

LIBRARY CARDS FOR RESIDENTS

POLICY QUESTIONS TO ADDRESS

1. Why does the library issue library cards?
2. How does the provision of library cards and requiring their use support the library's goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. Does the library require individuals to present verification of identity to obtain a library card? If so, what constitutes acceptable verification?
2. Does the library require individuals to present verification of current residence to obtain a library card? If so, what constitutes acceptable verification?
3. What source(s) should staff use to determine whether or not a specific address is within the service area of the library?
4. 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?
5. 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?
6. Under what circumstances, if any, may an individual use a post office box as their mailing address?
7. If a teacher or other responsible adult, present verification of address for a group of students they are bringing to the library?
8. Does the library allow individuals or others 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.)?
9. 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:
 - a. businesses within the service area of the library?
 - b. institutions or organizations within the service area of the library?
 - c. schools within the service area of the library?
 - d. homebound users?

10. 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?
11. 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?
12. 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?
13. Does the library retain library card applications 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?
14. If the customer moves to another location within 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?
15. 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?
16. If the customer has lost his or her library card, is there a fee to replace it?
17. Do library cards expire? If so, how long is the initial issuance period? What must the customer do to renew his or her card?
18. Are other libraries issued a library card (or assigned a barcode number) for the purpose of Inter-library loan? Who is responsible for issuing these library cards?
19. Are departments, branches or other units of the library issued library cards (or assigned a barcode number) to allow them to perform various work related tasks such as putting items on reserve, tracing items that are missing etc? Who is responsible for issuing these cards? How does a department, branch or unit request one?
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?