

CUSTOMER POLICIES

CARDHOLDER REGISTRATION AND ACCOUNT ACCESS

Board Policy:

DATE REVIEWED: 01/26/2023
DATE APPROVED: 01/26/2023
EFFECTIVE DATE: 03/01/2023
REPLACING POLICY EFFECTIVE: 01/01/2017

Any person/organization that resides or is established in Ohio, and agrees by written or electronic signature to be responsible for materials loaned to them, is eligible for a Columbus Metropolitan Library (CML) library card. Such persons/organizations are responsible for library materials checked out on their card from the time items are checked out until the time they are checked in. Cardholders are responsible for any fees charged to their cards as a result of use of library materials or services.

Parents or legal guardians of minors, those 17 years of age and younger, must sign or electronically agree to be responsible for the materials borrowed by their children. Minors may also be issued a limited access “Kids Card” with more limited borrowing access without the signature of the parent or legal guardian.

Administrative Procedure:

DATE REVIEWED: 11/22/2024
DATE APPROVED: 11/22/2024
EFFECTIVE DATE: 12/01/2024
REPLACING POLICY EFFECTIVE: 06/01/2023

A. Issuing Library Cards (Full Access Cards)

Customers can register for a library card at any CML library location or remotely through the CML website. Cards may be used at all CML locations and select Central Library Consortium (CLC) libraries.

For Adult Customers (age 18 and over)

Adults must present photo identification (ID) in person to receive a Full Access library card with the ability to borrow materials. The ID must include a photograph of the customer and their printed name. Acceptable forms of ID include: driver’s license, state ID, passport, work ID, school ID, Green Card/Matricula Consular or credit card with photo. When an ID is presented with an accompanying Safe at Home card, the address information from the Safe at Home card will be entered into the customer record.

For Minors (Age 17 and Under)

Parents or legal guardians of minors must present their photo ID in person in order for their child to receive a library card (exceptions for CCS Success Cards and Kids Cards detailed in Section B). There is no minimum age requirement to receive a

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card. Parents or guardians are provided two choices regarding the level of access assigned to their child's card:

1. Full access: Child may borrow any items in CML's collections.
2. Limited borrowing access: Child may borrow any items in CML's collections except DVDs and Blu-rays rated "R" by the Motion Picture Association of America (MPAA).

The full name of the parent or guardian accepting responsibility for materials checked out on the child's card (i.e. the signatory) is added to the child's record at the time the card is issued, and their address is listed as the primary address on the account. Overdue notices and other notifications will be sent to the contact information provided during registration.

CML employees are limited in their ability to verify custody arrangements and parent or guardian status. Parents or guardians are encouraged to update information on their child's account as circumstances change.

If the child is not present at the time of registration, the parent or guardian must provide verification of the child in order for them to be issued a card. Acceptable forms of child verification include: birth certificate, Social Security card, insurance or benefits card, juvenile state ID, lost child ID, most recent school report card or Green Card/Matricula Consular.

Employees are expected to use appropriate judgement to support CML's mission by issuing cards in exceptional circumstances when all of the above criteria for receiving a card with borrowing privileges may not have been met.

B. Special Card Types

Columbus City Schools Success Cards

Success Cards are issued through a partnership with Columbus City Schools. Students' school ID numbers double as the account number for their CML Success Card. Success Cards allow students to check out up to five (5) physical juvenile or teen books at one time and provide access to public computers with internet access and the library's online research tools. Success Cards also provide up to five (5) lost or damaged items to be waived per school year.

Student information on Success Card accounts is provided to CML by Columbus City Schools, and parents or guardians of students are given the opportunity to opt out of the program so that their child's school ID does not also function as a CML

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library card. Success Cards expire when the student is no longer attending Columbus City Schools.

Corporate Cards

All businesses, agencies, schools and organizations established in Ohio are eligible for a Corporate Card. This card gives select employees at businesses, agencies, etc. the ability to borrow materials and access other library resources and services under the organization's or company's name rather than their personal library cards. Corporate accounts are billed for any fees related to their library use quarterly, including unreturned material fees. Corporate accounts may be issued up to three (3) cards, all bearing the same library card number. Corporate Cards are issued by Main Library's Circulation division who also verify the eligibility of applicants.

Educator Cards

CML offers Educator Cards to assist teachers in providing materials to support learning and their curriculum. This card gives teachers the ability to borrow materials for instruction without using their personal library cards. Educator Cards provide up to five (5) lost or damaged items waived per school year and an increased borrowing limit of up to 80 print items. Educator Cards also provide the ability to request Teacher Collections. Teacher Collections are made up of materials on a specific subject, by a particular author or a general collection of fiction and nonfiction books to support student learning.

Certified school teachers are eligible for Educator Cards as are other K-12 school employees such as school administrators, school librarians/media specialists and substitute teachers. Head Start instructors, preschool/daycare instructors and homeschool educators are also eligible. This list is not exhaustive. Employees are expected to use appropriate judgement by issuing Educator Cards in line with the overall goal of supporting education and child/student learning.

Customers must show proof that they currently work as an educator or instructor in order to receive an Educator Card. Proof of eligibility includes: current pay stub (within the last month), union card, school photo ID for the current school year or a signed letter on the employer's letterhead (dated within the month) confirming that the customer is an educator or instructor.

Homeschool educators must show proof of eligibility by presenting a letter from their local school district (on school letterhead and dated within the year) stating that they are certified homeschool instructors.

Kids Cards

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Customers age 17 and younger are eligible for a Kids Card. The signature or consent of the child's parent or guardian is not required to receive a Kids Card. Kids Cards allow children to check out up to five (5) physical juvenile or teen books at one time and provide access to public computers with internet access and the library's online research tools. Kids Cards also provide up to five (5) lost or damaged items to be waived per school year.

Web Only Card Numbers

Web Only library card numbers are issued to customers who apply for library cards remotely through the CML website at the time of registration. These card numbers allow customers to access digital resources such as e-books and online databases provided on the CML website. They can also be used to reserve meeting rooms and request physical items. A Full Access library card is required to borrow or check out physical items such as books, movies, etc. Web Only cardholders can receive a Full Access library card by presenting a photo ID at any CML location as detailed in Section A. above.

C. If the Card is Not Available

Anyone in possession of the customer's library card, or with knowledge of the customer's library card number, will be assumed to be an authorized user of the card and may, accordingly, use the card to checkout materials and access services and the customer's library records. It is the customer's responsibility to maintain the security and confidentiality of their library card and account information. Customers must report lost or stolen cards immediately to prevent unauthorized use.

Customers who do not have their physical library card or know their library card number may be provided their card number if they present photo ID to verify their identity. Name and other information on the photo ID must match the account in question in order for the card number to be provided.

Parents or guardians of minors may be provided their child's library card number if they present photo ID confirming that they are the signatory on the account or if the address on the parent or guardian's ID matches the information on the child's account.

While employees will request a photo ID to ensure the library has the correct account, cases may arise where CML's and the customer's best interests are served by providing the card number using other means of verifying identity as instructed in the relevant service expectation document(s).

Related Policies/Forms:

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- Access to Library Materials and Services
- Confidentiality of Customer Library Records
- Fees for Library Materials and Services
- Loan Period for Library Materials
- Overdue, Lost, Damaged or Stolen Library Materials