CIR-1

LIBRARY CARDS AND CUSTOMER ACCOUNTS

POLICY STATEMENT
A Manhattan Public Library card is required to make full use of library services, including managing user accounts, borrowing materials, and use of the library's public access computers, and subscription online services. Library cards are issued to help the library maintain accountability of library resources and make them available to the public.

DEFINITIONS
An **account** is a record of each customer including their personal information, items checked out, on hold, associated fees, requests, and other information that allows full use of library services and maintains customer accountability.

A **block** is a note or message associated with customer accounts. Blocks may include special messages added by staff or automatically generated blocks that indicate reserved items are available for a customer, fees are due, items are overdue, or other circumstances that may affect the use of service.

REGULATIONS
1. REGISTRATION
A free library card is issued to anyone who fills out a library card registration form and presents proof of identification and current address. Minors under 18 years of age must have a parent or legal guardian present to obtain a library card. A parent or legal guardian's identification may be used for minors. A parent or legal guardian has legal responsibility for his or her child's use of the library.

Identification should include:
1) Photographic identification, such as a valid driver's license, passport, valid student I.D., valid military I.D. card
2) Proof of current street address, such as recently postmarked mail, checks, rent receipt, driver's license, etc. This may include online bills, bank statements, lease agreements, etc.

Library cards are required for use of library resources to protect the customer and the library from fraud or misuse of their accounts. Customers should present their library card each time they check out an item or wish to use a library computer. If customers do not have their card with them, they may check out by showing a photo ID or by the photo identification on the library account.

Library users may only have one active Manhattan Public Library card. There is an exception for minors who live in two separate households where one parent does not want to accept financial responsibility for the other parent. This is only done in extreme

situations and requires manager approval. In some instances users may have an eCard to access digital resources in addition to their full service library card.

Association Accounts:
Associating library cards allows family members to link their account with a spouse or child. This allows any of the associated card holders to be able to access the linked accounts without the physical card being present. To initialize the association, adult patrons must be present and all cards must be present.

It is up to the patron or patrons to inform staff when the association is no longer valid.

2. USER RESPONSIBLITIES
−   Customers are responsible for all materials borrowed or services used with their card.
−   Customers are responsible for making sure their personal information is current by informing library staff. Changes of address should be reported promptly, in person or by submitting a request through the patron's online library account.
−   Customers should promptly report lost or stolen cards.
−   Customers should promptly pay all charges for lost or damaged material.

3. LOST CARDS
Customers are responsible for all use of their library card and any accrued fees, damages or materials checked out on the card until the card is reported lost or stolen.

4. REPLACEMENT CARDS
Replacement cards are issued for lost, stolen or damaged cards at the cost of $1.00 per card. Any fees over $10.00 or overdue materials must be resolved. Customers must present photographic identification. If the library no longer has a record of the customer's account, they must obtain a new card.

Cards that are worn from long term use are replaced at no charge.

5. CARD TYPES
There are several types of cards that may be issued, some with special restrictions. Below is a summary of card types.

Adult
An adult card is issued to any person living in the library's service area who is 18 to 64 years of age.

The library's service area includes the following counties: Chase, Clay, Dickinson, Geary, Lyon, Marion, Marshall, Morris, Pottawatomie, Riley, Wabaunsee, and Washington. People who live outside the library's service area may apply for a card but will have limited borrowing privileges.

Children's
A children's card is issued to any person living in the library's service area who is under 18 years of age. A parent or legal guardian must be present to obtain the minor's card, accepting legal responsibility for use of the card. The identification of the parent or legal guardian may be used by minors to provide proof of current address. By default, R-rated videos and M-rated games may not be checked out on children's cards. The parent or guardian listed on the account can access information associated with that card, and the library privileges that it provides without the library card, if they provide a photo ID.

Children's Unrestricted
A children's unrestricted card is the same as a children's card, except that a parent or legal guardian has requested that the library allow the card holder to check out R-rated videos and M-rated games.

Senior
Senior cards are issued to any person living in the library's service area who is 65 years of age or order.

Homebound
Homebound cards are issued to persons who are physically unable to visit the library. They are issued only with the permission of the Associate Director, Learning and Information Services. Adult and Teen Services staff will be allowed to checkout materials on homebound cards.

