
CONTENTS

I.	Individuals	2
II.	Institutions	3
III.	Verification needed for a library card	4
IV.	Online registrations	5
V.	Temporary registration for WCL borrowers without adequate ID	5
VI.	Temporary registration for juveniles without parent/no ID who need a replacement for a lost card	6
VII.	Temporary registration for a borrower with no permanent address	6
VIII.	A juvenile may possess two valid WCL cards	7
IX.	A parent may request that his/her child's (17 years of age and younger) WCL card be "restricted"	7
X.	Procedure for handling a MELSA registration	8
XI.	Procedure for handling a regional library system registration	9
XII.	Procedure for handling registration of a non-resident borrower	10
XIII.	Updating borrower records	10
XIV.	Updating the borrower record, special circumstances	
	A. When notices are returned from the post office with a forwarding address	11
	B. When notices are returned from the post office with no forwarding address	11
	C. When an adult has charges blocking his/her record & claims his/her parent is responsible for the charges	12
	D. Handling notification preferences when phone number is out-of-area	12
	Addendum: " Libraries not participating in the MN Statewide Borrowers Compact "	13

I. Individuals

A. Access and borrowing

Washington County Library welcomes all individuals to use its collections and services within a library facility. Individuals wanting to borrow materials may register for a library card according to the following guidelines:

County residents or property holders who support Washington County Library through their taxes are eligible to register for a library card and borrow materials from the library. Agreements with the associate city libraries of Bayport and Stillwater, and with the Metropolitan Library Service Agency (MELSA) extend this eligibility to those who do not pay taxes for the support of Washington County Library.

Also, under the Minnesota Statewide Borrower's Compact, individuals with valid cards from regional library systems outside the MELSA area may borrow materials from Washington County Library.

Individuals who are not covered by any of these agreements pay an annual fee to register for a library card. The fee is \$60.00. Individuals choosing to use Bayport's collection only will pay a fee of \$45.00, the card needs to be issued at Bayport Public Library.

B. Library cards issued by Washington County Library

Washington County Library accepts application, with valid identification, for the following types of library cards.

Washington County Library borrower's card. Issued by a Washington County Library branch or associate library to residents or owners of property in Washington County, MN, excluding those within the city limits of Bayport and Stillwater. The card has no expiration date.

Washington County Library Associate Library borrower's card. Issued by a Washington County Library branch or associate library to residents or owners of property within the city limits of Bayport and Stillwater. The card has no expiration date.

MELSA temporary borrower's card. Issued by a Washington County Library or Associate Library, to residents of Anoka County, Carver County, Dakota County, Hennepin County, City of Minneapolis, Ramsey County, City of St. Paul or Scott County. This card may be used to borrow two items. The permanent card is issued by the borrower's local library. Nonresident owners of property must apply at the MELSA library in the jurisdiction that they own property.

Washington County Library paid borrower's card. Issued by a Washington County Library branch or associate library to a resident of another state, and to state residents not covered by the Statewide Borrowers Compact (see attached list of non-participating libraries, p. 13). The fee for the card is \$60.00. The card may be used to borrow any of the library's circulating materials. The card is not intended for use solely to gain remote access to databases subscribed to by the library. The card is valid for one year. **Staff issuing these cards write expiration date on the barcode side.**

C. Borrowing privileges and responsibilities

Any individual with a valid library card from Washington County Library, the Associate Libraries, the MELSA libraries, or a regional library system in Minnesota may borrow circulating library materials.

A library card or a valid form of identification should be presented when borrowing materials. If the individual does not have their library card or valid form of identification, staff members may ask for their name and look up their library account. If the individual can confirm either their address, phone number and/or date of birth, staff members may write down their library card barcode so they may access library services.

The cardholder, or the parent or guardian of a cardholder under 18, has full responsibility for all materials borrowed on the card. There is a \$3.00 charge to replace a lost card.

II. Institutions**A. Access and borrowing**

Washington County Library welcomes all organizations, institutions, governmental units, and businesses, to use its collections and services within a library facility.

Nonprofit organizations or institutions, governmental units, civic organizations, or businesses located within Washington County, may register for a library card and borrow materials from the library according to the following guidelines.

B. Library cards

Issued by Washington County Library or an Associate Library to the chief executive officer or designated representative of an organization. In order to obtain an institutional library card, a letter of request is to be written on the organization's letterhead stationery and signed by the chief executive officer or designated representative. An informational handout is available at libraries for interested institutions. (See LIBRARY CARDS FOR INSTITUTIONS, an appendix to "Registration Policies and Procedures.") Institutional cards are **handled by Administration staff**, and mailed to requesters. The card is valid for one year.

