



## Library Cards

### I. Getting a Library Card

- a. The customer must be present at the Circulation Desk to sign and receive their Library card. Exceptions are for homebound customers or through Library sponsored card registration campaigns.
- b. If a customer is unable to sign their name, another person may sign the card for them.
- c. To replace a lost, damaged, a customer must show valid identification of their name and current address and pay the card replacement fee.
- d. Customers with expired cards must show valid identification of their name and current address, fill out a new registration form, and pay the card replacement fee.

### II. Valid Identification to Obtain a Library Card

- a. Persons 18 years and older may present one of the following types of identification that proves residency.
  - i. Wisconsin Driver's License (with current address)
  - ii. Wisconsin State ID  
Motor Vehicle Registration
  - iii. Copy of renter's lease agreement, rent receipt, house title with address, or house property tax bill
  - iv. Proof of temporary housing (minimum of one week residency) e.g. hotel registration or signed organization letterhead letter.
  - v. Paycheck, bank check, or savings account with current address
  - vi. Official government document with address and date, such as: medical/financial assistant, food stamp authorization letter, fishing or hunting license, post office change of address sticker, school report card, etc.
  - vii. Current bill with address such as: insurance, medical, credit card, school, cable, internet, utility, water, telephone, etc.
- b. The following types of identification are not acceptable.
  - i. Personal letters (unless the envelope has a change of address sticker from the post office)
  - ii. Business card
  - iii. Service discharge card
  - iv. Athletic club membership card
  - v. Any expired form of identification

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- c. Any customer who cannot prove residency for reasons such as homelessness can speak with the library director and an exception may be made on a case-by-case basis.
- d. Customers 16-17 years of age
  - i. May prove residency themselves under the aforementioned guidelines, and obtain a card without a parent/guardian present. Parent/guardian must still sign the membership card agreement which signifies that they will be held responsible for any charges incurred on the minor's library account, prior to issuance of the Library card.
- e. Customers 15 years of age and under
  - i. Must have a parent/guardian prove residency under the aforementioned guidelines, and must be present to sign the membership card agreement and obtain the Library card.
- f. Sending Card Registration Forms Home
  - i. Registration forms will be given to persons for completion at home when the customer prefers. A Library card will be issued to the customer once they bring in their completed, signed registration form to the Library and show valid identification. Cards will only be mailed to homebound customers.
- g. Customers in Facilities
  - i. A letter from the facility will be accepted as proof of address for customers who reside in Chippewa County "group homes", "halfway houses", or detention centers. The letter must...
    1. Have a current date
    2. Be on the facility's letterhead
    3. State that the customer is currently residing at that facility and for how long (if known)
    4. Have the customer's permanent address and phone number (if applicable)
    5. Have the name and signature of the facility's director. The responsible facility guardian must sign the Library card registration form, if the customer is under the age of 18.

**III. Cost of a Library Card**

- a. For a new card, the card is free of charge
- b. For a replacement card, the fee will be \$1.00
- c. A customer may receive a new Library card, at no charge, if their current card is damaged and they are exchanging it, if the customer wishes to exchange a MORE Library card from another Library for a Cadott card, and if the card has been deleted from the computer database.

**IV. Checking Out if a Customer Forgot Their Library Card**

- a. Customers ages 16 and older who forget their Library card may still check out if they show valid identification of name and current address, which can be verified through the computer database.

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- b. Customers ages 15 and under may still check out if they identify themselves to Library staff and verify their information with the Library record on the computer database.

**V. Using other Customer's Cards**

- a. Customers must use their own Library card to check out materials.
- b. The only exceptions are:
  - i. Parents may check out items on their children's cards without the children being present, except for when the parents have charges or overdue items in excess of \$10.00 on their own card.
  - ii. Customers who are sent by the cardholder in their place, may check out items, including those placed on hold, provided they are in physical possession of the Library card. If the absent cardholder has charges or overdue items in excess of \$10.00 on their card, materials may not be checked out.

**VI. Library Card Expiration**

- a. Every customer will be required to verbally validate and update their current address and phone number each year. Accounts of customers who have not re-validated their personal information will be automatically suspended until verification is complete.
  - i. Temporary residents may have to re-validate their card more often to maintain accurate information.
- b. A Library card may be deleted from the computer database when it has not been re-validated for three (3) consecutive years. If a card is deleted, a new card will be issued after a customer shows valid identification and fills out a registration form.

**VII. Library Records**

- a. The Library's policy on the maintenance, preservation and destruction of Library records and on public access to those records shall be governed by the provisions of "Record Retention Schedule for Wisconsin's Public Libraries and Public Library Systems" of the Wisconsin Public Records Board, and by the provisions of Section 43.30 of the Wisconsin Statutes.

**VIII. Library Card Responsibility**

- a. The customer whose name appears on the Library card is responsible for all materials checked out and on that card. Adults who sign the registration form for minors are responsible for materials checked out on the minor's card.
- b. It is the responsibility of the customer to notify the Library in the event their card has been lost or stolen. All materials checked out prior to the notification date are still the responsibility of the customer.