Additional Services

Can I access the Internet in the library? How do I reserve a computer?
Yes, the Internet is accessible at all branches on Library computers. If you have a Library card you may call any agency during regular hours to reserve time on a computer. Locations, hours and contact information are available here. In order to use a public computer you'll need to register for a library card or an Internet card. You will also need to know your PIN number. If you do not know your PIN number, you may request it from the Circulation Desk with a valid photo ID. Use of the Internet in the library is governed by the Library's Computer and Internet Use Policy.

What kinds of software are available on Library computers?
The Library offers standard office software such as the Microsoft Office suite and an Internet browser.

Can I connect my laptop to a wireless network in the Library?
Yes, all libraries have free wireless access available. The wireless network is security-enabled and requires a network key and username and password. Please ask at any service desk for logon information. More information about the wireless network is available here.

Do you have scanners available?
Four of our branch libraries, Janaf, Larchmont, Little Creek, and Van Wyck, have a scanner available for public use.

Do you offer computer classes or training?
Yes. We offer free training workshops on such subjects as basic computer use, the Internet, web-based email, and Microsoft Office programs. Click here to see the current schedule and registration information, or here for the class materials and helpful links.

Do you offer services for persons with disabilities?
The Library offers materials in large print and audiobook formats which may be useful for persons who are blind, unable to read standard print, or who otherwise cannot use standard books. Other services are available through the Virginia Department for the Blind and Vision Impaired which offers titles in cassette and disc, Braille, large print, and electronic text. Required playback equipment and accessories are also furnished. Books and equipment are mailed to and from eligible persons using the "free matter for the blind" mailing privilege. For more information, click here.

Do you have tax forms?
Yes. Forms are available to photocopy or take at all branches. They usually arrive in mid- to late-January and are available until April 30. Printable forms are also available here from the Virginia Department of Taxation and here from the IRS.

Do you have a fax machine I can use?
Three of our branch libraries, Barron F. Black, Blyden, and Horace C. Downing, have fax machines for public use. Local faxes are $1 per page and long distance faxes are $2.25 for the first page, $1 for each additional page. **We cannot receive faxes.**

Do you offer proctoring services?
We do not offer proctoring services. However, Tidewater Community College (TCC) does offer proctoring services at four testing centers in Norfolk, Virginia Beach, Chesapeake and Portsmouth. Locations and contact numbers are available on the TCC website. Be sure to ask about payment for proctoring at TCC. Our latest information is that it's free for Virginia Community College System students and $25 for all others.

For more information, visit our policy page. If you have further questions, or need assistance, please visit or call one of your local Norfolk Public Library branches; our staff is knowledgeable and happy to help.