Norton Public Library
L.G. and Mildred Balfour Memorial
68 E. Main Street, Norton MA 02766, 508-285-0265

Circulation Policy

I. Library Card Policy

Obtaining a Library Card

1. All borrowers ages 5 and up who live, work, own property, or attend school in Massachusetts are eligible to apply in person for one library card within the SAILS Library Network, free of charge.
    a. Children ages 5-11 must be accompanied by an adult and present a library card application signed by their parent or legal guardian. The parent or guardian's signature acknowledges responsibility for the library card and all material borrowed against the card.
    b. Teens ages 12-17 may present school-issued photo ID or government-issued photo ID and a proof of address in their name (a postmarked piece of mail) along with a completed library card application signed by their parent or legal guardian.
    c. Adults ages 18 and up must present government-issued photo ID and a proof of address in their name along with a completed library card application.
2. Borrowers who do not meet these criteria, including those who live outside Massachusetts, may register for a SAILS library card for an annual fee set by the SAILS Library Network.
3. Temporary residents, such as College Students or Visitors, may also get library cards. Temporary resident cards will have restrictions.
4. As an alternative, new borrowers may be eligible to register online for a temporary digital library card, which will allow immediate access for 3 weeks to digital magazines, ebooks, and audiobooks. Online registrations allow holds to be placed on physical items, but these accounts must be finalized in person with correct identification in order to obtain the permanent physical library card and check out physical items, in accordance with SAILS Library Network policy.
5. Educators interested in getting library cards for their students as part of a class visit or a field trip to the library should contact the Youth Services Librarian. Please allow a lead time of at least two weeks for processing each batch of applications.
6. By signing the registration form and receiving the library card, the borrower agrees to follow the rules in this Circulation Policy and agrees to take good care of all materials borrowed, to pay all fines or damages accrued, and to give prompt notice of any change of address, telephone number, or email address.
7. Confidentiality of all borrower information, regardless of borrower age, is protected by Massachusetts General Laws Chapter 78, Section 7.
8. The Norton Public Library will not issue library cards within 15 minutes of closing time.

Use of Library Cards

1. Borrowers may check out with a library card, their barcode in the SAILS mobile app, or a current school-issued or government-issued photo ID. This provides security for borrowers and library materials.

2. If your card is lost or stolen, please be sure to notify the Library's Circulation Department immediately to prevent unauthorized borrowing. Lost cards are replaced at no charge.

3. Contactless pickups are available. Borrowers will need to verbally verify their identity to schedule pickups.

4. Borrowers can manage their accounts online (place holds, renew items, etc.) from the online catalog and the SAILS mobile app. The SAILS Network has the following restrictions which will block card use and prevent borrowers from placing new holds and renewing items through the e-catalog and SAILS mobile app:
    a. when a borrower has 7 or more items overdue
    b. when a borrower owes $10.00 or more in fines/bills

II. Borrowing and Renewing Policy*

Loan Periods	
New Adult Books	2 weeks, 1 renewal
Books, Audiobooks	4 weeks, 1 renewal
Movies, Video Games	1 week, 1 renewal
Downloadable Items	Varies by format
Museum Passes	1 day, 0 renewals
Library of Things	Varies by format

*****_Many items are eligible for auto renewal. Renewals are not allowed for items on hold for another patron._

III. Returning Policy

All Movies, Audiobooks, and Video Games must be returned in the media drop or at the Circulation Desk. Returning these items in the outside book return can damage items and may result in charges. Some items, such as Museum Passes, Video Games, Library of Things items, and items borrowed from outside the SAILS Network must be returned directly to the Norton Public Library and cannot be transferred between libraries.

Late Fees

To remove barriers and increase access to materials and services for library visitors, and to increase lifelong reading and learning opportunities for all, old fines for overdue Norton checkouts have been forgiven. Additionally, most items checked out at Norton Public Library and returned late will no longer be charged an overdue fine.

The following items will accrue fines if returned late or improperly: Museum Passes, Library of Things, and items borrowed from outside the SAILS network (Inter-Library Loan and Commonwealth Catalog items). Late fees for Museum Passes and Library of Things $1.00 - $10.00 per day.

Replacement fees will be charged for lost or damaged items. Most items are assumed lost when they have been overdue 120 days or longer and borrowers will be billed the cost of a new copy of the item.

Approved by the Norton Public Library Board of Trustees 2/8/2022; Revised 12/10/24; 2/11/26; 3/14/26