

Area of Service

The Nappanee Public Library serves the city of Nappanee, Union and West Jefferson Townships. In accordance with Indiana Code 36-12-2-25, individuals of all ages who reside or own real property within this service district are eligible for a Nappanee Public Library card without charge.

Resident Card

To obtain a Resident Card, adults aged 18 and older must provide current photo identification and proof of current physical address within the library district and mailing address (if different) where mail may be received.

Kids, aged 5 to 17, must be accompanied by their custodial parent or legal guardian in order to apply for a library card. The parent or guardian must have a valid Nappanee Public Library card and be linked to the Kids' library card as the person responsible for all fees, fines and payment for lost or damaged materials charged on the kids' library card.

Employees of the Nappanee Public Library will be issued a Resident Card for the duration of their employment.

Nappanee resident cardholders in good standing are also eligible for reciprocal borrowing cards from other nearby libraries. Currently, those libraries include all **Elkhart County libraries and the Indiana State Reciprocal List**.

Each library sets its own policies on what may be borrowed through the reciprocal borrowing agreement. Please check on what restrictions may apply before selecting materials. This service is meant to complement, not replace, the services of a customer's home library.

Resident Cards are valid for two years.

Valid Forms of Identification

The following forms of identification are acceptable for all card types:

- Valid Indiana Driver's license with current address
- Valid Indiana ID with current address
- Valid Indiana Driver's Learner Permit with current address
- Consular ID with current address

In the absence of any of the above form of identification, the customer may also present one item from each of the lists below as acceptable forms of identification for a library card. **All items must be current and up to date.**

List 1

- State-issued Driver's License, ID or Learner's Permit with out-of-district address
- Permanent Resident Card (Green Card)
- Birth certificate
- School ID card
- Immigration papers
- Medicare-Medicaid card
- Passport
- Social Security card
- Voter Registration card
- Workplace ID card

List 2 (e-statements are acceptable)

- Bank statement
- Credit card bill
- Lease receipt
- Recent (within 30 days) In-district Motor Vehicle Registration
- Official Postal change of address verification
- Paycheck stub with preprinted name and address
- Property tax receipt
- Rent receipt
- Utility bill
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Other Cards

Individuals who are not eligible for a Resident or Property Owner Card may apply for the following cards:

Computer Use Card

Computer Use cards are issued to non-residents for Library computer use only. Customers must agree to the Computer Use Policy and provide a valid form of identification.

A legal guardian or parent with a valid form of identification must sign a parental permission form (witnessed by a staff member) for children between the ages of 11-17.

Computer User Cards are valid for one year.

Educational Card

Educators who live inside or outside of the Nappanee Public Library taxing district and are employed by a nonpublic/public school located at least partially within the Nappanee Public Library service district may receive a Nappanee Public Library Educational card free of charge. The card is valid for school and professional use at the Nappanee Public Library only. While home school teachers are not eligible for an Educational Card, they may be eligible for another type of card mentioned in this document.

For Educational Cards, appropriate professional identification is required (previous teacher privileges, school ID card, paycheck stub, letterhead, curriculum invoice) in addition to a valid form of identification.

- Educators have a 150-item limit and a four-week checkout period.
- An educational card may not be used to check out materials for personal use.
- The card expires August 15 of each year.
- There is no access to e-media, online subscription databases or Interlibrary Loan.

Fee Card

Indiana residents who live outside the Nappanee Public Library's service district may purchase a Fee Card. The Fee Card provides full access to the Nappanee Public Library.

- The cost of a Fee Card is set annually by the Board of Trustees.
- The fee card is valid for one year.

Homebound Card

Homebound cards allow for home delivery of library materials to individuals who are unable to visit the library due to limited mobility, disability or extended illness. Library materials checked out to homebound borrowers may have an extended loan period. Please note that equipment, including Hotspots, cannot be delivered through this service.

Professional Use Card

Professional Use cards can be issued to a business, nursing home, daycare center, pre-school or city agency located within the Nappanee Public Library service area. The cards are for professional use only. In addition to a valid form of identification, permission to check out items in the name of the agency must be presented on official letterhead. The card is valid for one year.

Public Library Access Card (PLAC)

Indiana's PLAC program allows an individual to borrow materials from any public library in Indiana. A PLAC card may be purchased from any Indiana public library.

Customers must present a valid home library card in good standing in order to purchase a PLAC card. PLAC card holders must present their PLAC card, in addition to a valid form of identification in order to obtain a Nappanee Public Library card.

- The current cost of a PLAC card is \$65 (set annually by the Indiana State Library)
- New DVDs and equipment cannot be borrowed with a PLAC card.
- Items cannot be placed on hold with a PLAC card.
- There is no access to e-media, online subscription databases or Interlibrary Loan.
- Items in the Library of Things cannot be borrowed with a PLAC card.
- The card is valid for one year.

