



Title: Library Card Policy
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Contents

1. Purpose and Need.....	2
2. Acronyms.....	2
3. Confidentiality Agreement and Privacy.....	2
4. Basic Required Information for a Library Card.....	3
5. Obtaining a Library Card with Online Registration.....	3
6. Obtaining a Library Card with a Paper Application	4
7. Adult Cards.....	4
8. Youth Cards.....	4
9. Teen Cards.....	5
10. Internet-Only Cards.....	5
11. Military Personnel	6
12. Unverified Cards	6
13. Persons Experiencing Homelessness.....	6
14. Non-Resident Cards	6
15. Non-Residents Owning Property or a Business in Virginia Beach	7
16. Renewing a Library Card	7
17. Authorized Users	7
18. Municipal Reference Cards (MUN-REF).....	8
19. Institute Cards.....	8
20. Tidewater Community College ID Cards.....	9
21. Miscellaneous	9

1. Purpose and Need

Virginia Beach Public Library (VBPL) offers free library cards with current ID and proof of address to residents in the state of Virginia and Currituck County NC, current City of Virginia Beach and City School employees and eligible volunteers, individuals owning property or operating a business within city limits, and Internet-Only cards. An annual fee is collected for non-state Virginia and Currituck County NC residents.

2. Acronyms

AA	Armed Forces in Americas
AE	Armed Forces in Europe, Middle East, Africa, Canada
AP	Armed Forces in Pacific
APO	Army/Air Post Office
DMV	Department of Motor Vehicles
FPO	Fleet Post Office
GIS	Geographic Information System
K12	Kindergarten through 12th grade
ID	Identification Card
ILS	Integrated Library System
JUL	Joint-Use Library
MOU	Memorandum of Understanding
NONRES	Non-Resident
OPAC	Online Public Access Catalog
PIN	Personal Identification Number
POC	Point of Contact
TCC	Tidewater Community College
VBPL	Virginia Beach Public Library
VRM	Volunteer Resource Manager

3. Confidentiality Agreement and Privacy

- A. As per the Confidentiality Agreement, VBPL protects the right to privacy of the individual by forming a partnership with the individual or family and allowing them to choose who has access to the library card.
- B. It creates a partnership for privacy and assumes that individuals will protect themselves to the degree they choose.
- C. This approach enables parents to adjust their awareness of their children's borrowing patterns to a degree that satisfies that family's system of values.
- D. It enables adults to accomplish their library business by permitting access to the card by another adult.
- E. VBPL considers individual control of a borrower's card to be the most effective protection of privacy for the individual. How individuals choose to use and share their card information will determine the degree of privacy that the Library can provide for that borrower's card. To support this choice, the

Library will provide access to information associated with a valid library card under the following circumstances:

- i. Presentation of a borrower's card, provision of the card number over the telephone, verbal provision of the number in-person (along with ID), or presentation of the card number on an official library notice permits access to information about that record.
- ii. Presentation of photo identification will permit full access to the record of the person named on the ID only.
- iii. Presentation of photo ID with the name printed on it of any person named as having permission to access another patron's library record.
- iv. For those under the age of 18, only the signing parent or guardian and another adult indicated by the signer may have access to that card. To access the record, either named person must present a photo ID with their name printed on it.

4. Basic Required Information for a Library Card

- A. Name
- B. Date of Birth
- C. Address
- D. Online Agreement or Signature

5. Obtaining a Library Card with Online Registration

- A. Library cards will be issued primarily through an online registration process remotely and at branch locations. Paper applications will only be issued and processed directly in the ILS as a secondary method for special circumstances which may require management approval.
- B. Identity verification is required to obtain a library card through the online registration process.
- C. Customers must provide names as presented on government-issued identification, date of birth, and address.
- D. Customers must answer authentication questions, achieving a minimum score of two out of three correct answers to verify identity.
- E. Customers are given multiple opportunities to answer three different authentication questions for a total of six unique questions.
- F. Customers who do not achieve the minimum score for authentication online will be prompted to apply for a Card at a branch location where staff will first attempt to walk customer through the online registration process before utilizing other methods.
- G. Addresses must be verifiable through GIS mapping within and outside the service area.
 - i. Some address types may not be verifiable through online registration and will require a paper application.
- H. A physical library card may be issued for free, if/when the customer chooses to convert their virtual card to a physical card.

