



LS 103 Library Card Registration and Renewal

Section: 100-Materials

Effective: January 2024

Purpose

Library cards are provided to customers to facilitate borrowing of materials and tracking of items requested, checked out, returned, overdue, etc., and to access or check out electronic resources online. Additionally, library cards are provided to facilitate access to the Internet and library electronic resources using the library's time management software and remote authentication software. Verification of identity, address, and birth date are necessary as a part of the registration process to ensure that accurate borrower information is maintained due to the potential financial obligation upon customers. Library cards are required when reserving a meeting room space. Library staff work with schools, recreation centers, daycare centers, group homes, senior centers and other organizations to coordinate and facilitate issuing library cards to large groups.

Policy

Adult customers may register for temporary library cards online and complete the process via text or in person at any branch, on one of the library's mobile vehicles, and at Cooperative libraries in Plant City or Temple Terrace. Re-registration is performed to renew a customer's card or to replace a card that is lost or damaged. Customers must provide identification whenever registering for the purpose of verifying name, birth date, and current residential address. When updating an expired card, identification of name and current residential address are required. Customers may have only one active library card at a time. Customers may not use another's library card for the purpose of avoiding fees, or accessing the Internet and/or the library's networked resources. Customers may still allow others to use their card to act as their agent. THPL complies with Florida Statutes, [Chapter 97.058](#) and [Chapter 97.021\(36\)](#) by offering at all public service agencies, the opportunity to register to vote or change voter registration information every time a customer requests this service, registers for a library service, renews registration or changes the address on the library record.

The Library affirms parental/legal guardian rights and responsibility to guide their own child's reading choices. Parents/legal guardians are responsible for the use/borrowing of materials in/from the library. The Library offers a variety of library card types—with different borrowing levels—to assist parents/legal guardians in guiding their child's reading:

Child Library Cards (ages 0-12)

- Child Card: This card can only check out children's materials recommended for this age range.
- Child Plus: This card can check out children's materials, General Non-Fiction, and Classics.
- Child Unlimited: This card can check out all library materials except loanable technology.

Teen Library Cards (ages 13-16)

- Teen Card: This card can check out children's materials, Young Adult Fiction, Young Adult Graphic Novels, General Non-Fiction, and Classics.
- Teen Limited: This card can check out children's materials, General Non-Fiction, and Classics.
- Teen Plus: This card can check out children's materials, Young Adult Fiction, Young Adult Graphic Novels, General Non-Fiction, Classics and R or non-rated DVDs.
- Teen Unlimited: This card can check out all library materials except loanable technology.

Parents/legal guardians may choose to restrict their minor children, under the age of 17, from borrowing R-rated or unrated video materials. A parent or guardian signature is required. Parents/legal guardians may choose to waive participation of their minor children, under the age of 17, in the Internet Safety Training (see LS306, Access to Electronic Resources). Parents/legal guardians who have library cards must have records in good standing. Parents/legal guardians are not required to have a library card to obtain a card for minor children. Juvenile cards may not be issued to avoid paying fees owed by the parent/legal guardian.

Procedure

Registration – for Adults (Ages 17 and Above)

In order to obtain a library card, customers must complete the library registration form and provide staff with documentation to verify identity, birth date, and residential address. Customers must provide their full legal name including any middle name that matches their identification.

Identity and Address Verification - Acceptable Documents

A customer is not issued a permanent library card until his or her identity and birth date are confirmed in person. Any of the following original, unexpired photo identifications can be used to **verify a customer's name and/or birth date**:

- Driver's license
- State identification card
- Student identification
- Employee identification
- Military identification
- Passport, Visa, or Consulate issued identification
- Immigration records
- Online prison or arrest records

Any of the following current/unexpired paper or electronic versions can be used to **verify a customer's address**:

- Driver's license
- State identification card
- Student identification
- Employee identification (including a paycheck stub dated within 30 days)
- Permanent voter registration card
- Automobile registration
- Property tax notice or receipt
- First class mail postmarked within the last 30 days sent by an institutional third party (government agency, banks, schools, utilities, etc.)
- Lease or rental agreement and/or current month's rent receipt(s)
- Current month's utility bill
- Hillsborough County Post Office Addresses

Hillsborough County post office boxes may be used as a customer's primary mailing address if one of the following unexpired identification bears that address:

- Florida driver's license
- State of Florida identification
- Permanent voter registration card

The customer is also asked to provide verification of a physical address within Hillsborough County using any of the documents listed above. Customers living in congregate or assisted living facilities may have their identity and birth date verified by the appropriate authorities of that facility.

