



# Borrower's Card Policy

Any personal NOBLE library card is accepted at any other NOBLE library. Cards of residents of communities decertified by the Mass. Board of Library Commissioners may be declined upon vote of the library's governing body.

The only exceptions are specially issued local use only cards, non-circulation/electronic access cards and non-academic library cards of out-of-state residents, for which acceptance is a library option to be set in the system. (See below for more information.)

## Issuing Cards

A public library patron without a library card can apply and receive one in any NOBLE library. The public library patron will automatically receive proper access to locally-purchased electronic resources appropriate for their community of residence. The potential library user should not be sent back to their "home" library to register.

## Identification and Proof of Address Required:

Before creating a new patron record, the individual must present the following:

Current, valid Massachusetts Driver's license or Massachusetts State Identification Card with current address.

**OR**

one document from Section 1 AND one document from Section 2 below:

1. Proof of identification –current or expired-- (must include name and photo)

- Passport or Passport Card
- Alien Resident Card
- Government issued cards, such as Military ID
- State issued photo ID including welfare, Medicaid or FID card
- University or school ID
- Senior/T.A.P. ID issued by the MBTA

## 2. Proof of current local address (must include applicant's name)

- Utility bill or tax bill (dated within the last 60 days)
- Lease agreement
- Imprinted bank check or deposit slip
- Official school schedule with applicant's name and address typed on it
- Official letter verifying residency and mailing address dated within last 30 days from a social service provider, temporary employer that provides housing, or a short-term residence
- Postcard mailed to applicant from the library
- eBills

### **Children and Teens**

If an applicant is 17 years and under, parent or legal guardian may provide proof of identification and address with the child present.

Classroom signups are exempt from identification requirements.

Students, faculty and staff may have multiple academic cards if they have more than one affiliation with NOBLE academic institutions. Multiple cards are required to provide full access to each institution's unique collection of electronic resources.

Each borrower's card record is limited to a single active barcode. When a replacement barcode/card is issued, the prior barcode number must be marked inactive at that time. Public patrons are limited to a single public patron account. In cases where a dependent has multiple caregivers living in different households, library directors may, at their discretion, approve a second public patron account for the dependent. A note should be added to these records to say that the duplicate account was created with the approval of the library director.

The primary name fields must contain the full legal first name, middle initial and last name. An optional preferred name field may be used, but only for names that the patron has identified as their preference, not for former names or any other type of alternative name information. Additional name keywords may also be added to aid in searching. All elements of name fields are keyword searchable.

Date of birth and telephone number(s) must be entered, in the proper field. Academic libraries are exempt from requirements to enter these fields.

The home library field for public patrons must match the community of residence for residents of NOBLE communities. If a resident of a non-NOBLE community, the home library field should be set to *Non-NOBLE Mass.* or *Non-NOBLE Out of State* as appropriate. The issuing library will verify the information presented by the patron by a driver's license or other positive identification.

Non-Massachusetts public library and community borrowers must be registered with a *Main (Profile) Permission Group* of **Public Patron – out-of-state**.

Entry of borrower's address information should comply with the U.S. Postal Service's *Postal Addressing Standards*, including abbreviations. In brief, this includes:

- No punctuation (no commas, periods, etc.)
- Standard street suffix abbreviations, such as Ave Cir Dr Rd Sq St Ter Way
- Standard unit abbreviations, such as Apt, Bldg, Ste (suite), Unit, Rm (room) and Dept
- If a pound sign used, there must be a space between the pound sign and number, # 2
- City names should be spelled out – North Andover, for example, not just N or No.

Example:

John C Smith  
1401 N Common St Apt 2  
North Andover MA 01845-1234

Academic libraries will issue a generic NOBLE library card if a community borrower patron seeking to borrow items does not have a public library type card or may enter a card from another network. The generic NOBLE card is issued in place of a specific public library card and functions identically to a library card issued in that community.

Linking of patron records must not be used for families or other collections of multiple persons.

### **Non-NOBLE Barcodes**

Non-NOBLE public library barcodes can be accepted and entered into the NOBLE database if the user prefers and if they have no other public library card in the database, or these users may be issued a public library or generic NOBLE card. In either case, access to electronic resources may still be controlled by residence municipality via the home library field.

### **Updating Information**

College patron records are exclusive to the issuing institution and must not be updated by any other library. Information in the records is linked to semesters, graduation years and financial records in the college offices and must not be changed by other libraries.