Non-Resident
A non-resident card may be issued to any person who lives outside the library's service area. Non-resident card holders are limited to checking out 2 items on their card at any one time. Non-resident card holders do not have access to downloadable and streaming services or Interlibrary Loan. Non-resident cards have a 1 year expiration date.

Temporary Resident
A temporary resident card may be issued to any person living in temporary housing. Temporary housing includes Job Corp, MESI, and other short-term residences. Temporary resident card holders are limited to checking out 2 items on their card at any one time. Temporary resident cards have a 1 year expiration date.

Community Profile Representative
A community profile representative card may be issued to the authorized agent of an organization in the library's community information center. This card type is only used to access and update an organization's record. The card has no borrowing privileges.

Outreach
An outreach card may be issued to childcare centers and preschools. Children's Services staff checkout selections of materials on outreach cards for use at offsite locations.

Department
Each library department has a card to check out materials that may be in use for library-related reasons in order to track the status of an item. They are only issued by the Circulation Manager.

Employee
An employee card is issued to any current Manhattan Public Library/North Central Kansas Libraries System employee. Supervisors should notify the helpdesk whenever employment begins or ends for an individual. Employees are still expected to follow the same circulation rules and regulations that apply to our customers.

Test
Test cards may be set up by the System Specialist for the purpose of testing system functions. At times the Circulation Manager or the Circulation Supervisor will set up and utilize test cards for training purposes.

Interlibrary Loan
Interlibrary Loan cards are for tracking materials that are sent to North Central Kansas Libraries System members and used only by staff working with Interlibrary Loans. Interlibrary Loan cards may only be issued by the Circulation Manager or the Circulation Supervisor.

Kansas Library Card
Kansas Library Cards offer access to electronic resources through the State Library of Kansas. Library staff may issue a KLC to any Kansas resident. Customers may obtain a KLC in person at library service desks.

eCard
eCards allow access to digital resources without allowing the checkout of physical items. Library staff may identify groups or organizations for initiatives using eCards to encourage new library users.

6. PASSWORDS
Customers may access certain information about their library account through the public access catalog. This requires a library card number and password. Customers registering for cards online assign their own passwords. Customers registering at the service desk receive temporary passwords based on their phone number. These passwords should be changed to guarantee privacy. The library's public access catalog instructs customers how to change their password.

If customers forget their passwords, they should contact library staff. Staff will require a customer to verify his or her date of birth and address. Once the customer's identity has been verified, staff will reset the password to the last four digits of the customer's phone number on file.

7. ADDRESS CHECKS / LIBRARY CARD EXPIRATION

The library's automated system performs an address check every 2 years. Customers are asked to verify their current address and contact information upon checkout. If there is a change of information, the circulation assistant will update the customer's record. Staff may also update address and contact information over the phone by first requesting the customer to verify their date of birth and address. Patrons may update their address through their online library account.

Borrower's cards expire if inactive for four years if there are no fees over $10.00 on the account.

8. CLOSING AN ACCOUNT

A customer may ask the library to delete his or her account from the library's system. All items on the account must be returned. No fees may be on the account. The card should be returned to the library. If the customer cannot come to the library to close their account, they should mail a letter or send an email, requesting the account be deleted and send the card, if available. Customers may also request to close their accounts via telephone by verifying their date of birth and address.

9. CONFIDENTIALITY OF LIBRARY CARD INFORMATION

Anyone possessing a valid library card will be considered entitled to the information associated with that card and the library privileges that it provides.

Personal information or information about the materials a person has checked out on his or her card will not be given out by staff without a library card or photo identification (this includes the photo on their account). Requests for information by anyone who is not the cardholder and does not have the cardholder's physical library card or is not linked to their account will not be authorized. Extreme scenarios or disgruntled customers should be referred to the Circulation Manager, Circulation Supervisor or Library Administration (see MNG-1 Confidentiality of Library Records).

When customers request information about their accounts by phone, chat, or online, staff must first verify their identity by asking them to verify their date of birth and address. When customers request information about their account by email or text, staff will verify their identity with their library barcode number or verify that the email address or phone number matches the information on the account. No information on any customer account will be given at any time without verifying the customer's identity.

Registration forms are not retained after customer information has been entered into the library's patron database. Forms are shredded daily by circulation staff.

10. SUSPENSION OF BORROWING PRIVILEGES

A customer's borrowing privileges will be suspended when there are $10.00 or more in fees or lost materials on the account.

When fees are paid and/or lost items are returned, borrowing privileges will be reinstated.