6. Obtaining a Library Card with a Paper Application

- A. A current government-issued picture ID and proof of address is required to obtain a card using a paper application when online registration is not possible.
- B. Acceptable picture IDs include:
 - i. Driver's license or DMV identification
 - ii. Employee identification or work badge
 - iii. School identification
 - iv. Recreation identification
 - v. Social Services identification
 - vi. Passport
 - vii. Military ID
- C. If the picture ID does not include the person's current address, a second document with the customer's name and correct address must be presented. The document must be current within one month and electronic versions are acceptable. Examples include but are not limited to:
 - i. Piece of mail that has been sent through the U.S. Postal System
 - ii. Pay stub
 - iii. Lease
 - iv. Utility bill
 - v. Dated bank-printed deposit slip

7. Adult Cards

- A. Adult library cards are available to all state of Virginia and Currituck County NC residents aged 18 and older who complete an online application or paper application.
- B. Thirty items may be checked out at one time.
 - i. Most items circulate for three weeks.
 - ii. Some materials circulate for one week
- C. Fifteen items may be checked out from the TCC collection at one time.
- D. Thirty item holds at a time per card.
- E. Regular library cards expire every two years. (See section 15 for Non-Resident Card expirations).
- F. Individual items can be renewed up to five times if not on hold by others.
- G. Provides full access to VBPL electronic databases and downloadable resources.
- H. Provides full access to the public Internet computers.

8. Youth Cards

- A. Youth library cards are issued if a parent or legal guardian passes online registration.
- B. The signing parent/legal guardian is responsible for all fees incurred on the Youth Card.
- C. Borrowing privileges and expiration are the same as for an Adult Card
- D. The full legal names of both child and parent (or guardian) must be provided.
- E. If email is provided, one address must be that of the parent or guardian.

- F. A child may have more than one Youth Card, each sponsored by a parent or legal guardian with separate addresses.
- G. Youth cards are not eligible to request ILL materials.
- H. At age 18, cards are to be converted in the ILS to Adult Cards with current photo ID, proof of address, and all other identifying information.
- I. **NOTE:** All outstanding fees on the Youth Card should be forgiven. The newly converted Adult Card should start off with a zero balance.

9. Teen Cards

- A. Offer free borrowing privileges to teens between the ages of 13 - 17 with current proof of Virginia Beach residency.
- B. Teens residing outside of Virginia Beach must obtain a standard Youth Card.
- C. Teen cards will not be issued online.
- D. Approved forms of ID include:
 - i. School ID
 - ii. Driver's License
 - iii. Passport
 - iv. Current proof of school enrollment such as a recent report card or letter from a guidance counselor
 - v. A piece of mail that shows their current home address
 - vi. Digital proof of student profile on a school app.
- E. Card privileges include:
 - i. Five items in the physical collection may be checked out at one time.
 - ii. Full access to VBPL electronic databases and digital content.
 - iii. Full access to the public internet computers.
- F. Teen Card holders are not eligible to check out items in any Tidewater Community College collection.
- G. If a teen loses or damages an item, one item per year may be forgiven. For additional lost or damaged items, the card is billed manually by VBPL staff at the time of payment, which prevents the card from going to collections.
- H. If a parent or guardian signs the library card application and provides identification and proof of address, the application should be processed as a standard Youth Card.
- I. A teen may have multiple library card types.
- J. Teen cards are not eligible to request ILL materials.
- K. Teen library cards expire at age 18.
- L. At age 18, cards are to be converted in the ILS to Adult Cards with current photo ID, proof of address, and all other identifying information.
- M. **NOTE:** All outstanding fees on the Teen Card should be forgiven. The newly converted Adult Card should start off with a zero balance.

