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CITY OF LEWISVILLE LIBRARY DEPARTMENTAL GUIDELINES

SECTION: LIBRARY
TOPIC: LIBRARY CARD PRIVILEGES
REFERENCE: LIBG-02-01-04

OVERVIEW

The Lewisville Public Library offers seven levels of card access to library materials:

- Full Privilege Card
- Student Card
- Temporary Card
- Annexation Welcome Card
- Homebound Card
- TexShare Card
- Daily Guest Pass

Any resident of Texas meeting the below requirements is eligible for a free Lewisville Public Library card.

In person, a valid government-issued photo ID and proof of address are required to obtain a Full Privilege Card. See below for identification and requirements for other cards.

Acceptable government-issued photo IDs must be current and include:

- Texas Driver's License
- Texas State ID
- Passport
- Military ID
- Green Card/Resident Alien Registration/Mexican Consular card
- LISD Student ID (Student Cards only)

If the address on the ID is current, it may be used as proof of current address.

If the address on ID is not current, then the following documents in the cardholder's name will be accepted as proof of address. The following must be unexpired or dated within the last 60 days.

- Utility bill (water, electric, gas, cable, etc.)
- Official rent receipt; rental agreement, contract, or lease
- Vehicle insurance or registration
- Bank or credit union statement
- Voter registration card
- Paycheck stub
- Recent postmarked mail

Age Requirements

- Adult, age 18+
- Teen, age 12-17
- Juvenile, age 5–11. Children are eligible for their first library card when they turn five years old.
- For teens and juveniles ages 5-17 to receive a card in their name, they must be accompanied by a parent or guardian who will take legal and financial responsibility for the account, and that parent or guardian must have the identification described above. Children must be present with a parent or guardian to have a card issued in their name.

Online Card Registration

In addition to the ability to apply for a library card in person, the City of Lewisville may use software or contract with a third party vendor to provide an online self-registration option for Full Privilege library cards for adult Lewisville residents. This process will have separate address validation and identity verification processes. Lewisville residents may still be required to register in person with a valid government-issued photo ID and proof of address if self-registration is unable to validate and verify information, or if it fails for any other reason.

LEVELS OF LIBRARY CARD PRIVILEGE

Full Privilege Library Card

All adults who live in Texas and come to the Library with acceptable government-issued photo ID and proof of address may get a Full Privilege library card. The Library may also provide an online self-registration process for adult Lewisville residents, with separate address validation and identity verification and methods.

Teens and juveniles ages 5-17 may receive a Full Privilege card in their name, if they are accompanied by a parent or guardian with the identification described above. Parents are financially responsible for all fines and/or fees billed to teen or juvenile accounts.

With this card, patrons may

- borrow up to 50 library items for designated lending periods (limited to 10 items or less on date of registration)
- access digital collections including eBooks, eAudiobooks, streaming media, electronic resources and databases
- use public computers, The Hive makerspace (safety training and Hive Use Agreement required for some equipment) and digital media lab
- reserve meeting rooms
- use Interlibrary Loan
- renew and place holds online, over the phone, or in person
- pick up items at the drive-up window

Student Card

All students ages 12-17 who live within the boundaries of the Lewisville ISD, including private school and homeschool students, may get a Student Library Card without a parent or guardian present by showing an LISD school ID, Texas Driver's License or valid government-issued photo ID. Eligibility for LISD residence will be based on the taxing jurisdiction on the Denton Central Appraisal District website.

With this card, students may

- use public computers
- access digital collections including eBooks, eAudiobooks, streaming media, electronic resources and databases

The Student Card does not include borrowing privileges for any physical library materials or the ability to reserve study and meeting rooms. If a student requires borrowing or room use privileges, the Student Card can be upgraded to a Full Privilege Card when a parent or guardian accompanies the student to the Library with a valid government-issued photo ID and proof of address. Cards may be upgraded at the Accounts desk.

Temporary Card

Temporary cards may be issued for adult patrons who are eligible for a card but are currently unable to provide proof of address. No borrowing privileges will be enabled until proof of address is provided, and the card is upgraded to a Full Privilege Card. The Temporary Card will be valid for one month. Once the Temporary Card expires, there are no further privileges available until proof of address is provided and the card is upgraded to a Full Privilege library card.

With this card, patrons may

- use public computers for one month

Annexation Welcome Card

Annexation Welcome household cards will be mailed to all residential addresses that are annexed into the City of Lewisville, within six months of annexation. Cardholders must reside at a residential address in the annexation area at the time of annexation to the City of Lewisville. The Annexation Welcome Card does not include borrowing privileges for any physical library materials, computers, or the ability to reserve study and meeting rooms. The Annexation Welcome Card will expire one year from the mailing date. This card may be upgraded to a Full Privilege Card at any time by visiting the Library and presenting a valid government-issued photo ID and proof of address.

