

DEPARTMENT OF COMMUNITY SERVICES STANDARD OPERATING PROCEDURES	NUMBER: 09-003 DATE: 02/27/21 PAGE: 1 of 14
SUBJECT: New Castle County Library Card Policy (Supersedes SOP 09-002, 09-005, 09-017, 09-018)	APPROVED:

PURPOSE:

All New Castle County residents are eligible for a library card, which can be used in any public library in the state of Delaware. To encourage responsible use of the library, timely return of library materials, and payment of any library fines and fees, the New Castle County Libraries have established the following procedure for Standard library cards and a variety of additional cards for special circumstances. This information is made available to the public on the New Castle County Library webpage through the "Policies" link.

PROCEDURE:

Library Card Responsibility

- A New Castle County library card may be used in any public library in the state of Delaware.
- Each person may have only a single public library card.
- By acquiring a library card the patron accepts full responsibility for all material charged to this card, and will promptly pay all charges and observe all library policies. Library cards with charges over \$5.00 are not valid for use of the Internet or checking out materials.
- Patrons must report a lost or stolen card.
- Patrons are expected to show their card or picture ID during each visit they wish to check out items, pay bills, place holds, or obtain account information.

Library Card Eligibility

- Eligibility for a library card is proven by the completion of a Delaware Library Card Application and presentation of current photo identification (ID), which includes name and current primary residential address, not a business, rental property, or vacation property address. The combination of a photo ID (with name) and a current bill, rental agreement, or official document stating name and primary residence address may be presented in lieu of the Driver's License or State ID. Delaware Libraries are funded to provide Delaware residents with access to library materials and the Internet; therefore, proof of residency is required for a free card. Additionally, proof of residency using a standard photo ID is required to comply with the Delaware Children's Internet Protection Act (DE CIPA), the text of which can be found at <http://delcode.delaware.gov/title29/c066c/index.shtml>.

Library Card Renewals

- Standard Library cards for Delaware Residents, including the First Card and Super Card are valid for three years. Patrons may renew their cards online, in person at the Circulation Desk, or over the phone. The purpose of the renewal is to verify that all contact information is correct.
- Juvenile patrons may renew their own cards if they have their Library card and Picture ID or can verify 2 pieces of information on their record. Any changes to Internet access would require the Guardian to submit (in person) an updated application with their signature.
- Cards can be renewed regardless of fines; however, fines over \$5.00 will continue to block additional checkouts and access to the Internet.

Computer/Internet Visitor's Pass

- Visitors, 18 years and older, who are not residents of Delaware but who wish to use the library's computers are eligible for a Visitor's Pass. Valid photo ID is required. Each guest is entitled to five Visitor's Passes per year. Visitors who wish to use the library computers for a time greater than five sessions must obtain a Non-Resident's or Temporary Resident's library card according to the requirements below. The Delaware Children's Internet Protection Act (DE CIPA) requires public computer use not to be anonymous.

To serve effectively those who wish access to the library, New Castle County offers the following types of cards:

Library Cards for Adult Residents and Non-Residents - age 18 and over (Appendix A)

- Initially, adult patrons are assigned a New Borrower's card, which is valid for six months and has limited borrowing privileges. After six months, the card is upgraded to a Standard library card with expanded privileges. This upgrade is not automatic but may be accomplished by visiting or calling the library. After cards are upgraded to a Standard card, the renewal period will be three years for Residents who may renew in person, over the phone, or online. Non-resident cards are to be renewed annually, in person, and will be subject to an annual fee of \$40.00 per household. The six-month upgrade and subsequent renewals may occur regardless of the patron's total fines; however, library cards with charges over \$5.00 are not valid for use on the Internet or checking out materials. Patrons may designate (in person at the library) another individual to pick up holds in their absence. This individual may be asked to show a picture ID. Materials not on hold may not be checked out by this designee, unless they have the patron's card in their possession.

Library Cards for Minors--Residents and Non-Residents – under 18 (Appendix B)

- First Cards and Super Cards

First Cards are issued to minors from birth until age 5. Super Cards are issued to minors from age 6 through 12. Checkouts may be limited by type or number but no late fees are charged. New Castle County will issue these cards with the parent or legal guardian signing the application in the Guardian section as the responsible party, but there is no requirement for them to have a library card in their own name. The minor should be present during the registration process. The parent or legal guardian determines whether the minor is allowed internet access as required by DE CIPA. Parents or legal guardians are required to supervise their minor's internet use and selection of material. These cards are valid for 3 years, with the exception of Non-Residents who are reviewed annually and assessed the household fee of \$40.00. Resident cards may be renewed in person, over the phone, or online. Non-resident cards are to be renewed in person due to the annual fee.

- Expanded Juvenile Card

The Expanded Juvenile Card is for any minor under 18. Initially, minors are issued a New Juvenile Borrower's card, which is valid for six months and limits the number of checkouts, but not the type of items. Late fees will apply. After six months, the card may be upgraded to increase the number of checkouts. The upgrade is not automatic but may be accomplished by visiting or calling the library. After cards are upgraded to a Standard Juvenile card, the renewal period will be three years for Residents who may renew in person, over the phone, or online. Non-resident cards are to be renewed annually, in person, and will be subject to an annual fee of \$40.00 per household. The six-month upgrade and subsequent renewals may

occur regardless of the minor's total fines; however, library cards with charges over \$5.00 are not valid for use on the Internet or checking out materials.

The parent or guardian must sign the application in the Guardian section as the responsible party and have an adult library card in their own name with no outstanding fees. The minor must be present during the registration process. The parent or legal guardian determines whether the minor is allowed internet access as required by DE CIPA. Parents or legal guardians are required to supervise their minor's internet use and selection of material.

Library Card for Temporary Delaware Residents (Appendix C)

- A Temporary Resident's Card may be issued to an individual who temporarily resides in Delaware for one year or less. Temporary Resident's Cards have limited borrowing privileges and expire after one year. Valid photo ID, proof of permanent address, and proof of a temporary Delaware address are required. Cards may be renewed with proof of temporary address and if all fines are paid. Card may be converted to the Standard Resident card if proof of permanent address is provided.

Library Card for Patrons in Transitional Housing (Appendix D)

- A Transitional Library Card may be issued to residents who are living at a temporary address such as a shelter, rehabilitation center, or other care facility. Transitional Library Cards have limited borrowing privileges and expire after 90 days. Proof of residency from a shelter or other facility is required, such as a letter on the Shelter's official letterhead. Card may be renewed after 90 days with proof of short term address and if all fines are paid. Card may be converted to a New Borrower card if current picture ID and proof of permanent address are provided. *(A patron, who has been issued a transitional card, may submit First Card and Super Card applications for their dependent children.)*

Internet Only Card for Patrons with No Fixed Address (Appendix E)

- The Internet Only Card will allow library users with no fixed address to have access to the Internet and library databases. Users with an Internet Only Card may upgrade their status to a New Borrower's Card at any time by providing a current picture ID and proof of permanent address.

Online Card (Appendix F)

- Patrons can register for a card using the Delaware online catalog in order to borrow e-materials or to place holds prior to coming to the library for the first time. The card will expire in 3 months but can still be used if only borrowing online. An Online Card may be upgraded to a New Borrower Card by visiting the library and providing a picture ID and proof of permanent address.

HISTORY OF REVISIONS

Established 07/01/2009
Amended 07/01/2010
Amended 06/30/2012
Amended 11/22/2017