10. Internet-Only Cards

- A. Are issued for the use of the public access computers.
- B. Internet-Only Cards are free to all.
- C. Customers must pass identity verification through the online registration process or via an exception with a paper application, as per section 6b.

- D. Customers with Internet-Only Cards may not check out physical library materials or access digital content outside the library.

11. Military Personnel

- A. Military personnel and their families living off base must have a state of Virginia and Currituck County, NC address to receive a free library card and may apply online.
- B. Military personnel using a base or ship address may apply at a VBPL location via a paper application.
 - i. If the base mailing address is Virginia Beach or the ship address is FPO AE, PA, AA or FPO New York, it will be considered a Virginia Beach address for registration purposes.
 - ii. Online registration will not be verifiable for these addresses.
- C. Dependents living in military housing on Virginia bases will also be eligible for free library cards.

12. Unverified Cards

- A. State of Virginia and Currituck County NC residents applying for a new card or renewing their existing card may get an unverified card if they are unable to verify their current address.
- B. Unverified Cards:
 - i. Expire in three weeks
 - ii. Allow for the use of most downloadable and digital resources
 - iii. Allow for the placement of up to 3 holds
 - iv. Will not check out or renew items in the physical collection
- C. With current proof of address, unverified cards will be converted to standard full-service cards.

13. Persons Experiencing Homelessness

- A. To provide equity of access for persons experiencing homelessness, valid proofs of address include:
 - i. Proof of school enrollment
 - ii. Temporary or transitional housing access or Supportive Services of Virginia for homeless individuals and families
- B. Privileges are the same as Adult, Youth, or Teen Cards based on the age bracket of the applicant.
- C. A paper application may be required at branch locations where online registrations fail.

14. Non-Resident Cards

- A. Individuals living outside the state of Virginia or Currituck County, NC may purchase a non-refundable 3-month Card (NONRES03MO) or a 12-month Card (NONRES12MO).
- B. Fees are currently \$10 for three months OR \$35 for 12 months
- C. Payment and proof of address are required at time of registration and renewal.

- D. During online registration, cards outside the state of Virginia and Currituck County NC will be prompted to pay subscription fees upon successful registration.
- E. Residents of Virginia or Currituck County whose status changes to non-residents will have their Cards expired. Once their card is updated and fees paid, their Card should be renewed for 3 or 12 months, as appropriate.
- F. Non-State of Virginia and Currituck County NC residents' fees also apply to Youth Cards.
- G. Non-resident Cards are available to City Staff and eligible City Volunteers at no cost with proof of employment and/or a City ID badge.
 - i. Volunteers must present a signed form available from their VRM and the City's Volunteer Resource Management Office.

15. Non-Residents Owning Property or a Business in Virginia Beach

- A. Non-resident individuals who own property or a business within the city limits must visit a VBPL location and complete a paper application to obtain a library Card.
- B. They must provide a photo ID and a copy of their current property tax bill or business license to obtain a library Card.
- C. Borrowing privileges are the same as a resident full-service Card.

16. Renewing a Library Card

- A. Adult, Teen and Youth Cards expire every two years.
- B. Nonresident 3MO and Nonresident 12MO Cards expire after 3 months or annually, respectively.
- C. All library cards must fall below the \$50 block amount prior to renewal.
- D. Card holders may renew their cards in person at a VBPL branch, over the phone, or via email.
- E. All customers will be asked to verify their address and information.
 - i. An ID is not required if information has not changed.
 - ii. Resident customers who have address changes and are renewing over the phone or through email will be directed to bring proof of the new address into a library branch.
 - iii. Residents who do not have proof of the new address can be renewed for three weeks to allow them time to continue to use the library until they can verify proof of address.
 - iv. Non-State of Virginia and Currituck County NC customers will need to pay the non-resident fee either in person or through SmartPay before their card is active.

