

# LIBRARY CARDS FOR NON-RESIDENTS

## POLICY QUESTIONS TO ADDRESS

1. Does the library issue library cards to non-residents? If so, why?
2. How does the provision of library cards to non-residents support the library's goals and objectives?

## DEFINITION

1. What is the definition of a *non-resident*?

## REGULATIONS QUESTIONS TO ADDRESS

1. Is there a fee for non-resident to obtain a library card? If so, is it an annual fee? Will the library issue a card for a shorter period of time on a pro-rated basis?
2. Do all non-residents pay the same fee for a library card or does the price vary depending on the place of residence of the individual or the services he or she wishes to use?
3. Does the library require non-residents to present verification of identity to obtain a library card? If so, what constitutes acceptable verification?
4. Does the library require individuals to present verification of current residence to obtain a library card? If so, what constitutes acceptable verification?
5. What source(s) should staff use to determine whether or not a specific address is outside the service area of the library?
6. May children who live outside the library's service area obtain a non-resident library card? Is there a fee? Does the library require a parent's or legal guardian's signature for children or young adults under a certain age to obtain a library card?
7. Does the library issue cards to children or young adults when a parent or legal guardian is not present? If so, what verification of identity and/or current residence must the child or young adult present?
8. Does the library allow non-residents to register for a library card online? If so,
  - a. How and when does the library verify the applicant's identity?
  - b. How and when does the library verify the applicant's current residence?
  - c. How and when does the applicant receive his or her library card?
  - d. Is there a delay between the time that the applicant applies for a library card and when he or she can use library services which require the use of a library card (such as borrowing materials, remote access to electronic databases etc.)?
  - e. If there is a fee for the library card, may the applicant pay for the card with a credit card?
9. Under what circumstances, if any, may an individual use a post office box as their mailing address?

10. If the library has established different borrower types for the purposes of governing circulation policies or the gathering of statistics, what are those categories? What verification of identity, address or authority to request a library card is required for each borrower type? For example, does the library issue cards to:
  - f. businesses outside the service area of the library?
  - g. institutions or organizations outside the service area of the library?
  - h. schools outside the service area of the library?
  - i. homebound users outside the service area of the library?
11. If a user lives outside the service area of the library but owns a property or business within the library's service area, may he or she obtain a library card without paying a fee if other non-residents are charged for a library card? If so, what verification of identity, property ownership or payment of taxes must be shown?
12. If a teacher lives outside the service area of the library but teaches in a school with the library's service area, may he or she obtain a library card without paying a fee if other non-residents are charged for a library card? If so, what verification of identity and proof of teaching assignment must be shown?
13. If a staff member lives outside the service area of the library, may he or she obtain a library card without paying a fee if other non-residents are charged for a library card?
14. Does the library retain library card applications for non-residents after the library card has been issued? If so, for how long? Where are they stored? Who is responsible for maintaining the files and discarding applications at the appropriate time?
15. If the customer moves to another location outside the library service area, how may she or he report the change of address? Is verification of the new address required before the borrower's record will be changed? If so, what constitutes acceptable verification?
16. If the customer who had a non-resident library card moves to a location inside the library service area, is he or she entitled to partial refund for the non-resident card if there he or she paid a fee to obtain it?
17. Must a customer present his or her library card when they wish to borrow items from the library? Under what circumstances, if any, is this regulation waived?
18. If the customer has lost his or her library card, is there a fee to replace it?
19. Do non-resident library cards expire? If so, how long is the initial issuance period? What must the customer do to renew his or her card?
20. Under what circumstances, if any, will the library acknowledge that an individual or organization does have a library card?
21. What statistical information does the library collect about library cardholders? For what purpose is this data being collected? How is the customer's privacy protected?

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