

Reference and Research Help

How do I find a book?

The online library catalog is <u>available here</u>. If you have a Library card you may use it to renew items, put items on hold, order items not owned by NPL from other libraries through Interlibrary Loan, check fines and the due dates for items you currently have checked out, or update your address. It is not currently possible to pay fines online. If you need assistance with your search, please feel free to call any of our Norfolk library locations.

Can I request a book that's not in your catalog?

If you cannot find a book you need in our online catalog, you may request that a copy be sent from another library system through Interlibrary Loan (ILL). Please first confirm that the book is not in our collection. Also please note that audiovisual material such as DVDs, audio books, and books that were published less than 6 months previous to your request are not available for Interlibrary Loan. To request an item from another library:

- 1. Click "Not in Catalog?" at the top of the online catalog page <u>here</u>.
- 2. Click "Interlibrary Loan".
- 3. Follow the instructions on the ILL Request page.

To start an Interlibrary Loan search, click here.

ILL items have different loan periods, fines, and renewals. Please read the <u>ILL Policy</u> for more details.

Where can I find information about authors and new books, or read reviews?

For information about authors, new books, reviews, book discussion guides, or to receive monthly updates of new books, <u>click here</u>. Book reviews are also often available in the catalog record of individual books in the "A Look Inside ..." tab.

Do you have large print books?

Yes. To search for a specific large print book:

- 1. In the online catalog <u>here</u>, click the "Large Print Book Search" text under the search bars.
- 2. On the Large Print search screen, type in the title of the book.
- 3. Click the blue search button.

If you would like to see all new Large Print books, click on "New Items at NPL" on the right-hand side of the screen. Then, click on the "Large Print" text in the left-hand column.



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Do you offer magazine and newspaper articles online?

Yes, though you must have an NPL card to access our databases.

Do you have downloadable electronic and/or audio books?

Yes. Our eBooks can be searched for in our online catalog, or accessed directly through our provider, Overdrive. <u>Visit our eBooks page</u> for instructions, links, a schedule of eBook classes, and a list of other sources for free downloadable books in PDF, EPUB, and Kindle formats (suitable for iPads, Nooks, Kindle devices as well as other e-readers and smartphones).

We also offer some books in a playaway format, a portable MP3 unit with a recording of a book stored on it. Playaways do not come with headphones. To see a list of all playaways in the catalog, type "playaway" in the catalog search bar, and click search.

How can I get a question answered if I'm not at the library?

For general telephone reference call the Mary D. Pretlow Anchor Branch Library Reference staff at 757-441-1750, option 2. We are not currently able to offer general reference via email.

Do you offer reference assistance for genealogy and local history questions?

Yes. Call the Sargeant Memorial Room at 757-664-7485, or email localhistory@norfolk.gov.

Do you have books in languages other than English?

Yes, we have a small collection of books in Spanish, primarily for children, scattered throughout the branches. We have also recently begun collecting new Spanish-language books for adults, primarily at the Mary D. Pretlow branch. Additionally, in the International Language Collection in Storage we have a small, older collection of books in Spanish, German, French, Italian, with a few in Portuguese, Russian, and a few other languages. Books in Storage may be requested through the online catalog or by contacting any Norfolk Public Library Branch.

Do you have any online digital collections?

Yes, we have a growing collection of local history photos and maps in digital format here.

How do I suggest that the Library purchase an item?

If you'd like to submit a formal request for a title, please fill out a <u>Patron Request Form</u> and drop it off at any Norfolk Public Library branch. When you submit a Patron Request form you may request that we notify you of whether or not we will purchase it, and place a hold on it for you if we do purchase it. For various reasons we are unable to take formal suggestions for purchase via the Internet at this time.

For more information, visit our <u>policy page</u>. If you have further questions or need assistance, please visit or call one of your local <u>Norfolk Public Library branches</u>. Our librarians are knowledgeable and happy to help.