Reciprocal Borrower Card

Reciprocal Borrowers are customers who live within a library service district and whose home library participates in a Reciprocal Borrowing Agreement with the Nappanee Public Library and are in good standing with their home library. Currently, those libraries include **Elkhart, Bristol, Goshen, Middlebury, Mishawaka-Penn-Harris, Wakarusa, and the Indiana State Reciprocal List.**

These customers may receive a Nappanee Public Library Reciprocal Borrower Card without charge. The card is valid for use only at the Nappanee Public Library. Customers applying for a Reciprocal Borrower card must present their home library card in addition to a valid form of identification.

Customers who live outside a library service district and choose to purchase a library card are not entitled to a Reciprocal Borrower Card. In order to use other libraries, these customers must purchase a PLAC card in addition to their fee card; see below for details.

Each library sets its own policies on what may be borrowed through the reciprocal borrowing agreement. As this service is meant to complement, not replace, the services of a home library, Reciprocal Borrower Cards have the following restrictions:

- New DVDs, equipment, and hotspots cannot be borrowed.
- Items cannot be placed on hold.
- There is no access to e-media, online subscription databases or Interlibrary Loan.
- The card is valid for one year.

Student Card

Student cards are available for all students, age 5-18 years old, enrolled in a school located at least in part within NPL’s taxing district, who lives in an area without library service. This includes students at nonpublic schools within that area.

- There is no cost for this card.
- Only kids and teens printed materials, and audiobooks can be borrowed. Teens may also borrow all nonfiction printed materials and nonfiction audiobooks.
- The Student Card is valid for one year.
- Proof of enrollment may be required.
- A parent or guardian must sign the library card registration to grant permission for the student to have a card and is responsible for all fees and payment for lost and damaged materials.

Cardholder Privileges

Loan Periods

Customers may check out up to 50 items total with a Resident, Property Owner, or Fee Card including a maximum of three new DVDs, 13 DVDs total and ten E-Media items.

Kids Cards are limited to six Kids DVDs, three new and three old.

Please see the specific Card descriptions for other limits on the loan of library materials.

Library materials may be borrowed according to the following rules:

| Material Type* | Loan Period | Renewals | Holds | Overdue Fees |
|---|-------------|----------|--------|--------------|
| Art | 3 months | 1 | 3 days | N/A |
| Books, Books on CD, Music CDs, Magazines, | 3 weeks | 1 | 3 days | |
| NEW Books, Books on CD, New Music CDs | 2 weeks | 1 | 3 days | |

| Material Type* | Loan Period | Renewals | Holds | Overdue Fees |
|-------------------------------------|-------------------------|-------------------------------|----------|-------------------------------|
| DVDs/Blu-Rays (older than 4 months) | 1 week | 1 | 3 days | |
| NEW DVDs/Blu-Rays | 3 days | 0 | 24 hours | |
| E-Books/E-Audio books E-Magazines | Per consortia agreement | Yes | Yes | |
| "Library of Things" | Varies | Varies | Varies | Varies |
| Electronics/Equipment | 1 week | 0 | 3 days | \$5.00/day |
| Hotspots** | 2 weeks | 0 | 24 hours | \$5.00/day |
| Interlibrary Loan | 2 weeks | Discretion of lending library | No | Discretion of lending library |

*Some cards have restrictions on certain materials. See the card descriptions above for details.

**See NPL's Hotspot policy for further details.

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. Customers may call the library or log into their account in the online catalog to inquire about the dates items are due.

Linked Cards

Cardholders may "link" household members to an adult cardholder (the "primary" cardholder) who will be responsible for all fees, fines and payment for lost or damaged materials charged on the linked card. Linked cardholders are able to pick up holds for anyone linked to them. In order to remove a linked card, the primary cardholder must request it in person. Information about other linked cardholders will not be shared with the primary cardholder unless the linked cardholder is under the age of 18.

Lost or Damaged Materials

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

There may be a replacement cost of no more than \$3.00 (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. Items with an assessed fee but not claimed by the customer after 30 days may be discarded.

Library administration is willing to work with customers to settle their overdue accounts in ways that meet the customer's ability and timeframe to pay.

Returns

Return items to the Library during regular business hours or the drive up drop box located at the southeast corner of the Library. The drop box is available 24 hours a day, including holidays. Some items cannot be returned in the drop box and will be clearly labeled.

Holds

All requests for Library materials are on a first come, first served basis and are subject to availability. In relation to hotspots, please see NPL's Hotspot Policy for further details.

Once notification is received that items are available, a customer can pick them up within the time indicated on the table above before they are returned to circulation.

Curbside Pickup for Holds

Holds may be delivered to a customer's vehicle by utilizing the Library's curbside pickup service.

Purchase Requests

Customers may request items for purchase. All requests are subject to the Library's Collection Development Policy. If the requested item is not added to the collection, the Library will attempt to obtain it via Interlibrary Loan.

Interlibrary Loan Requests

Interlibrary Loan (ILL) is a system that allows users at one library to borrow items from another library.

ILL service is available to all Resident, Property Owner, and Fee cardholders with an active account in good standing. Materials borrowed through ILL must be returned on their due date or borrowing privileges may be affected.

Lost Library Cards

Report a lost or stolen card immediately to avoid responsibility for unauthorized use. There may be a charge of no more than \$2.00 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.