Public library cards are shared among all libraries. Libraries learning of verified information changes are expected to update the record accordingly. Any library receiving returned mail without a new address must flag the record so that staff obtain a new, verified address before any additional items are borrowed or renewed, or holds placed or trapped. Libraries discovering an inaccurate telephone number should likewise flag the record to obtain a correct telephone

number in a subsequent contact. Libraries correcting needed information must remove the flag to avoid further unnecessary stops.

### **Online Card Registration**

Borrowers cards will be automatically issued to verified Massachusetts users residing in a certified community to provide access to electronic resources and for placing of holds.

After completing an online registration form, the address and last name of the applicant will be verified by the system. NOBLE's database will also be checked for an existing registration to avoid duplicate accounts. When verified, the data is automatically entered into the NOBLE system and the borrower is issued a barcode corresponding with the library of their community, or NOBLE if outside of NOBLE's service area.

The online cards will provide access to online resources of the community's library for appropriate applicants residing within NOBLE as well as PC reservation systems and other services that require authentication, as well as statewide and NOBLE electronic resources.

Borrowers whose name could not be verified with the entered address will receive a provisional card allowing them access to statewide and NOBLE electronic resources for 14 days, by which time they will need to visit a library to verify their address to continue access. Borrowers whose address appears invalid, will not receive a barcode but will be directed to visit a NOBLE library.

### **Non-Circulation/Electronic Access Cards**

Libraries may issue patron cards without circulation privileges to provide access to online resources, PC reservation systems and other services that require authentication in cases where it is not practical to also provide lending privileges to the patron.

The non-circulation cards can be issued in cases where proof of address is not available. The patron must be affiliated with the library by claimed affiliation with the library's service area; only one public library patron card is allowed per person.

Holders of non-circulation cards would not be able to check items out of any NOBLE library nor request materials in the web catalog or in person.

To issue non-circulation cards, the library must contact NOBLE to add a non-circulating Permission Group to the system that is coded in the loan rule table to disallow loans. Guidelines for adding these patrons will be maintained by NOBLE, specifying required information. Such cards will expire annually and can be renewed.

Non-circulation cards may be upgraded at any time at the library upon presentation of proof of address. The library will enter the proper information and changing the Permission Group accordingly.

### **Local Use Only Cards**

Libraries have the option to issue borrowers' cards with the ability to only borrow items owned by the issuing library. Holders can not request or borrow items from other NOBLE libraries or borrow from other NOBLE libraries in person. These cards can be used for local residents lacking a verifiable or permanent residence, and must be coded with the proper permission group.

Local use only cards can be used to access the electronic resources of the issuing library, and NOBLE in general, and to use PC management systems.

### **Teacher Cards**

Libraries may issue special cards to preK-12 teachers for materials for classroom use. Issuing libraries may restrict use to their own materials. Issuing libraries may not grant special privileges on other libraries' materials. A school name must be included in the patron record.

Non-classroom loans should be done on a personal card.

### **Institutional Cards**

Libraries may issue cards to non-library institutions. Issuing libraries may restrict use to their own materials. Issuing libraries may not grant special privileges on other libraries' materials. A contact person must be included in the institutional record.

NOBLE libraries must not distribute library cards nor passwords to non-NOBLE libraries such as local schools and special libraries.

### **Using Cards**

Any NOBLE library's card, public or academic, may be used for circulation transactions in any NOBLE library. The only exceptions are local teacher cards, local use only cards, institutional cards, non-circulation/electronic access cards, online cards not yet upgraded and cards of non-Massachusetts non-academic borrowers, which are a local option contingent on policies configured into the system.

In addition to presentation of the original library card, other acceptable means of account identification for circulation include:

- **Valid Photo ID:** Accept without any further verification.
- **Barcode in Mobile App, Scanned/Digitized Barcode Image, Verbal Recitation of Barcode, Other Printed/Handwritten Form of Barcode:** Accept without any further verification.
- **A minimum of three verification parameters** as determined by each individual library that may include, but not be limited to, having the patron correctly identify date of birth, address, telephone number, or other personal information in the patron record.

These recommendations pertain to material being checked out from the home library as well as items owned by other network libraries being retrieved from the hold shelf.

In picking up a hold, it is preferable to use the card for which the hold was placed. Otherwise, there is no preference as to which card should be used, all will provide the correct statistics. However, students, faculty or staff affiliated with a NOBLE institution may receive better privileges if the card matches the institution.

### **Delinquencies**

Libraries should rely on and respect the delinquency statuses maintained automatically by the system. As patron records are shared, and libraries have differing policies for delinquency thresholds, fines, etc., additional manually-input delinquency warnings are unnecessary.

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