With this card, patrons may

- access digital collections including eBooks, eAudiobooks, streaming media, electronic resources and databases

Homebound Card

A Homebound Library Card is available for Denton County residents who are unable to physically visit the library in person due to illness, disability or age-related issue and have a family member, friend, or other designee available to pick up and return library materials for them. To apply for a Homebound Library Card, submit the Application for Library Card for Homebound Patron to the Library Accounts Supervisor. The homebound card and PIN will be mailed to the address on the application. Homebound Cards expire every two years and may be renewed by completing a new application.

The Library recommends that the patron's designee bring the card to the Library and check out the materials for the patron. If the card is not present, the designee may only check out items at the desk if their name was included in the application and is noted on the patron's account. The patron is financially responsible for all fines and/or fees billed to their account. Patrons with a Homebound Library Card are not able to use the public computers, reserve or check out a meeting/study room or equipment.

With this card, patrons may

- borrow up to 50 library items for designated lending periods
- access digital collections including eBooks, eAudiobooks, streaming media, electronic resources and databases
- use Interlibrary Loan
- renew and place holds online or over the phone
- pick up available holds inside or at the drive-up window

TexShare Card

TexShare is a cooperative program designed to improve library service to Texans. The TexShare card allows patrons to visit more than 500 libraries and branches throughout the State of Texas and check out materials. Patrons must have a Lewisville Full Privilege Card for at least three months with no outstanding balance in order to be eligible for a TexShare card. Patrons who are issued a Lewisville TexShare card may take that card to obtain a library card at another TexShare participating library and are responsible for returning the items borrowed to the lending library. Libraries participating in the TexShare Card Program can be found at https://www.tsl.texas.gov/texshare/card_.

Guest Pass

The guest pass is for guests who do not have a Lewisville Public Library account, are only visiting the area, or need library services for a short period of time. To obtain a guest pass, guests must be at least 18 years old and provide a picture ID. Proof of address is not required. As stewards of public property, it is appropriate for the Lewisville Public Library to have the identification of all individuals using public computers.

Guest passes are issued to allow one-day access to the Library's public computers. No borrowing privileges are allowed with a guest pass. Patrons are allowed three uses of a guest pass over a 90-day period. Users needing more frequent use than this will need to consider getting a Full Privilege Library Card. Only one guest pass will be issued per person.

With this card, patrons may

- use public computers three times in a 90-day period

CARD RENEWAL

Full Privilege and Student library cards expire every 2 years. TexShare cards expire one year after date issued. When accounts expire, patrons are asked to visit the Accounts desk with current government-issued ID, as defined above, so staff may ensure the security of the account and can verify that the information on file is still current. There is no charge to renew library cards. Accounts need to be in good standing with a balance under \$5.00 in order to be renewed. In addition to renewing cards in-person, the Library may also provide a eRenewal process for Full Privilege cards for adult Lewisville residents. This process will have separate address validation and identity verification processes. Lewisville residents may still be required to renew in person with a valid government-issued photo ID and proof of address if the eRenewal process is unable to validate and verify information, or if it fails for any other reason.

FINES AND FEES

The Lewisville Public Library does not charge daily fines for overdue items, with the exception of Mobile Hotspots, which are billed a late fine of \$3.00 per day.

If a borrowed item is lost or damaged beyond repair, the account is billed for the replacement cost of the item plus a \$5.00 non-refundable processing fee. The Library also charges fees for lost parts or damaged pieces.

LIMITATIONS ON LIBRARY ACCOUNTS – Overdue Items

The Library's materials are for sharing and all items should be returned promptly. Accounts with an overdue item will be blocked. Patrons are notified of due dates at the time of checkout. As a courtesy, throughout the loan of an item, the Library provides notifications to remind the cardholder of upcoming due dates and allow for renewal, and, if necessary, request the return of overdue items.

Once an account is blocked, the patron will be unable to check out print and electronic materials, in-house use equipment, makerspace and digital media lab equipment, meeting or study rooms, use the public use computers, or request Interlibrary loans until all overdue items are renewed or returned.

If a Lewisville item is not returned within 30 days of the due date, the item is deemed lost and the account is billed for the replacement cost of the item plus a \$5.00 non-refundable processing fee. If the item is returned in good condition within 90 days of the due date, the replacement cost of the item will be removed from the account.

LIMITATIONS ON LIBRARY ACCOUNTS – Accumulated fines or fees of \$5 or more

Depending on the account type, fines or fees of \$5.00 or more will block the account and prevent check out of print and electronic materials, in-house use equipment, makerspace and digital media lab equipment, meeting or study rooms, use of the public use computers, or requests for Interlibrary Loans until the account balance is below \$5.00.