

Keeping Track of When Items Are Due

- Look at date due stickers on the back of each of your checked out items.
- Go to our Online Catalog and log into **My Account** and view your **Items Out**.
- Sign up for email notification to receive a courtesy notice before items are due.

Renewals

- Use the Library Catalog.
- Use the Smartphone Catalog or the PDA/Mobile Catalog.
- Call the automated phone renewal line at 574.773.7920. You must have your library card and the item barcodes when you renew.
- Call or visit the Library.

Lost or Damaged Materials

Customers are responsible for the replacement cost of library materials that are lost or damaged. There is a \$10 non-refundable processing fee in addition to the cost of the item.

There is a \$3.00 replacement cost (with no processing fee) for replacing DVD/CD cases or covers, bar codes or spine labels only.

The Library will not accept replacement of the actual item. Once the Library receives payment for a lost or damaged item, the item becomes the property of the customer. The Library cannot accept the return of or provide refunds or credits for lost or damaged materials if they are found after payment of replacement charges has been made.

Library management are very willing to work with customers to settle their overdue accounts in ways that meet the customers ability and timeframe to pay.

Email Notification

Avoid fees by signing up for email notification. Email Notification allows you to receive all of your library notices electronically. If you are registered for email notification and have borrowed items, we will email you a **Courtesy Notice** email two days before your library items are due. We will send you a **Materials Overdue** reminder at seven and 21 days after the due date.

Returns

Return items to the Library during regular business hours or to the drive up drop box located at the southeast corner of the Library. The drop box is available 24 hours a day, including holidays.

Holds

- Use the Library Catalog.
- Call or visit the Library.

All items are holdable or bookable except "Reference Only" material.

All requests for Library materials are on a first come, first served basis and are subject to availability. Once you receive notification that your items are available, you have three days to pick them up before they are returned to circulation.

Hotpots and new DVDs are held for 24 hours only.

Vacation Loans

If you will be going out of town for an extended amount of time, ask a staff member for a vacation loan. The normal loan period for any item may be doubled except for those with holds or on Interlibrary Loan. This service is available to Nappanee Public Library Resident and fee cardholders only.

Looking for an Item Not in Our Collection

Purchase Requests

Request an item, and we'll consider purchasing it. All suggestions are subject to the Library's Collection Development Policy. If we opt not to add the requested item to the collection, we will attempt to fill your request via Interlibrary Loan.

Make Request:

- Talk with a staff member.
- Call 773-7929
- Email readmore@nappaneelibrary.org
- Go to our online catalog, log in to Access My Account and click **Purchase Request**

Any items published within the last six months should be submitted first as a purchase request, as they will be difficult to get via Interlibrary Loan.

Interlibrary Loan Requests

Interlibrary Loan (ILL) is a system that allows users at one library to borrow items or receive photocopies of documents from another library. The customer (you) makes a request, and the library, acting as an intermediary, obtains the item from another institution.

ILL service is available to all Resident NPL and Fee Cardholders with an active account in good standing.

Lost Library Cards

Report a lost or stolen card immediately to avoid responsibility for unauthorized use. There is a \$2 charge for a replacement card.

Purging of Inactive Customer Records

Customer accounts will be automatically marked inactive when the customer's privilege expires. Customer accounts that do not reflect fines or fees, have items checked out or claims returned activity will be deleted automatically three (3) years after being marked inactive.

Borrowing Privilege Exceptions

Type of Card	Exceptions
Reciprocal Borrower Cards	No New DVDs, Equipment or Electronics No Placement on Hold Lists No access to e-media or online subscription databases No Interlibrary Loan
PLAC Cards	No New DVDs, Equipment or Computer Equipment No Placement on Hold Lists No Interlibrary Loan
Educator Cards Home School Cards	150 item limit 4 Week Checkout No Fines
Kid's Cards	Three New and Three Regular DVD Limit Kid's Items Only
Summer Kid's Cards	Printed Materials Only

See our **Library Card Brochure** for detailed descriptions.

Loan Periods

Customers may check out up to 50 items total with a Resident Nappanee Public Library Card or Nappanee Public Library Fee card, including a maximum of three new DVDs, 10 DVDs total, and ten E-Media items.

Kid's cards are limited to six Kid's DVDs, three new and three old.

Only Adult card customers are able to check out DVDs located outside of the Kid's Department.

Library materials may be borrow for the following lengths of time:

Material Type	Loan Period	Renewals	Holds	Overdue Fees
Art	3 months	1 renewal	3 Days	NA
Books, Books on CD, Magazines, Non Book Items	3 weeks	1 renewal	3 Days	NA
New Books, New Books on CD	2 weeks	1 renewal	3 days	NA
Interlibrary Loan (ILL)	2 weeks	Discretion of lending library	No	NA
E-Books/E-Audio Books E-Magazines	1-3 weeks	Yes	Yes	NA
DVDs (older)	1 week	1 renewal	3 days	NA
New DVDs	3 days	No	1 day	NA
Equipment/Electronics	3 days	1 renewal	3 days	\$5.00
Hot Spots	1 week	No	1 day	\$5.00

Customers must present a card each time they wish to borrow materials and their account must be in good standing (no fees, overdue or billed items) to borrow materials.

All Library materials must be returned on or before their due date.

Library Hours

Monday - Thursday

9:00 am - 9:00 pm

Friday

9:00 am - 5:30 pm

Saturday

9:00 am - 5:00 pm

Sunday

1:00 - 5:00 pm

CIRCULATION POLICY



information innovation INSPARATION



Nappanee Public Library

157 North Main Street
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574.773.7919

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