

# Chapter 4: Library Cards

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# Library Cards

## General Statement

The Tulsa City-County Library is supported primarily by Tulsa County property taxes therefore a free library card is available to any person who meets at least one of the following qualifications:

1. Resides in Tulsa County
2. Resides in any Tulsa county municipality even though such portion is outside of Tulsa county
3. Pays property taxes in Tulsa County
4. Is employed by a company or organization that owns property in Tulsa County
5. Attends an accredited school located in Tulsa County as an enrolled student.

A TCCL card provides access to use public computers, electronic services and resources (i.e. eBooks, databases, etc.), and to borrow materials from any library facility in the Tulsa City – County Library system. An individual may register at any library in the Tulsa City-County Library system or apply online. Any inappropriate use of one's library card or any other person's card may be cause for revoking privileges to use library resources, including but not limited to public computers and/or borrowing materials.

## Residents Applying for a Library Card

To apply for a Tulsa City-County Library card **in person**, an applicant must meet the qualifications outlined under General Statement. .

- Adults must provide a valid photo I.D. and proof of address.
- If current address is not available with photo ID card, **other documents may be accepted.** (See Appendix)
- The name and address provided to verify your identification must match the information entered on the application.
- Identification must be presented when a change to the borrower's address is made & when replacing a lost card. To ensure that continued service is provided, cardholders should report change of name or address information promptly.

When applying for a Tulsa City-County Library card **remotely**, the applicant will:

- Immediately receive a temporary library card number which allows placing requests for materials and accessing electronic databases remotely.
- Upon verification of eligibility, a library card will be mailed to the customer. This card will allow all borrowing and usage privileges offered by the library to cardholders.
- Receipt of this card by mail is considered proof of address and accepted as validation.
- If eligibility cannot be determined the temporary card will be deactivated.

## Non-Residents Applying for a Library Card

- With proof of employment, school registration, or ownership of property in Tulsa County, a customer may obtain a free library card.
- The customer may register online. If the address is outside Tulsa County, proof that person works, attends school, or pays taxes in Tulsa County will be required. Proof may be provided by presenting documents at one of the Tulsa City-County Libraries or scanned and emailed to [circulation@tulsalibrary.org](mailto:circulation@tulsalibrary.org). Once this information is confirmed, a library card will be mailed to individual.
- The non-resident cardholder must present proof of eligibility for free card annually. These library cards will expire in one year.
- Valid school I.D. and proof of address.

### **Non-Residents, Who Do Not Work, Go to School, or Own Property in Tulsa County**

- Borrowers must apply in person at one of the Tulsa City-County Library locations.
- An annual fee per family is charged for non-resident borrowing privileges (See appendix). These library cards expire in one year.
- A registered non-resident may borrow materials. (Exceptions are downloadable books powered by Overdrive.) A registered non-resident may also use PCs at any library location of the Tulsa City-County Library.

### **Minors 17 and Younger**

- To receive a card with full borrowing privileges, parent or guardian must be present for approval. Parents/guardians are responsible for the lost or damaged materials borrowed by their children.
- If a parent/guardian is not present, a child may receive a 3 to Go card.
- Restrictions to the 3 to Go card include:
  - The card allows only three items checked out at a time. Only when an item is returned, will a minor be allowed to check out another item.
- Minors may apply online for a temporary card.
- Unaccompanied minor cards expire on the child's 18<sup>th</sup> birthday.

### **Homebound/Books by Mail Borrowers**

- The Books by Mail program is for individuals who can use regular library materials, but are unable to leave their homes due to a temporary or permanent disability.
- Individuals confined to their home may request a library card through the Tulsa City-County Library Outreach Services Department.

### **Educational Institutions**

The purpose of this card is to allow employees of educational institutions to enhance curriculum using library services. This card provides an extended checkout period of 42 days with no renewals for library materials. The educational institution card is not exempt from regular fines and fees.

Educational institutions are required to abide by the following:

- Elementary, middle, and high school and day care centers, located in Tulsa County or within any portion of Tulsa County municipalities, (even though such portion is outside of Tulsa County), are eligible to apply for an educational institution card which will be issued in the name of the institution
- The educational institution card may not be used as a personal card.
- Multiple cards may be issued to an institution.
- The educational institution card has a 50-item limit for materials that can be checked out on the card at any one time.
- Any abuse in the use of this card may result in loss of library card privileges.

