

SUBJECT: Library Cards

BOARD

Approved: 02/23/2023

Revised: 07/20/2023

## POLICY

### A. Patron Classifications

1. *Residents of the city of Rolla* – Persons who reside or own property inside of the Rolla city limits qualify for a free library card if they can provide proper ID and proof of residency, along with family members who live with them. This card is free of charge. City residents pay property taxes that fund the library.

In the unusual circumstance that an applicant cannot come to the library to sign for their card, at staff discretion, they may be allowed to fill out an application remotely or through an intermediary, especially if this is the only means for the applicant to have access to library materials. The applicant must also show proof of identity and residency remotely or through an intermediary.

2. *Juvenile residents of the city of Rolla* – Juvenile persons (under the age of 18) require a parent or guardian to oversee their card usage. That parent or guardian is responsible for any activity on that card, including all fines and fees. The parent or guardian must have a Rolla Public Library card in good standing.

Juvenile cards allow access to materials from all sections of the library. The library respects the right of parents and caregivers to determine what is appropriate for their own child. Parents and caregivers are therefore responsible for monitoring card use and applying any restrictions they deem appropriate on their own child's access to library materials.

In the unusual circumstance that a responsible adult cannot come to the library to sign for the juvenile card, the juvenile may be allowed, at staff discretion, to take the application home to the parent for signature, especially if this is the only means for the child to have access to library materials. When bringing the application back for processing, the juvenile must also bring proofs of identity and residency for the responsible adult. If the responsible adults does not have a card, this process will include the adult completing their own card application along with the juvenile card application.

3. *City employees* – Anyone who works for the City of Rolla, including the Rolla Police Department and Rolla Fire Department, shall be eligible, with proof of identity, residency and employment, for a free library card even if they do not reside in the city limits. This benefit does not extend to family members, who would otherwise not qualify for a free card. Proof of employment is required, in addition to proof of identity and residency.
4. *School employees* – An employee of a public school district or private school, that also primarily works from a school building situated within the Rolla city limits, or who works primarily with children who are residents of the city of Rolla, shall be eligible for a free library card even if they do not reside in city limits.

5. *Non-residents of the city of Rolla* – An applicant who does not qualify for a free card must pay an annual non-residency fee to obtain a Rolla Public Library card. This fee covers all members of the household as well. Applicants must also show proof of identity and residency.
6. *Juvenile non-residents of the city of Rolla* - Juvenile persons (under the age of 18) require a parent or guardian to oversee their card usage. That parent or guardian is responsible for any activity on that card, including all fines and fees. The parent or guardian must have a Rolla Public Library card in good standing with a paid annual fee for the household.

Juvenile cards allow access to materials from all sections of the library. The library respects the right of parents and caregivers to determine what is appropriate for their own child. Parents and caregivers are therefore responsible for monitoring card use and applying any restrictions they deem appropriate on their own child's access to library materials.

In the unusual circumstance that a responsible adult cannot come to the library to sign for the juvenile card, the juvenile may be allowed, at staff discretion, to take the application home to the parent for signature, especially if this is the only means for the child to have access to library materials. When bringing the application back for processing, the juvenile must also bring proofs of identity and residency for the responsible adult. If the responsible adults does not have a card, this process will include the adult completing their own card application along with the juvenile card application, as well as paying the non-residency fee.

#### 7. *Courtesy Cards -*

Adults with no permanent address but with an affiliation to The Russell House or The Mission (or other similar charitable group homes within Rolla City Limits) may apply for a Courtesy Card.

To apply for a Courtesy Card adults aged 18 or older must fill out an application, present a valid, government-issued photo identification (this doesn't have to be from Missouri), and a dated letter from their care organization/group home on the organization's letterhead.

These cards are considered temporary and are only valid for 1 month. When the Courtesy Card expires, patrons must show a newly dated letter from their care organization/ group home in order to renew their account for another month.

Courtesy Cards have a check out limit of two library items at time and are not eligible for Interlibrary Loans or TechConnect items.

If items are left behind at the group home/ care organization, they can be returned directly to the library at 900 North Pine Street or the library will arrange pick up; just call 573-364-2604.

Group homes/care organizations will NOT be held financially responsible for non-returned items, but the library may contact these entities for help in tracking down delinquent items.

#### 8. *Non-Residency Fee Waivers*

When allocated donation funds exist, there are non-residency fee waiver forms available at the library circulation desks for those facing economic hardship. This form requires basic information. A reason for applying is approved on a case-by-case basis by the library director. Only non-residents who live in counties neighboring Phelps County are eligible for a fee waiver. These counties are Maries, Pulaski, Texas, Dent, Crawford and Gasconade. This waiver covers all members of the household as well. Applicants must also show proof of identity and residency.

#### 9. *Institutional Cards:*

Public or private schools, licensed daycare providers, managed care facilities, non-profit organizations, and similar institutions may apply for a free institutional card if they are situated in the city limits of Rolla. This card shall be signed by the leader of that institution, and the library will maintain a list of individuals who work for the institution that have been granted access to the card. The institution is responsible for any fines or fees on the card.

These privileges allow the institution to check out materials from the library for use in the institution's official work. Institutional cards should not be used for personal checkouts. The institution is responsible for any materials checked out on the institutional card, regardless of use. The director may approve multiple cards for an institution or adjust checkout limits for an institution if necessary.

## B. Proof of Identity & Residency

Anyone applying for a Rolla Public Library card must provide proof of identity and residency. They must present a photo ID such as a driver's license, state ID, passport or U.S. military ID. They must also provide proof of current address if the address on their photo ID is not accurate. That proof must show both name and address of the applicant and be dated within the last 60 days. Examples are a utility bill, occupancy permit, rental agreement, mortgage, piece of official mail, recent shipping receipt from an online store, etc. (This can be paper or digital.)

## C. Other Policies

### *1. Privacy of Patrons:*

Patron records are accessible only when compelled by law. Patron information shall only be shared with third party vendors when necessary to perform library functions.

If there are inquiries about access to patron records, these inquiries should be referred to the director or designee.

### *2. Retention Policy:*

Hard copies of the library card registration card are to be retained for two years after the expiration date, after which time it will be destroyed if there are no fines or fees \$10 or above.

### *3. Loss of Borrower's Privilege:*

Unpaid charges for damaged or lost materials will be kept on record for the library patron. Any charges will prevent the cardholder from checking out library materials or using the public access computers within the library. Exceptions can be made by the director or designee. If these charges are suspected to be an error, the patron should let the library staff know as soon as they are made aware of the charges. The staff will check shelves and records for evidence that the item was returned. Challenges to these charges can be taken to the director or designee.