

PUBLIC SERVICES
ELIGIBLE BORROWERS

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II. Borrower Registration

General Policy Statements

Any person who lives, works, attends school or pays property taxes in North Little Rock is eligible to receive a library card free of charge. Use of a William F. Laman Public Library System card is non-transferable, i.e. can only be used by the person whose name appears on the card.

The above status entitles you to one Library card. The Library will merge or delete the records of any user found to have multiple active cards.

All materials borrowed must be returned on or before the due date. The Library offers universal returns – circulating materials may be returned at any William F. Laman Public Library System branch.

Cardholders are responsible for all materials borrowed on their card, all use of the card and all charges made against it, until the card is reported lost to the Library.

Eligibility Requirements

When applying for a William F. Laman Public Library System card in person, or providing proof of their identity to validate an unverified card, an applicant must show proof that he/she lives, works, attends school, or pays property taxes in North Little Rock. To apply for a card:

Adults may provide only one piece of identification if it is **1** of the following valid Arkansas State IDs:

- Current driver's license
- Current photo learner's permit
- Current non-driver's identification

Young Adults (ages 13-17) can show the same ID as adults. Alternatively, young adults may present **1** of the following, provided name and address are included in the documentation:

- Current school photo ID
- Current report or program card
- Working papers

If the above documentation is not available, any **2** of the following forms of identification are acceptable for adults and/or young adults, provided one shows a photo and name and/or signature and the other the applicant's current address:

- Current college or university photo ID card
- Current employee photo ID card
- Current Armed Services ID card
- Alien Registration photo ID card
- Current passport

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- Medicare/Medicaid card
- Social Security card
- Birth Certificate
- Arkansas State motor vehicle registration
- Professional, vocational or union photo ID
- Current rent bill or lease agreement
- Tax bill or receipt
- Transit pass
- Statement from a homeless shelter
- Bank statement
- Cable, phone or utility bill
- Any piece of mail delivered by the US Postal Service

New borrowers will be considered unverified until they complete the verification process. Unverified patrons may only borrow up to five (5) items at one time. To verify your information one must show their current library card and return the verification card received in the mail. Library cards are valid for three years.

Children ages 0-12 must have their application completed and signed by a parent or guardian, who can provide the above identification/address validation on the child's behalf.

NOTE: Post office boxes are not accepted as mailing addresses. Proof of residence is required. Any tax bill, rent receipt or statement from a homeless shelter used for verification of your identity must be dated no more than three months prior to the application date. Any of the above must be dated within the last three months, as indicated by the postmark or date of printed bill.

The name and address provided to verify your identification must match the information entered on the application.

The same identification must also be presented when a change to the borrower's address is made and when replacing a lost card. Cardholders are required to report change of name or address information promptly.

Special Notes on Young Adult Borrowers

Young Adults who are age 13 through 17 or are in the seventh to twelfth grade must present identification that indicates their grade level or age to obtain an application for a library card.

- A parent/guardian may verify his/her child's age in the absence of identification.
- Young Adult borrowers have access to the same library materials as Adult borrowers.

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- Parents/guardians of teenagers between the ages of 13 and 17 may be given information about overdue materials only, only upon presentation of the youth's library card barcode number, printed overdue notice, or personal identification that confirms that the adult is the youth's parent/guardian.

Special Notes on Juvenile Borrowers

- Children may be present to receive their library cards, but their presence is not required.
- A children's application form must be signed by a parent or guardian. If a parent/guardian is not present, the library card application must be taken home for completion and signature. When completed, valid identification/address verification must be presented by the parent or guardian on behalf of the child.
- Parents/guardians are responsible for the lost or damaged materials borrowed by their children

Special Notes on Organizational Borrowers

- Cards of this type are available only to organizations located within the City of North Little Rock or Pulaski County.
- In order to receive an organizational borrower's card, a brief letter of request on organizational letterhead must be submitted along with the completed application form. The authorized person who signs the application form must show identification and his/her name will be added to the record alongside the name of the organization.
- Only one card will be issued to any organization. The organization will be responsible for all materials borrowed.
- If the organization has a change of address or phone number, or the card is lost, the library must be notified immediately.
- All regulations of the William F. Laman Public Library System apply to the organizational borrower's card.

