

**Library Card Registration  
CLP Policy #CIRC-1  
July 2017**

**POLICY:**

Adult and teen residents (13 years and older) of Pennsylvania are eligible for a library card for use at Carnegie Library of Pittsburgh (CLP) locations and other public libraries in Allegheny County. Children (12 and under) are eligible for a library card with a signed application from a parent, legal guardian, or responsible caregiver. Any caregiver (18 and older) may sign for a child's library card if they assume responsibility for that child's account and are a resident of Pennsylvania. To obtain a library card, a resident must present acceptable identification and provide their signature. They may do this at any CLP location.

A library card comes with a wallet-sized card and a key card. These cards cannot be shared with family members, roommates, friends, etc. Each resident is limited to one library account which may be used throughout Allegheny County for a variety of library services. The customer is responsible for all account activity. If someone other than the cardholder is found using an account, that account will be blocked and library privileges will be shut off until the actual cardholder can prove who they are using a photo ID (children may verbally verify their account information). While library cards are nontransferable, customers may designate proxies with the Library to pick up materials and pay late fees for them.

**Customers who reside outside of Pennsylvania**

All Pennsylvania residents (as defined by the Commonwealth of Pennsylvania) are eligible for a free CLP library card that will remain valid as long as the account is active. This includes students and other temporary residents. People who work in PA or own property in PA, but live outside of the state, will be considered out-of-state residents. Out-of-state residents will be charged a \$30 fee and will need to renew their accounts after two years.

**Parental Responsibility**

CLP respects the rights of parents, guardians and responsible caregivers to make decisions regarding Library use for their children and expects them to work with their children to monitor that use. The adult signing for a child's card is financially responsible for all activity on that card. When a teen applies for a card on their own, their parent/guardian will be notified of the new account by mail.

CLP does not place restrictions or limits on library cards for children at parental request. Parents or guardians do have the right to cancel and delete the library card account of any dependent child under the following circumstances:

- The requestor is the legal parent or guardian of the dependent
- The card is free of fees and/or outstanding materials

**Privacy:**

All library records are kept confidential and are only shared with the cardholder and/or as a result of appropriate legal orders. See CLP Policy #PS-22, Privacy and CLP Policy #37, Library Records and User Information, Third Party and Law Enforcement Requests. Customers may

designate persons who may only pick up reserved items and pay fees for them. The designated person must present the cardholder's library card and/or a valid ID to do so.

### **Patron Identification:**

Applicants (adults) must show photo identification or two additional forms of ID (see below for acceptable forms of ID). Children 12 and under may register with written consent of a parent, legal guardian or responsible caregiver, using their caregiver's photo ID. Teens, age 13-17, who do not have an ID may use alternative proof of identification (See Below - PROCEDURES, LIBRARY CARD REGISTRATION FOR TEENS). A signature is required for all applicants. CLP reserves the right to ask for previous addresses or further identification to verify whether an individual has or does not already have an existing library account. An application may be delayed in processing until any concerns over previous accounts are addressed. Persons found attempting to present fraudulent identification, misusing an account, or attempting to use another person's account may be banned from library usage and/or may be referred for legal action.

The following are acceptable forms of photo ID (must be current) to use for library registration purposes:

- PA driver's license
- PA identification card
- Other US state's driver's license
- Expired PA driver's license, if accompanied by local address verification (see below)
- Passport
- State ID
- Military ID
- Work ID
- Student ID
- Work Visa
- Greencard

If none of the above are available, or the photo ID is not current, two of the following alternatives may be used instead:

- For non-traditional housing, written verification of current address on organization's letterhead
- Postal mailer from CLP (dated within 4-6 weeks)
- PA learner's permit
- I-94 form
- Vehicle registration card
- Vehicle insurance card
- Lease/rental agreement (house, apartment, dormitory, etc.)
- Property tax receipt
- Utility bill (electric, gas, telephone, water – dated within 4-6 weeks)
- Paycheck (dated within 4-6 weeks)
- Bank account statement (dated within 4-6 weeks)
- Credit card billing statement (dated within 4-6 weeks)
- Report card or other school document for current grading period/semester

## **PROCEDURES, LIBRARY CARD REGISTRATION FOR ADULTS:**

1. A customer may apply for a library card in person at any CLP location. When a customer applies in person, they may use their card immediately.
2. A customer may also complete a temporary registration online through the eiNetwork's Online Catalog (<http://iisy1.einetwork.net/selfreg.html>). If a customer submits an online application, they have the ability to place items on hold and will have immediate access to eResources. The temporary registration is valid for 30 days. During that time, the applicant must bring acceptable identification to an Allegheny County public library to finalize their card. If the registration is not finalized, it is deleted after 30 days.
3. In each case, the customer must provide acceptable identification before the application process is considered complete and they may use their card.
4. Staff should enter registration information in accordance with the CLP Registration Standards, available on the Intranet (<http://clp-devweb/staff/Customerservices/RegistrationStandardsExample.pub>).

