

LIBRARY CARD POLICIES

Eligibility: Any resident of Virginia is eligible for a Norfolk Public Library (NPL) Card. eBooks and eAudiobooks (downloadable materials) are available to those who live work or own property or a business in Norfolk. Other Virginia residents may access e-materials for an annual fee of \$35.

Adult Cards: Virginia residents 18-and-over may receive an adult library card by completing a card application and showing proof of identification and current address.

Juvenile Cards: Virginia residents 17-and-under can receive a juvenile library card by completing an application and securing the signature of a parent or legal guardian. Children must be present in order to apply for a library card.

Customer Responsibility: Library cardholders are responsible for all materials checked out on their own card or the cards of children for whom they have assumed responsibility. Report a lost or stolen library card immediately to prevent unauthorized use. You are responsible for charges that may be incurred before you report the card as lost. Inform the Library of any changes to your registration information.

Borrowing Materials: Your own valid NPL card is required to check out all library materials.

Loan Periods:

Books, Periodicals & Audiobooks	21 days	Book Express	7 days
DVDs & Videos	7 days	High Demand Books	14 days
Music CDs	21 days	Mobile Delivery Materials	1 month
eBooks/eAudiobooks	21 days	Interlibrary Loan	Varies
eMovies/eMusic	7 days		

Returning Materials: Materials may be returned to any NPL location. Only books can be returned in the outside book returns unless an outside media return is present. Videos, DVDs, CDs and Audiobooks must be returned inside the library to prevent damages being charged to your account.

Renewals: All items may be renewed twice if not requested by another customer. Items may be renewed in person by phone or online using a valid NPL card and a PIN.

Holds: Items currently checked out may be placed on hold in person by phone or online using a valid NPL card and PIN. Notification will be sent when the item becomes available.

Fines & Fees: Norfolk Public Library is fine-free. Patrons are expected to return or renew items on or before their due dates.

Replacement Fees

Library Card:	\$1
Damaged or lost books periodicals & AV materials:	Cost of item + processing fee
Damaged or lost individual audiobook CD/DVDs:	\$10 each + processing fee

- Fines & Fees totaling \$10 or more will result in suspension of borrowing privileges.
- Delinquent accounts totaling \$25 or more are sent to the Norfolk City Department of Finance after two overdue notices and accounts are blocked until paid in full.
- There is a \$25 fee on accounts referred to the Norfolk City Department of Finance.

For more information on NPL policies and procedures, please call 757-664-7328 or go to norfolkpubliclibrary.org.