C. Borrowing privileges and responsibilities

The user of an institutional card may borrow circulating library materials needed in pursuit of the institution's activities. The library card must be presented when borrowing materials. The institution accepts responsibility for all use made of the card. There is a \$3.00 charge to replace a lost card.

D. Institutional library cards from other MELSA libraries

Holders of institutional cards issued by other MELSA libraries will be registered in the WCL borrower database upon receipt of a letter of request written on the organization's letterhead stationery and signed by the chief executive officer or designated representative. An informational handout is available at libraries for interested institutions. (See LIBRARY CARDS FOR INSTITUTIONS HOLDING VALID INSTITUTIONAL CARDS FROM OTHER MELSA LIBRARIES, an appendix to "Registration Policies and Procedures.") Card is valid for one year, or the expiration date on the "home" library card.

III. Verification needed for a library card. Everyone must have verification in order to register for a library card. This applies to WCL & Associate cards, MELSA cards, MN Statewide Borrowers cards, paid cards, and replacement cards.

A. To apply for a library card, a person must provide ID to establish:

Proof of identity - proof that the person present is who he/she says he/she is. Photo ID must be "official," such as Driver's License, work badge, school ID. Staff recognition is also a valid ID, i.e., a staff member recognizes the applicant as a regular library user or a member of the community.

Proof of residency - something that shows the applicant's name and address. Again the source of the information must be "official." Documents which qualify as official are: driver's license, checkbook, personal mail that has a recent postmark, recent bill, recent property tax statement, lease or mortgage papers -- to name several.

Any person who does not possess these 2 required elements (proof of identity / proof of residency), may be registered as a TEMPORARY borrower, with the understanding that proof of identity and proof of residency must be provided in order to obtain a permanent library card.

B. Minors (persons under the age of 18)

As a substitute for ID, an accompanying adult who has ID for the **same address** may vouch for the identity of a minor and show proof of residence for the minor wishing to obtain a library card. If the accompanying adult does not have proof of residence for the **same address** a permanent card will not be issued.

If a minor wishing to obtain a library card **does not** have an accompanying adult to vouch for him/her, or the accompanying adult does not have ID for the **same address**, the minor may print his/her name and address on a letter. Or the accompanying adult may print the juvenile's name on the letter. An unaccompanied minor must be able to print his/her name and address on the letter. (See an example of kid letter, an appendix to "Registration Policies and Procedures.") Library staff will explain to the minor that the letter will be mailed to him/her, and that he/she should return the letter to the library to provide the necessary verification of residency. Minor is registered as a TEMPORARY borrower. Card is issued immediately and BType is updated to full borrowing privileges when letter is presented as verification.

C. Groups

Staff members working with teachers/day care providers/child care staff/scout leaders, etc., who bring groups of children into the library, should speak with them about cards well in advance of a visit, if possible. Multiple BORROWER RECORD forms are available to a teacher/group leader who wants to distribute them to children before a tour/visit of the library. The teacher/group leader may return the forms to the library prior to the visit (preferred), or the day of the visit. Children will be registered as TEMPORARY borrowers; card is issued immediately. Verification letters will be mailed to the children at home to serve as proof of residency in order to obtain permanent status. BType is updated when letter is presented as verification.

IV. Online registrations; Washington County residents can register for a WCL card online. Staff member enters borrower information into the Library's database, assigns a Temporary borrower status in record, and mails a barcoded library card to the borrower, along with a Washington County Library Guide and message welcoming borrower to WCL. Message explains that the card is Temporary (2 item limit), and that the borrower needs to bring in photo ID in order to obtain full borrowing privileges.

If the individual who completes the registration form is not a resident of Washington County, staff member emails the individual a message explaining that WCL issues WCL cards only to Washington County residents, but that they can go to a library in the county or city where they live to obtain a card. And that once they have a card for their "home" county or city, they can have their card registered with WCL.

V. Temporary registration for WCL borrowers without adequate ID

Library users registering under these circumstances will be limited to two items until necessary ID is presented. The temporary registration expires in 30 days.

Procedure for creating a temporary registration:

Library User	Wants to register for a WCL card, but does not have current ID.
Library Clerk	Explains that required information (name/address/phone) may be entered into the computer, but that current ID must be presented in order to obtain full borrowing privileges. Also explains that a temporary registration is only valid for 30 days.
Library User	Supplies information needed in the borrower record.
Library Clerk	Completes data entry, assigning BType "Temporary" to the borrower record. Enters barcode into borrower record; gives borrower library card to sign. Horizon will limit borrower to 2 items (print or non-print).
At a later date...	
Library User	Returns with current ID.
Library Clerk	Updates BType. Borrower has full borrowing privileges.