Registration - Minors (Under Age 17)

A minor under the age of 17 can be issued a library card provided his/her parent or legal guardian is present, shows acceptable identification, and signs the library card application and card of the minor. At the time of registration, the parent/legal guardian can select the card type that offers the desired level of access (as listed above under Policy). If no selection is made, a Child Card will be given to minors age 0-12 and a Teen Card will be given to minors age 13-16. The card type can be changed at any time by the parent/legal guardian by visiting a library and showing acceptable identification. Only a parent/legal guardian named in the minor's record can make changes to the card type. The Library allows for one additional parent/legal guardian name to be added to a minor's library record. An added named parent/legal guardian can only make changes to the child's card type. No other changes to the child's record can be made by an added named parent/legal guardian.

When a minor child turns 13, their card will automatically update to a Teen Card at the end of their birth month. A Child Unlimited card will automatically transition to a Teen Unlimited card. When a minor turns 17, their card will automatically update to an Adult Card with access to all library materials.

Group Registration

Library Card Sign Up campaigns are coordinated by Library Branch/Section staff in cooperation with the partnering organization and with the assistance of public service staff. At any time, library staff may work with representatives of community organizations to facilitate issuing individual library cards to group members. Any customer may request library card applications for members of their organization or group. When group representatives are given library card application forms, library staff provide them with information about registration requirements to facilitate completion of applications by their group members. The group representative is responsible for ensuring name and address verification.

Registration Fees

New library cards are free for Hillsborough County residents and employees of Hillsborough County, City of Tampa, City of Temple Terrace, and Plant City government. Nonresident property owners can be issued free cards if they provide documentation (such as property tax bill) verifying their Hillsborough County property tax-paying status.

A County/City employee photo ID or recent paystub is required for County/City government agency employees to be issued a free card. The County/City government employee card grants access to all library formats, digital materials and/ or collections. Non-Hillsborough County residents can apply for and obtain a library card online or in person for an annual fee of \$35 per household. The Nonresident card does not grant access to digital materials and/or collections.

Card Holder Responsibilities

Adult library card holders are responsible for any fees, damage assessments, or lost charges for materials borrowed with their card, including items borrowed by another person using the card, unless the card has been reported lost or stolen and material was checked out after the date the card was reported lost or stolen. Parents/legal guardians of a minor child under age 17 are responsible for any fees, damage assessments, or lost charges for materials borrowed with their child's card. Library card holders are expected to notify the library if their mailing address, telephone number, or e-mail address changes. Library card holders (or parents/legal guardians) are responsible for reporting lost or stolen cards to the library immediately.

Lost Cards

If reporting a lost card in person, the card holder will be asked to provide identification to verify name, address, phone number, and date of birth. If the customer does not have identification or is reporting the loss by phone, staff will ask for the same information and check the information supplied against the customer record in the computer and advise of any items checked out, charges, blocks, etc., before setting the card to Lost. A replacement card is issued upon the customer's request in person, via text or online with acceptable documentation in accordance with this policy. If a customer's card is found at a library, a note is put in the record indicating where the card was found, that Photo ID will be needed to claim it, and that it will be held for 30 days. Unclaimed cards shall be rendered useless and discarded after 30 days. Branch or Department Supervisors have the authority to accept or deny customer requests to leave library cards at the library for safekeeping.

Expirations and Renewals

Library cards are set to expire periodically and must be renewed in order to verify and update card holder registration information. Renewals are handled upon customer

request in person, via text or online with acceptable documentation in accordance with this policy. **Changes to library cards for minors cannot be made via text or online at the time of renewal. These changes must be made in person at a library location. No exceptions will be made.** Most library cards are valid for a period of three years from the date of issue. Corporate cards and Nonresident cards are valid for one year from the date of issue. Nonresident cardholders must pay the annual fee of \$35 in order to renew a Nonresident card. Library cardholders who cannot provide current identification may be given a 30-day Courtesy renewal and have a note placed in their record stating, "30-day Courtesy Card renewal; please verify address." They will be asked to verify name and current residential address upon their next visit to the library.