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

Updated 07/06/21

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 services. Add a digital copy of yours and any family member’s library cards to your smartphone using the NPL mobile app and always have it on hand. The card can be scanned at any checkout station.

For instructions: scan the QR code or visit http://bit.ly/npldigitalcard

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 librarynotices@tlnotices.org to your contact list to receive courtesy notification emails: 3 days before items are due, 7 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:
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 come in to 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.

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Your NPL Card Provides Access to All of These Services

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

STEAM Kits, Early Literacy 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 two (2) hours 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-Serve Holds
Holds are located in the lobby on the Self-Serve Holds shelf and are arranged alphabetically by the patron’s last name. Holds must be checked out prior to leaving the library.

Renew 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.

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 renewal

The renewal period is added at the end of the original loan. 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 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.

<table>
<thead>
<tr>
<th>Type of Material</th>
<th>Loan Period (Days)</th>
<th>Renew Limit</th>
<th>Overdue Fine Per Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>RENEWABLE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audiobooks</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Adult Books</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Adult Paperbacks</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>International Lang. Books</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Large Print Books</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Tween Books</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Young Adult Books</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Youth Books</td>
<td>21</td>
<td>2</td>
<td>$4.00</td>
</tr>
<tr>
<td>Magnifiers</td>
<td>21</td>
<td>1</td>
<td>$20.00</td>
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<tr>
<td>Games (PS3, Wii, Xbox, etc.)</td>
<td>7</td>
<td>2</td>
<td>$1.00</td>
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<tr>
<td>Movies (DVDs, Blu-rays)</td>
<td>7</td>
<td>2</td>
<td>$1.00</td>
</tr>
<tr>
<td>Music CDs</td>
<td>7</td>
<td>2</td>
<td>$2.00</td>
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<tr>
<td>NOT RENEWABLE</td>
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<td></td>
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</tr>
<tr>
<td>Adult Book Discussion Kits</td>
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<tr>
<td>Bi-Folkal Kits</td>
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<tr>
<td>Early Literacy Backpack Kits</td>
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<tr>
<td>Mobile Hotspot</td>
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<td>$1.00</td>
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<tr>
<td>Special Needs Kits</td>
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<td>$1.00</td>
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<tr>
<td>STEAM Kits</td>
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<td>$1.00</td>
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<tr>
<td>7-Day Books</td>
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<td>$4.00</td>
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<tr>
<td>Circulating Magazines</td>
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<td>Holiday Picture Books</td>
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<td>Kill-A-Watt Meters</td>
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<td>$4.00</td>
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<tr>
<td>Lucky Day Books</td>
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<tr>
<td>Laptop Computer</td>
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<tr>
<td>Bike Locks</td>
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<tr>
<td>Reference Books</td>
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CONSUMABLE SUPPLIES

<table>
<thead>
<tr>
<th>Type</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Black &amp; White Print (8.5&quot; x 11&quot;) (single sided)</td>
<td>10 4</td>
</tr>
<tr>
<td>Color Print (8.5&quot; x 11&quot;) (single sided)</td>
<td>50 4</td>
</tr>
<tr>
<td>Earbuds (standard)</td>
<td>$1.50</td>
</tr>
<tr>
<td>Earbuds (upgraded)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Flash Drive</td>
<td>$7.00</td>
</tr>
</tbody>
</table>

MISC

Library Card (Non-Residents)/(Valid for 1 Year) $111.00