VI. Temporary registration for juveniles without parent/no ID who need a replacement for a LOST card.

Procedure:

Juvenile	Comes in to library without parent/no ID and asks for a replacement for a LOST card.
Library Clerk	Makes active card LOST. Changes BType to "Temporary." Puts "Note" on borrower record: "Lost card; BType changed to Temp; borrower needs

replacement card.” Temporary registration will permit child to check out 2 items (can be print or non-print); temporary registration is valid for the 30 days.

Juvenile	Fills in upper portion of blue kidletter/for replacement card, which will be mailed from Administration to his/her home. (See example of blue kidletter/for replacement card, an appendix to "Registration Policies and Procedures.")
Library Clerk	Explains that in order to receive full borrowing privileges juvenile can bring in the letter as verification. Juvenile must also bring along the \$3.00 fee to pay for the replacement card.
Juvenile	Comes in with parent who vouches/presents ID/pays \$3.00 replacement card fee and record is updated/card issued. Or juvenile brings in letter/\$3.00 fee.
Library Clerk	Accepts payment/changes borrower code, issues replacement card.

VII. Temporary registration for a borrower with no permanent address, for example, homeless, extended stay, etc.

Procedure:

Library User	Requests a library card.
Library Clerk	<p>Determines that borrower has no permanent address.</p> <p>Enters the borrower's name into the record; may or may not have some form of ID. Enters an address into the record; in this case, may accept: PO Box, address of a shelter, a caseworker's address. If no information available: for street, enters a series of zeros; for city, enters city code where application taken; for ZIP, enters zeros.</p> <p>Puts a Special Message BLOCK on the borrower's record; for example, NO STREET /NO CITY - APPLICATION TAKEN IN WB.</p> <p>Assigns BType SPEC.</p> <p>If no phone or mailing address, tells borrower to check at the desk for HOLDS or overdues.</p> <p>Issues a temporary card that limits borrower to 2 items; card expires in 30 days.</p> <p>Renews "Temporary status," as needed; manually changes expiration date to one month hence.</p>

VIII. A juvenile may possess two valid WCL cards.

When a child is being cared for by two adults who do not live at the same residence, the child or a parent/guardian of a child may request a 2nd valid WCL card. Dual library cards will not happen very often, and there are no guarantees that the child will use the "right" card, but this option does make the library accessible to the child.

Procedure for registering a child for a second valid WCL card:

- Library User (a juvenile) Is already a library user with a valid WCL card, and uses his/her card under the supervision of a parent or guardian. Today, he/she is using the library under the supervision of the other parent or other guardian, and the child or the parent/guardian asks for another library card; parent/guardian does not want to be responsible for items child checks out while the child is with child's other parent/guardian.
- Library Clerk Checks ID (photo ID / proof of residence): child must be a Washington County resident. (Clerk may have to use child's other borrower record to verify the child's residence if parent/guardian present lives in another Metro county or WI, and parent present is not able to provide proof of residence for the child in Washington County.)
- Enters the information into the borrower record, numbering the entries.
For example: SMITH, JANE LOUISE 1,
 SMITH, JANE LOUISE 2
- Clicks on BLOCKS/ADD NOTE/NOTE and adds a comment on both records.
For example: "Child has two WCL cards; uses this card when using the library with Dad."
- Uses the address/phone number/email address of the parent/guardian making application for the card in the borrower record; that way, if there are notices or bills, they will go to the responsible parent/guardian. If the child permanently resides with the other parent/guardian (not the parent/guardian making application), include the child's permanent address in the "Notes" field.
- Note: OVERDUES and CHARGES that block one card are not to be considered when child is using the other card.

IX. A parent may request that his/her child's (17 years of age and younger) WCL card be "restricted" so that it does not allow the child permission to checkout DVDs catalogued in WCL's adult collection.

- Library user In conversation, indicates he/she would like to restrict his/her child's checkout of adult DVDs in WCL's collection.
- Library staff person Locates a manager or the person in charge.
- Manager or PIC Speaks with borrower, explaining how a child's use may be restricted and making sure this is what the borrower wants to do. Changes child's B-type to "R," restricted; the new B-type will prevent the cardholder from checking out DVDs catalogued in WCL's adult collection.

