



City of Virginia Beach

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DEPARTMENT OF PUBLIC LIBRARIES

Policy

Title: Library Card – External	Policy Number: VBPL-POL-0005
Effective Date: April 20, 2016	Date of Revision: May 1, 2019

1.0 Purpose

Virginia Beach Public Library (VBPL) offers free borrowing privileges to anyone with current proof of a Virginia Beach address including individuals who own property or own and operate a business within the city limits and non-resident cards for an annual fee.

2.0 Obtaining a library card

A. A current government issued picture identification card **and** proof of address is required to obtain or to change the address on an existing card.

1. Driver's license
2. Passport
3. Military ID

B. If the picture ID does not include the person's current address, a second, current within one month, document (electronic versions accepted) with the customer's name and current address must be presented. Examples include, but are not limited to:

1. Piece of mail that has been sent through the US Postal System
2. Pay stub
3. Lease
4. Dated, bank printed deposit slip

C. Required information for a Library Card application

1. Name
2. Address (including zip code)
 - a. Street address or a P.O. Box number
3. Signature

D. Non-Virginia Beach Residents, **NONRES03MO and NONRES12MO**, are required to pay a non-refundable fee.

1. \$10.00 for three (3) months
 - a. Interlibrary loan is not available with a three month card
2. \$35.00 for one (1) year (from the date of registration)

3. Payment and proof of address is required at time of purchase, registration, and renewal.
 4. Virginia Beach residents whose status changes to non-resident will be expired.
 5. Non-residency fees apply to youth cards.
- E. Nonresident cards are available to City Staff and eligible City Volunteers at no cost with proof of employment and/or a City ID badge. Volunteers must present a signed form available from their VRM and City's Volunteer Resource Management Office.

3.0 Renewing a library card

- A. ADULT, TEEN, and YOUTH customer accounts expire every two years.
- B. NONRES03MO (\$10.00) and NONRES12MO (\$35.00) cards expire after three months and annually and are renewed at cost.
- C. All library accounts must have a zero account balance prior to renewal.
- D. All cardholders must renew their card in person at a Virginia Beach Public Library location.
- E. If the customer has become a non-Virginia Beach resident, they are required to visit a Virginia Beach Public Library branch to pay for their non-resident card.
- F. Customers with email notification will receive an email alert when their library card is about to expire.
- G. The library card must be presented.
- H. Customers will be asked to verify their address and all other account information.

4.0 Unverified cards

Virginia Beach residents unable to verify their current Virginia Beach address when applying for a new or renewing an existing card may get an "**Unverified**" library card if a current photo ID is available at time of application/renewal. Unverified cards:

- A. Expire in three weeks without proof of address
- B. Allow for use of most downloadable and digital resources
- C. Will not renew, hold, or check out items in the physical collection
- D. All library accounts must have a zero account balance prior to renewal.

5.0 ADULT cards

ADULT library cards (age 18 and older) are available for free to all Virginia Beach residents who provide proof of address and a picture ID at time of application

- A. 30 items may be checked out at one time.
 1. Most items circulate for three weeks (21 days), some materials circulate for one week (7 days)
- B. 50 holds at a time per account
- C. Expire every two years
- D. Individual items can be renewed up to five times if not on hold by others.
- E. Full access to the Library's electronic databases and downloadable titles
- F. Full access to public internet computers
- G. Fines for overdue materials are \$0.25 per day per item.

6.0 YOUTH cards

YOUTH library cards (under age 18) are issued if a parent or legal guardian signs for responsibility at time of registration. The signing parent or legal guardian is responsible for all fines and fees incurred on the YOUTH library card.

- A. The child must be present or proof of dependence shown at time of registration.
- B. Borrowing privileges are the same as for an adult card.
- C. Accounts must have a zero account balance at the time of conversion to an ADULT account.
- D. The child's full legal name must be provided on the application.
- E. The parent's or legal guardian's current picture ID and proof of residence is required.
- F. The parent's or legal guardian's email must be used if an email is included in the customer record.
- G. Parents (or legal guardians) requesting to upgrade a child's Internet Only card to a full access card must complete a new library card application.
 - 1. All identification and residency requirements and fees would apply to the upgrade.
- H. Youth may have multiple library cards.

7.0 TEEN cards

TEEN library cards offer free borrowing privileges to teens with current proof of Virginia Beach residency.

