

FORSYTH COUNTY PUBLIC LIBRARY
LIBRARY CARD REGISTRATION POLICY

All qualified individuals can receive a Forsyth County Public Library card which gives full access to all library materials and services. The Library has a responsibility to its citizens to maintain an accurate database of registered customers through the Customer Registration Policy.

QUALIFICATIONS FOR CUSTOMER REGISTRATION

Anyone who meets one of the following qualifications may obtain a library card free of charge upon verification of identity and address.

- Resident of Forsyth County
- Owner of property in Forsyth County
- Works in Forsyth County
- Student or teacher in a Forsyth County school, college or university
- Resident in an NC County with reciprocal borrowing privileges (Alleghany, Davidson, Davie, Guilford, Rockingham, Stokes, Surry & Yadkin).

REGISTRATION OF CUSTOMERS

Applicants are required to proof of **identity, birth date and registration eligibility**.

Proof of identity

Adults (18 years or older)

Any **one** of the following items is acceptable proof of identity:

- Driver's license or learner's permit – (may be accepted as both proof of identity and address)
- NC identification card
- School, work or military identification card
- Passport
- Any other official picture ID

Minors (under 18 years of age)

Teens (13 through 17 years):

Teens may present their own ID or their parent/legal guardian/permanent adult caregiver's ID. If the parent's ID card is used (driver's license preferred), parent's name and license number are noted. A teen library card may be issued for this age group. When teens reach 18, they may be issued an adult card at no charge, with their own provided proof of ID.

Children (0 through 12 years):

The child and parent/legal guardian must be present at the time the account is created. Parent, legal guardian or permanent adult caregiver with whom the child resides must show acceptable ID. The parent/guardian's name and ID number are noted. When children reach age 13, they can receive a teen card at no charge.

Date of Birth

Date of birth must be obtained for library records. Driver's license or similar ID is preferred. If the official ID does not show the birth date, ask the customer to state the date of birth.

Proof of address

Any **one** of these items showing name and current address is acceptable proof of address and **must** be shown **in addition to** the proof of identity above (electronic forms are acceptable)

- Car registration
- Checkbook
- Lease, deed or utility agreement
- Mail delivered by the post office
- Current telephone book listing
- Another official document (insurance card, etc.)

An applicant without current proof of address may receive a card, but their account will be assigned a Limited permission group/status.

When registering a new user for a library card, if another member of the cardholder's immediate family living at the same address has a current, valid library card, no verification of address is needed.

Those eligible must apply for library cards at a library location, the bookmobiles or through off site registration with a library staff member. School groups, library tour groups, etc. may submit paper registrations.

Forsyth County Public Library has six types of library cards:

- **Standard library card** (full Library privileges) with profiles for adult, juvenile and teen.
- **Limited library card** status is assigned to cards that are issued to those who do not have the additional proof of address information at the time their account is created. Only two library materials may be checked out on this card. Interlibrary loans (ILLs) may not be checked out on a limited card. Customers have full privileges when using our virtual library. Limited status cards expire after 6 months if the customer does not return to verify proof.
- **Internet cards** (issued in Evergreen allowing public computer access only for local customers without a mailing address). Every effort should be made to make sure the customer does not already have a card in Evergreen. Computer cards expire after one year. For computer users visiting for one week or less, issue a LibData visitor pass (ID required).
- **Non-resident** for customers who do not qualify as residents but would like full library privileges with yearly payment of a \$25.00 fee. The initial fee is assessed when the account is created, and subsequent annual fees are assessed at the time of renewal.
- **Staff** (includes permanent staff, but not Library Pages)
- **Outreach cards** are issued and used only by the Outreach Division. These cards are maintained by Outreach staff.

Adults in group homes should be able to provide some type of ID, through a counselor, proving address and identity to obtain a library card. For minors, staff should make a reasonable effort to obtain proof of address and identity through student ID or through a counselor.

Library cards are renewed every three years by verification of customer registration data. Non-resident and Internet cards are renewed annually. Limited cards expire after six months.

ISSUING LIBRARY CARDS

An applicant may be registered directly into the automated system or may fill out a registration form. Information from the form is entered into the computer. All required fields must be completed. Customers must choose a PIN (any 4-digit number except 1234) and the method by which they will be notified of overdues and requests.

After the library card registration is completed in Evergreen, new customers are issued their library card with full privileges immediately. Customers who are unable to provide the additional proof of address are given a card with limited privileges/status until they verify their residency.

Materials about the library and its services should be given to each applicant.

Online registration forms

Customers may also submit library card applications through the Library's website using the Online Library Card Registration form. Online applications are downloaded daily, and the processing of the applications are the responsibility of the customer's designated home library. Cards created from the online form are created as Internet cards and are limited to our virtual library collections. Once created, the cards are mailed to the customer. Upon receipt, customers may bring their card to any location with their photo ID to have it upgraded to full privileges.