X. Procedure for handling a MELSA registration:

- Library User Wants to borrow WCL items, but in questioning staff determines user is not a resident of Washington County, but does live in a MELSA area city or county.
- Library Clerk Asks user if he/she has a library card for city or county of his/her residence,

and ID (picture & proof of residence).

Library User	Presents library card for city or county of residence, along with picture ID & proof of residence.
Library Clerk	Enters borrower information into the database; enters barcode from borrower's card.
Library User	Has full borrowing privileges. (If no ID, enter borrower information and barcode; treats as "Temporary registration" until adequate ID is presented.)

OR:

Library User	Indicates he/she does not have a card for the MELSA area city or county in which he/she resides.
Library Clerk	Indicates borrower may: <ol style="list-style-type: none"> 1.) Go directly to one of the libraries in his/her system and obtain a card -- faster -- and then bring the card along with current ID (picture & proof of residence) back to WCL to obtain full borrowing privileges. 2.) Fill in the larger portion of the MELSA Library Card Application, which we will forward to the city/county of his/her residence. Smaller portion (stub) is filled in by WCL staff and given to borrower. <u>Completes registration using WCL barcode affixed to back of stub.</u> Checks current ID (picture & proof of residence). The stub will serve as a temporary library card in WCL. Borrower is assigned the "Temporary" code in Horizon which automatically limits borrowing to two items. The temporary card is valid for 30 days.
Library User	Presents new MELSA area library card/barcode, along with ID (photo ID & proof of residence).
Library Clerk	Enters the new barcode in borrower record. Updates the BType. Discards MELSA stub.
Library User	Has full borrowing privileges.

Note: When a Washington County resident applies for a Washington County Library card at another MELSA library, registrations are handled by R.H. Stafford Branch staff. A permanent WCL card is sent by mail to verify address. The new card holder is not required to show current ID on their next visit to a WCL branch.

XI. Procedure for handling a Regional Library System registration:

Library User	Wants to borrow WCL items, but in questioning staff determines user is not a resident of city/county covered by the MELSA agreement and lives in another regional library area.
Library Clerk	Asks user if he/she has a library card for city or county of his/her

residence, and ID (picture & proof of residence).

Library User Presents library card for city or county of residence, along with picture ID & proof of residence.

Library Clerk Enters borrower information into the database; enters barcode from borrower's card. (If user has a barcode that Horizon won't read [like SELCO], a sheet of WCL borrower barcodes has been distributed to each branch. Use them to give borrower a second barcode.) Borrower is assigned "M" code (NonMelsaMN).

Library User Has full borrowing privileges. (If borrower has Regional card but no ID, enter borrower information and barcode; treat as "Temporary registration" until adequate ID is presented.

OR:

Library User Indicates he/she does not have a card for the Regional Library system in the city or county in which he/she resides.

Library Clerk 1.) Enters borrower information in WCL database. Borrower is assigned the BType "Temporary" that will automatically limit the borrower to two items until borrower's Regional Library System card/barcode is presented at WCL. Temporary registration is valid for 30 days.

OR:

2.) Indicates borrower may go directly to one of the libraries in his/her system and obtain a card. Explains user must present Regional Library System card along with current ID (picture and proof of residence) at a WCL library in order to obtain full borrowing privileges.

Library User Presents new Regional Library System card/barcode, along with ID (picture & proof of residence).

Library Clerk Enters the new barcode on the borrower record. Updates the borrower code to "M" (NonMelsaMN).

Library User Has full borrowing privileges.

XII. Procedure for handling registration of a non-resident borrower, or a resident of a MN city whose home library is not affiliated with a regional library system:

Library User Indicates he/she would like to get a WC library card.

Library Clerk Determines in interview with borrower that he/she is a resident of another state, or a resident of a MN city whose home library is not affiliated with a regional library system. Explains that user may purchase a WC card for an annual fee of \$60.00, which entitles a non-resident to full borrowing privileges with WCL. User must present photo ID and proof of address.

Library User Decides to purchase a WC card, and provides necessary ID.

Library Clerk	Enters borrower information into the computer. For borrower type, enters W (Wisconsin paid). For statistical class/2, enters, OT (Other states). The computer will automatically assign an expiration date, one year hence. Using a pen with permanent ink, staff member writes expiration date on the back of the card.
Library User	Pays \$60.00 fee for the card.
Library Clerk	Writes receipt in receipt book, and gives borrower a copy of the receipt.

