Books	21	2	20 ¢
Adult Paperbacks	21	2	20 ¢
International Lang. Books	21	2	20 ¢
Large Print Books	21	2	20 ¢
Tween Books	21	2	20 ¢
Young Adult Books	21	2	20 ¢
Youth Books	21	2	20 ¢
Magnifiers	21	1	20 ¢
Games (PS3, Wii, Xbox, etc.)	7	2	\$1.00
Movies (DVDs, Blu-rays)	7	2	\$1.00
Music CDs	7	2	20 ¢
NOT RENEWABLE			
Adult Book Discussion Kits	42	0	\$1.00
Bi-Folkal Kits	21	0	20 ¢
Early Literacy Backpack Kits	7	0	\$1.00
Mobile Hotspot	7	0	\$1.00
Special Needs Kits	7	0	\$1.00
STEAM Kits	7	0	\$1.00
7-Day Books	7	0	20 ¢
Circulating Magazines	7	0	20 ¢
Holiday Picture Books	7	0	20 ¢
Kill-A-Watt Meters	7	0	20 ¢
Lucky Day Books	7	0	20 ¢
Laptop Computer	1	0	\$1200.00
Bike Locks	1	0	\$1.00
Reference Books	0	0	No Loan
CONSUMABLE SUPPLIES			FEE
Black & White Print (8.5" x 11") (single sided)			10 ¢
Color Print (8.5" x 11") (single sided)			50 ¢
Earbuds (standard)			\$1.50
Earbuds (upgraded)			\$10.00
Flash Drive			\$7.00
MISC			FEE
Library Card (Non-Residents)(Valid for 1 Year)			\$111.00