### **Visitor or Temporary Borrowers**

To borrow materials, a visitor to Tulsa County must present a photo ID, documentation of a current local address and permanent address, and complete the registration form.

- A 30-day temporary card will be issued. A maximum of two items at a time may be borrowed on this card. Access to computers is allowed.
- Short-term visitors who wish to access the library's computers may do so with the purchase of a one-day guest pass. (See appendix)

### **Renewing a Library Card**

Regular library cards do not expire and do not require renewal.

Exceptions for Non-resident cards, Educational cards and Unaccompanied Minor cards only:

## Tulsa City-County Library Policies

- Cardholder expiration dates are visible in the *My Account* section when logged in with the library card number and password.
- Expired cards must be renewed before the cards can continue to be used for borrowing materials, downloading e-content or access the library's online databases, or use library computers.
- The customer does not have to replace an expired card if it has not been lost or misplaced.
- Cardholders from areas outside of Tulsa County, who work, attend school or pay property taxes in Tulsa County may be asked to verify their information annually to ensure continued eligibility.
- Cards issued to non-resident or visiting customers must verify eligibility at shorter intervals, require similar identification and must show proof of address in person.
- Educational institution cards expire after one year and require authorization by institution upon renewal in person.

Library cards cannot be renewed by phone. Parents may *cancel* their child's Unaccompanied Minor card by phone.

### Linking Your Records

- Library card holders are given the option to "link" their record to another patron. This service allows increased ease of navigation between cardholders belonging to the same family. Linking patron records is solely intended to expedite circulation transactions by allowing for quick navigation between one linked record and the next.
- Linking records does not give a patron the ability to view, request or borrow items on a card belonging to a patron to whom they are linked.
- In situations where one patron (e.g. a spouse) would like to be authorized to collect requested items held by another, both patrons must first confirm this in person with a Library staff member. A note will then be placed on the records of both patrons. This applies only to active hold requests, not additional checkouts on the card.

### Lost and Replacement Library Cards

When you register for a Tulsa City-County Library card, you accept responsibility for all items on the card, all use made of the card and all charges made against it until your card is reported lost or stolen. The library must have a record of your card having been reported lost or stolen.

- Report lost or stolen cards by phone, in person at any Library location, or by email.
- There is a fee for replacing a lost card (see appendix).

### Library Notices

- The Tulsa City-County Library provides a notification service for held items, overdue materials and other service-specific reasons. Notices are available via email, text or telephone. It is the responsibility of the borrower to notify the library if any of their contact information changes.
- Library notices are sent as a courtesy. Failure to receive a notice does not absolve the borrower from any fines or fees attached to their customer record.

### Confidentiality of Customer Records (updated: September 18, 2014)

The Tulsa City-County Library supports and complies with applicable Oklahoma Law (including, without limitation, the Oklahoma Open Records Act, OKLA. STAT. tit. 51, §§ 24A.1 et seq., and the Oklahoma Library Code, OKLA. STAT. tit. 65, § 1-105) regarding confidentiality and disclosure of library records. All library records relating to an individual customer's use of the library and its resources are confidential. These records may be consulted by library staff and released to the library's contractors and consultants for use in the course of carrying out library operations, or for conducting surveys and evaluations of the library's delivery of services, but will not be disclosed to others except upon request or consent of the library user or pursuant to court order. As the legal custodian of records, the Tulsa City-County Library CEO is responsible for responding to any requests or information about a library user. If the CEO is absent or unavailable, a director is designated to respond to any request for library records or information about a library user.

## Tulsa City-County Library Policies

The circulation and registration records of the Tulsa City-County Library shall not be made available to any third party nor any law enforcement agency of a local, state, or federal government except when a court order, issued by or through a court of competent jurisdiction, is presented to the library by the law enforcement agency or other person seeking the records. In accordance with the library's security cameras policy, digital video images of the library's external areas or indoor common areas that do not disclose or lead to the disclosure of any specific library resources or materials loaned to or used by a library customer will be released by the CEO, or authorized library executive team member, upon request of a law enforcement agency or member of the public.

The Tulsa City-County Library keeps records of paid and unpaid fines or bills on checked-out materials. Customers with unpaid fines or bills may not be allowed to check out any library materials.