## **PROCEDURES, LIBRARY CARD REGISTRATION FOR TEENS (13-17 yrs):**

1. Anytime a teen registers for a library card without a parent/caregiver present, whether in the library or during outreach, a postcard must be sent to their home.
2. Teens may use a school ID as proof of identification. No address verification is required.
3. In the event that a photo ID is not available, teens are encouraged to use one of the following options to show proof of identification:
  - a. School or Camp Group Roster
  - b. Report Card
4. If none of the above is available, staff may issue a card by verbally verifying the teen's information with the following steps:
  - a. Ask the customer for their birthdate to verify their age.
  - b. Ask them to fill out their name and address on a Parent/Guardian Notification Postcard to be sent home. If the teen does not know their complete address, staff may complete the patron record with as much information as possible and ask the teen to bring in a piece of mail when they return. Add a message on the account as a reminder to ask for missing information at the next visit.
5. If a Student ID number is not available, add the following in the Unique ID field in Sierra: "MISSING, Staff Initials, and Today's Date" (Ex: MISSING YWMH 6/14/17).

## **PROCEDURES, LIBRARY REGISTRATION FOR CHILDREN (12 yrs and under):**

1. The signature of a parent, guardian or responsible caregiver is required on all children's library card applications. The child must be present to register and the child's signature

is encouraged on library card applications. The guardian's ID is required and will be listed on the account.

2. In the case that an alternate caregiver signs for the child, they may elect to provide additional proxies for the child's account, while still assuming full responsibility. If desired, a Parent/Guardian Notification Postcard may be sent to a parent when a caregiver registers a minor child in their place.
  - a. If the parent or legal guardian prefers to be the responsible party for the child's library card, staff may update the guardian information, capture their signature, and replace the library card if needed.
3. In the event that parent or legal guardian cannot accompany a minor applicant, the proceeding guidelines should be followed:
  - a. Parent/guardian letter ([http://clp-devweb/staff/CustomService/letterforparents\\_minorcard.doc](http://clp-devweb/staff/CustomService/letterforparents_minorcard.doc)) should be addressed and mailed to the parent or legal guardian, along with a blank library card application found online. The application should be marked in the lower right hand corner with branch initials, staff initials and date the application was mailed (e.g., MAILED: YCSB, 01/01/17)
  - b. In order to receive a library card, the child applicant must return the postmarked envelope with the completed application. The postmarked envelope is the only form of ID required. The library card application must include the parent or guardian's signature. The "ID Presented" field on the application must be completed. As outlined in the accompanying letter, a valid driver's license or state ID number is required for this field.

### **PROCEDURES, LOST OR STOLEN LIBRARY CARDS:**

Staff will block a customer's account in Sierra upon a report (in person or via telephone) of a lost or stolen card. This prohibits the card's use. Staff will provide a printout of any materials checked out on the card to verify which ones (if any) are in dispute by the customer. Staff should document any other information that the customer provides about the circumstances of the card loss. The customer must show a photo ID (children may verbally verify account information) before staff can update the record or replace the card. If any items are in dispute, staff will attempt to resolve the situation. To retrieve a lost card held at a Library location, a customer must also verify their identity.

### **PROCEDURES, PRIVACY:**

#### **Permission to pay late fees and pick up holds:**

CLP is committed to making every effort to respect and safeguard the confidentiality of the records of all customers, regardless of age.

- Customers granting permissions to others to pick up reserved items or pay fees may provide the names of those individuals on their library card applications. Staff members type in caps the permissions into the "Notes" field of the cardholder's account. The agreed-upon standard is: [NAME] or [NAME/NAME] MAY PICK UP RESERVES AND PAY FEES. Example: KARLYN WILLIAMS /TIM JONES MAY PICK UP RESERVES AND PAY FEES. See CLP Policy # CIRC-15, Standardized Messages for Customer Records.

- When a person who has permission by the cardholder opts to pay late fees on the account, an itemized receipt is given to the payee only in a sealed envelope with the cardholder's name on it. If the cardholder is present during the transaction, the receipt is given directly to the cardholder. A non-itemized receipt including the date, amount paid and name of the cardholder may be created and given to the person paying fees.
- When a person who has not been given permission by the cardholder opts to pay fees on the account, an itemized receipt can be mailed directly to the cardholder; a non-itemized receipt including the date, amount paid and name of the cardholder can be created and given to the person paying fees.

**Information about items currently checked out or on reserve:**

- Specific information about items checked out or on reserve, including author and title, can only be given directly to the adult or teen cardholder.
- If the cardholder is not present, there are two options:
  - An itemized list can be mailed directly to the cardholder through postal mail, and/or
  - Staff can describe general information about the quantities and material formats: four picture books, five DVDs, etc. via telephone if the caller has the library card number.

**FOR MORE INFORMATION:**

Contact the Library Services Administrator, Main Library or the Assistant Director, Neighborhood Libraries.

Related Policies:

|         |  |
|---------|--|
| CIRC-15 | Standardized Messages for Customer Records                                     |
| PS-22   | Privacy  |
| PS-37   | Library Records and User Information, Third Party and Law Enforcement Requests |

Supersedes:

|                 |  |
|-----------------|--|
| CIRC-2          | Library Card Registrations/Re-Registrations for Children |
| CIRC-14         | Library Card Registrations/Re-Registrations for Teens    |
| CIRC-8          | Donor Plus Cards   |
| CIRC-19         | Cardholder Address Verification                          |
| CLP Policy C001 | Registration, Proof of Address February 1991             |