17. Authorized Users

- A. Two additional designated adults may have access to a library card.
- B. Authorized users may not renew the library card or request changes to it.
- C. Authorized users have full access to the information on the library record and the ability to check out materials on the card.

- D. The person signing for the library card/online agreement is responsible for all library card transactions and fees incurred by the additional authorized user(s).
- E. A physical library card or photo ID is required when checking out materials as an authorized user.
- F. Authorized users must obtain their own library card to access public computers.

18. Municipal Reference Cards (MUN-REF)

- A. Are issued for use by staff in City of Virginia Beach departments to borrow materials for the purpose of conducting business and producing work on behalf of their department.
- B. The department Director or his/her designee(s) is responsible for the card.
- C. City staff whose work requires use of the card should coordinate their requests with their department's designee.
- D. Each card has a checkout limit of 50 items that can be checked out for 35 days, with one renewal allowed.
- E. The department designee is responsible for ensuring that all materials are returned to the library.

19. Institute Cards

- A. Are available for use by staff (as detailed in the Internal Deposit Collections Policy and the Institute Card Procedure) in providing outreach and deposit collections, as well as services to partner schools, child-care centers, senior centers, civic centers, and other designated educational and community organizations, both public and private, in Virginia Beach.
- B. Digital materials available to these organizations are listed on the library website.
- C. Are filed at the VBPL location where issued and are the responsibility of the library staff member who is the VBPL designated point of contact (POC).
- D. An organizational POC, such as the school media specialist, reading specialist, principal, program director, or lead administrator must be designated.
- E. The organization's POC:
 - i. Is responsible for the care and return of all deposit collection materials according to the agreed schedule for pick-up and delivery.
 - ii. Is responsible for items lost, damaged, or not returned which are subject to VBPL fees.
 - iii. Designates authorized users of the card
- F. Must be accompanied by a Memorandum of Understanding (MOU) which will be drafted, signed by the respective POCs, and placed on file to outline the responsibilities and expectations of the partnership. Inability to meet the terms of the MOU may result in the termination of card privileges.
- G. Materials on these cards will be circulated as detailed in the Deposit Collections Policy and Procedure.
- H. Cards expire annually on August 1 for review and revision

- i. All cards are reviewed and updated at this time for accuracy of the POC information for both the partner and VBPL
- ii. Cards will only be renewed for another year if the card is in good standing and the card will continue to be used by the partner organization.
- iii. A new MOU must be drafted and signed each year upon renewal.

20. Tidewater Community College ID Cards

- A. Students, staff, and faculty of TCC may use their TCC Identification Cards to check out VBPL materials.
- B. Only TCC and JUL staff may update or renew TCC cards. All information is uploaded electronically from TCC on a nightly basis. Customers with expired TCC cards need to call or come to the JUL to determine why their card is expired, which is generally because they are not currently enrolled at TCC.
- C. TCC Community Cards (issued at TCC for individuals other than TCC students, staff, and faculty, who wish to use only TCC materials) only allow checkouts of TCC items, not VBPL items. These cards are not loaded into Workflows.
- D. TCC ID cards and TCC Print Cards cannot be credited with funds for the purpose of printing at other VPBL locations.

21. Miscellaneous

- A. Customers may update their personal card information (address, phone number and email address) by calling or e-mailing the library. Customers who update their cards via phone or email will have their profile changed to Unverified and will need to visit a library with proof of address within three weeks or their card will expire.
- B. Although customers are encouraged to bring their library card or a digital image of the card for self-checkout purposes, staff will look up library card information upon request by customers who present photo ID.
- C. All library cards must have a balance below the \$50 block prior to renewal.

Approved by:



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