- A. Teens between the ages of 13 and 17 must provide an approved form of ID.
 - 1. School ID
 - 2. Driver's license
 - 3. Passport
 - 4. Current proof of school enrollment such as a recent report card or letter from a guidance counselor
 - 5. A piece of mail that shows their current home address
- B. A TEEN library card includes:
 - 1. Five items in the physical collection may be checked out at one time.
 - 2. Full access to the library's electronic databases and downloadables
 - 3. Full access to public internet computers
 - 4. TEEN cardholders are not eligible to check-out items in any Tidewater Community College collection.
 - 5. A TEEN library card is not subject to overdue fines.
 - 6. The TEEN card is billed at time of payment for lost or damaged items which prevents the card from going to collections.
- C. 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.
- D. A teen may have multiple library cards.
 - 1. A standard youth card obtained by the parent or legal guardian
 - 2. A card that the teen obtains independently
- E. TEEN library cards expire at age 18 and must be renewed as an ADULT library card with proof of address.
- F. All library accounts must have a zero account balance prior to renewal.

8.0 K12 (Virginia Beach City Public Schools Student) Accounts

- A. Virginia Beach City Public School students may access digital materials using their school ID preceded by the letter "S" as an account number.
- B. K12 Library accounts are issued by Virginia Beach City Public Schools. Any requests to change or opt out of the K12 account must be directed to VBCPS by the customer.

- C. Digital materials available to students are listed on the library website.
- D. Students may not use the K12 account to borrow physical materials from Virginia Beach Public Library or Tidewater Community College.
- E. Student accounts are not issued a physical library card.
- F. K12 accounts are assigned a personal identification number (PIN) based on the student month and day of birth in the format MMDD.
- G. No personally identifiable information is stored in the library database for these accounts.
- H. K12 account holders may access library public computers except for those located at Joint Use Library.
- I. K12 accounts will expire 30 days after the student leaves the VBCPS district.
- J. Eligible K12 account holders may also hold a full-service Virginia Beach Public Library card.

9.0 INTERNET cards

INTERNET library cards are issued for use of the Public Access Computers.

- A. A current picture ID is required for an Internet Only card.
 - 1. Driver's license
 - 2. State identification card
 - 3. Passport
 - 4. Or another form of picture ID
- B. Customers with Internet Only cards may not check out library materials or access digital content outside the library.
- C. Internet Only cards are free to all.
- D. To use a public access computer, a customer must have a valid card in their name.

10.0 Property owning non-Virginia Beach residents

Individuals who own property or a business within the city limits must provide a picture ID and a copy of their property tax bill or business license to obtain a library card.

11.0 Military Personnel

Military personnel may use a base or ship address.

- A. If the base mailing address is Virginia Beach or the ship address is FPO AE or FPO New York, it will be considered a Virginia Beach address for registration purposes.
- B. Dependents living in military housing on Virginia Beach bases will also be eligible for free library cards.
- C. Military personnel and their families living off-base must have a current Virginia Beach address in order to receive a free library card.
 - 1. Proof of address is required, as outlined above.

12.0 Persons Experiencing Homelessness

In order to provide equity of access for persons experiencing homelessness, VBPL will accept as valid proof of address:

- A. Proof of school enrollment
- B. Temporary or transitional housing access or Supportive Services of Virginia for homeless individuals or families

- C. A valid active email address or cell phone number is **required** as a point of contact to the account holder

Privileges are the same as Adult, Youth, or Teen cards based on the age bracket of the card applicant.

13.0 Tidewater Community College (TCC) Identification Cards

Students, staff, and faculty of TCC may use their TCC Identification Cards to check out VBPL materials.

- A. TCC ID cards can be credited with funds for the purpose of printing through SAM at VBPL locations.
- B. When the TCC account/student status “expires”, a VBPL card can be issued and the SAM funds transferred to the VBPL card/account using a noncash adjustment.
 - 1. Non-resident fees will apply in the case of non-Virginia Beach residents.

14.0 Authorized Users

Two additional designated adults (Authorized Users) may have access to a library card account.

- A. Authorized users have full access to the library card record as well as the ability to check out materials on the card.
- B. The person signing for the library card is responsible for all library transactions, fees, and/or fines incurred by the additional authorized user(s).
- C. When checking out materials as an authorized user, photo identification is required.

15.0 Municipal Reference cards (MUN-REF)

Municipal Reference cards 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 the department.

- A. MUN-REF cards have the same privileges and responsibilities as the ADULT card
 - 1. Materials for personal use may not be checked out on department cards.
- B. The department Director or his/her designee(s) are responsible for the card account.
- C. City staff whose work requires use of the card should coordinate their requests with the department designee.
- D. Each card has a checkout limit of 50 items that can be checked-out for 35 days with one renewal possible.
- E. The department’s designee is responsible for ensuring that all materials are returned to the library.
- F. A printout of materials on the card is available upon request.

Approved by:

Eva Poole, Director of Libraries