XIII. Updating borrower records

- A. It is NOT necessary for the previously registered borrower to fill in a BORROWER RECORD form. Simply verify information on the record. You might say something like: "The computer is asking for an update of your borrower information. What is your current address? Your email address?"
- B. If there is no birth date information, explain briefly that WCL adds birth date information to all borrower records in order to give the library system a more accurate statistical picture of who our borrowers are/that the information is private, by law, and cannot be shared with anyone. Ask the borrower to give you his/her birth date. If the borrower refuses to give the information, just let it go.
- C. When an update is called for by the computer, library staff should check for an email address. If there is no email address, ask the borrower if he/she would like to have his/her e-mail address entered into the computer in order to receive courtesy notifications for holds and overdues. If this method of notification is selected, then...

HOLD notices will be e-mailed.
(Use code: P-noTC in **Phone type** window)

Pre-overdue and overdue notices will be e-mailed.

Borrowers will continue to receive bills via US mail for charges on their records.

Borrowers need to update Internet e-mail addresses, just as they would a regular address.

XIV. Updating the borrower record, special circumstances:

- A. **When notices (HOLDS notices, overdue notices, bills) are returned from the post office affixed with a forwarding address**

Procedure:

Library Clerk	Receives WCL notice from the post office with a forwarding address affixed (usually yellow sticker.)
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Changes address based on forwarding address provided by Post Office.

Brings up borrower record, and changes B-type to “**acr**” Address Correction Required. (Do not remove borrower barcode; record will not file.)

Blocks borrower record, choosing: **Blocks/Note/Address Correction Requested/OK.** When system prompts with “**COMMENT,**” respond with: “Overdue notice returned with a change of address; borrower record has been updated”

B. When notices are returned from the post office with no forwarding address

Procedure:

Library Clerk

Receives WCL notice from the post office, marked “**NO FORWARDING ADDRESS.**”

Does not change address currently on file.

Brings up borrower record, and changes B-type to “**acr**” Address Correction Required.

Blocks borrower record, choosing “**Blocks/Note/Address Correction Requested/OK.**” When system prompts with “**COMMENT,**” respond with “**notice returned/no forwarding address.**”

C. When an adult has charges blocking his/her record & claims his/her adult parent is responsible for the charges

Procedure:

Library user

Wants to check out WCL items

Library Clerk

Brings up borrower record and determines that user is unable to check out because borrower record is blocked by charges. Tells borrower about charges on the record/provides title and checkout dates from the computer screen, or makes a printout for the borrower.

Library user

Denies responsibility

Examples of what borrower might say:

“charges are from a long time ago,”

“he/she was a child at the time items were checked out,”

“he/she never checked out the items in question,”

“a parent was using child card to check out parent items”

Library clerk

Refers borrower to Manager. If manager is unavailable, circulation staff or information staff take name and phone number of borrower,

for manager to use in contacting borrower.

Manager	<p>Does a borrower lookup to evaluate the situation.</p> <p>Manager considers borrower explanation; makes a determination of resolution based on the circumstances.</p> <p>If Manager accepts borrower explanation, checks in all of the items on the borrower record, which will clear the record. Then makes all the items MISSING.</p>
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D. Procedure for handling notification preferences when phone number is out-of-area

When completing a New Borrower registration or updating a borrower record, if the patron's phone number is not local, i.e. a number with an area code other than 651, 612 or 763, ask for an email (preferred) or United States Postal Service (USPS) mailing address as the means to receive courtesy overdue and holds notifications.

If the patron prefers not to receive courtesy notifications by email or USPS, offer the following options.

1. Demonstrate how to access **My Account** function in HIP
2. Suggest **Library ELF** and give patron a Library ELF book mark
3. Suggest that they use **Ask A Librarian** services by phone or in-person

Libraries not participating in the MN Statewide Borrowers Compact

The following libraries are not affiliated with a regional library system; their users do not qualify for a library card under the provisions of the Statewide Borrowers Compact. An individual holding a card from one of these libraries who wants to use the services of WCL qualifies for a paid borrowers card. The fee is set by MELSA (\$45.00). Individual registering must present photo ID and proof of residence. The card is valid for one year. Expiration date should be written on the back of the card.

<u>Library Name</u>	<u>City</u>	<u>County</u>
Clarkfield Public Library	Clarkfield	Yellow Medicine
Crosby: Jessie F. Hallett Memorial	Crosby	Crow Wing
East Grand Forks Campbell Library	East Grand Forks	Polk
Hendricks: Siverson Public Library	Hendricks	Lincoln
Taylors Falls Public Library	Taylors Falls	Chisago