Paper registration forms

The library does accept paper registration forms (see Appendix A). These forms are used primarily for off-site events, group tours, WinstonNet, and minors without a parent/legal guardian present. These forms, when completed in their entirety and presented on behalf of a group, are acceptable as proof of identity and address. When the form is presented by an individual, the card is issued with a Limited status. In all of these cases, library cards will need to be mailed.

Returned cards

Mailed cards with incorrect addresses are returned to the issuing library. If correct information is obtained, the customer record is updated (after the re-verification of current address) and the library card is re-addressed and mailed. If correct information cannot be obtained after reasonable effort, the customer's record is deleted from Evergreen unless the account has a fine/fee.

Replacement cards

Library cards are replaced free in these instances:

- Card is broken
 - Signature is old (signed when a child)
 - Name is not correct (due to marriage, etc.)
 - Card has been stolen
 - Card has been destroyed by act of nature
 - Specialty library cards (Generation Teen)
 - Migration from child to teen to adult library card
 - Trading up to the most current style library card (adult key tag/cards start with a beginning barcode of 1112504)
 - Customer moves from a NC Cardinal library system to ours and they have proof of address.
- Fees are charged for cards replaced for all other reasons. The first replacement card costs \$1. Additional replacement cards cost \$5 each.

Updating cards

The automated circulation system requires data contained in a customer's record be updated every three years before any transaction can occur.

Library staff does *not* read the address aloud, but rather asks the customer to state his/her address, telephone number and email.

The staff member checks information against the computer record and verifies that all required fields are complete. If there are no changes, the record is extended for another three years. If there are changes, library staff makes them in the computer before extending privileges.

A customer may update his/her card at any time either in person or online. Written proof of the update is not required. To change a PIN, the customer must provide proof of identity and library card number with verification of information including birth date.

Inactive cards

Privileges expire for cards that have not been used for three years. Inactive records are purged once a year for five years previous (for example, 2011 records were purged in 2016.) (See the Circulation Policy for purging customer records with delinquent items.)

PURGING CUSTOMER DATABASES

Customer records that expired 6.5 years previous and have no more than \$100 in outstanding bills or charges are purged monthly. Overdue items must be manually deleted from delinquent customer records before they can be purged.

PROBLEM ADDRESSES

Customer records are updated when notices are returned to the Library Staff will attempt to correct address information and update customer records in the automated system. If a customer has been barred because of a bad address, the customer is required to provide proof of address to re-register for a library card. The library card must then be mailed to the customer.

BORROWING PRIVILEGES

All customers in good standing with the library may borrow all circulating materials with the exception of video recordings, museum passes, tablets and ILLs, which are restricted to people 18 and older. The adult cardholder must be present at the time of checkout.

No fees are charged for borrowing library materials.

Loan periods for library materials vary. (See the Circulation Policy A for materials and loan periods.)

If the customer who is checking out a held item presents a library card that does not match the user ID for which the item is held, determine if the customer is picking up the item for another family member (for example, a spouse or child). If so, charge the item to the user ID on the hold slip.

While the above applies in almost all cases, staff may make exceptions based upon good judgment of specific circumstances (for example, a child picking up materials with a mom's card while she waits in the car). However, exceptions are never to be made when a customer is attempting to evade Library circulation policy (for example, a parent trying to use a child's card because the parent's card is blocked.)

RESPONSIBILITY OF LIBRARY CUSTOMERS

Library customers (both individual and institutional) are responsible for materials checked out on their cards. Parents or guardians are responsible for items checked out by dependents seventeen (17) years old or younger. Library customers are responsible for returning library materials in satisfactory physical condition. Customers must pay replacement charges for lost or damaged material.

Library customers are responsible for the library cards issued to them. Lost or stolen cards must be reported immediately to protect the customer's liability and to prevent the card's use by unauthorized persons.

Abuse of library privileges can result in fines, fees and suspension of borrowing privileges. Cases of excessive delinquency are referred to the County Attorney and/or other agencies for further action.

NC CARDINAL MULTIPLE LIBRARY CARD POLICY & PROCEDURE

It is the policy of the NC Cardinal consortium that all member libraries honor the library cards of all other member libraries, allowing patrons the fullest access to NC Cardinal consortium materials. Because the consortium does not currently share electronic resources consortium-wide, patrons may maintain library accounts in more than one member system in the consortium based upon the established patron registration policy for each library system. If a patron requests a new library card or wishes to use their existing library card in another NC Cardinal library, please follow these recommended procedures. Customers with a valid NC Cardinal card can receive their new Forsyth County library card the same day without address verification. *See App A.*

APPENDIX A

Customer Registration Forms & Procedures

1. NC Cardinal Registration Procedures (also located on the Nest - <http://statelibrary.ncdcr.libguides.com/thenest>)
2. Adult Customer Registration Form
3. Adult Customer Registration Form (in Spanish)
4. Children and Youth Registration Form
5. Children and Youth Registration Form (in Spanish)