Special Notes on Homebound Borrowers

Homebound service is a program that is available to library patrons who are limited in mobility and live within the city limits of North Little Rock. Current borrowers who owe no more than \$2.00 to the library may join this program. Any individual who meets these requirements can request this service by simply getting in touch with homebound personnel who will coordinate delivery dates. Delivery dates will then be set up for once or twice a month depending on the requirements of the patron. Relatives and program coordinators of nursing homes and retirement communities can also recommend people they know for our service.

Library cards for homebound borrowers are automatically renewed by the department.

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Homebound borrowers may renew materials as long as there is no hold on the material. Reserve items will be picked up on the next delivery date. Library software retains borrowing records for homebound borrowers.

Special Notes on Non-Resident (Visitor or Temporary) Borrowers

Visitors from out-of-state or abroad are welcome to use the Library's resources onsite, many of which do not require the issuance of a library card. Guest cards for access to in-house use of library computers and related equipment are available to visitors who do not live, work, attend school or pay property taxes in North Little Rock or Pulaski County who present an equivalent form of ID for their locality. Non-residents may purchase a library card with full borrowing privileges for use at the William F. Laman Public Library System for \$50.00. The applicant for a non-resident card must meet the same identification requirements as a resident of North Little Rock.

Special Notes on Senior Citizen Borrowers

Seniors citizens age 65 or older, who have been in good standing with the Library for a minimum of one year, may request an open-ended library card, i.e. a card with no expiration date.

Special Notes on Reciprocal Borrowers

The William F. Laman Public Library will register applicants from the Central Arkansas Library System and any Gateway member library with proper application forms. In addition to presenting a currently valid library card, the applicant must present one form of identification.

Special Notes on Educator Cards

To facilitate the Library's outreach efforts to area schools, we are pleased to offer expanded access to library resources and services through our Educator Cards. This card, available to Educators employed at Pre-K-12 schools as well as staff employed at daycares, camps, afterschools, and homeschooling parents, offer significantly more privileges than those available on personal cards.

You must provide a letter of request on school letterhead or other proof of current employment as a North Little Rock/Pulaski County educator and be prepared to present our required forms of identification. Once registered, your card will be valid through June 30th of the current school year. To renew your privileges in the fall, present the same documentation provided for your initial registration.

Daycare center: Proof of certification must be provided at the time of registration/renewal.

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Homeschooler: You must provide current and valid certification of your status as a homeschooler. Proof of certification must be provided at the time of registration/renewal

Renewals

The William F Laman Public Library looks upon the renewal of a library card as an opportunity to confirm that the card holder is still entitled to a library card and that the library's registration records contain current and accurate information on the borrower. All applicants for the renewal of a library card will be required to meet the same identification requirements as a new applicant, as described in the applicable section.

Change of Address

All registered patrons of the William F Laman Public Library System are required to inform the Library of any change of address. If at any time mail sent to a patron by the Library is returned, or if the Library learns by other means that the address on file is no longer accurate, the patron's library card will automatically have a hold placed on the account. The patron will need to complete the verification process to remove the hold.

Ownership of Library Cards

All cards issued by the William F Laman Public Library remain the property of the Library and may be repossessed by the Library for the violation of library rules or in other instances determined by the Library's administration.

Appeals

Anyone who believes that they have been unfairly denied a library card may appeal to the Executive Director. If unsatisfied by the decision of the Executive Director an appeal may be made to the Board of Trustees. Request for an appeal should be made in writing. The Secretary of the Board will inform the appellant of the date of the meeting at which the appeal will be heard.