

BERTHA BARTLETT PUBLIC LIBRARIES PATRON REGISTRATION, IDENTIFICATION, AND ACCOUNT MANAGEMENT POLICY

1. Purpose

1.1 To establish a patron registration, identification and account management system that supports efficient library service while protecting patron privacy and confidentiality.

1.2 The patron identification system is designed to:

1.2.1 Protect each patron's right to privacy within the Library's ability to do so

1.2.2 Identify registered users and maintain accurate account information

1.2.3 Identify materials borrowed by patrons

1.2.4 Facilitate the return of borrowed materials

1.2.5 Provide statistical information needed for planning and reporting

1.2.6 Provide efficient and equitable library service

1.2.7 Promote positive public relations and community access

2. Policy Statement

2.1 In accordance with the Library's commitment to equal access, Bertha Bartlett Public Libraries support an open access philosophy and provides library service without discrimination.

2.2 The Library recognizes the right of all individuals to use library resources while maintaining reasonable procedures for identification, circulation control, and account management.

2.3 Patron registration and circulation records will be maintained according to applicable Iowa law and professional library standards regarding confidentiality.

3. Definitions

3.1 **Patron:** Any person with an active Bertha Bartlett Public Libraries account.

3.2 **Library Account:** The electronic record used to provide access to Library services, materials and digital resources.

3.3 **Registered User:** A person who has completed the Library registration process and has borrowing privileges.

3.4 **Good Standing:** An account without unresolved charges, overdue materials, missing items or restrictions.

4. Registration and Eligibility

4.1 Anyone wishing to become a registered Library user must complete a library registration application.

4.2 Patrons may be required to provide identification and proof of residency. Digital proof may be accepted when appropriate.

4.3 Children under fourteen (14) years of age may receive library privileges upon registration by a parent or legal guardian.

4.4 Parents or legal guardians are responsible for materials borrowed by minors and for monitoring minor accounts.

4.5 The parent or guardian assumes responsibility for charges or obligations associated with a minor's account.

5. Service Area Residents

5.1 Library cards are issued to residents within the Library's established service area, including:

5.1.1 Story City residents

5.1.2 Gilbert Residents

5.1.2 Rural Story County, Hamilton County or Boone County residents

5.1.3 Residents of communities or areas receiving contracted library service

5.2 A valid Bertha Bartlett Public Library card identifies the patron as a registered user.

5.3 Registered patrons may use their identification for borrowing privileges at participating Iowa libraries in accordance with statewide access programs and agreements.

5.4 Patrons within service area noted above are eligible for digital services while Open Access and Iowa residents may not be eligible for digital services.

6. Open Access and Iowa Residents

6.1 The Library participates in statewide resource-sharing programs, including Open Access and Access Plus, as supported through the Enrich Iowa program.

6.2 Permanent Iowa residents outside the Library's service area may receive borrowing privileges according to Open Access requirements.

6.3 Users may be asked to provide:

6.3.1 A valid library card from their home library; or

6.3.2 Valid identification and residency verification

6.4 The Library may extend borrowing privileges through reciprocal agreements and statewide resource-sharing programs.

6.5 Borrowing privileges provided through Open Access or reciprocal agreements are subject to the same circulation rules, limits and responsibilities as other Library users.

7. Temporary Users and Visitors

7.1 Visitors and guests may use Library services in accordance with Library procedures.

7.2 Vacationers, campers and temporary visitors are welcome to use Library resources within the building.

7.3 Borrowing privileges for temporary users may be limited based on Library procedures and available identification.

7.4 Out-of-state residents may receive a library card with an annual nonresident fee established by the Library Board.

8. Business, Organization and Group Accounts

8.1 Businesses, institutions, organizations and other groups may be assigned a group library account.

8.2 The organization is responsible for all materials borrowed under the account.

8.3 Day care providers may:

8.3.1 Use their own account for materials used in their program; or

8.3.2 Request separate accounts for children in their care

8.4 Organizations and caregivers are responsible for returning materials and resolving any charges associated with their accounts.

9. Patron Responsibilities

9.1 Patrons are encouraged to present their library card or approved identification when checking out materials.

9.2 Patrons are responsible for:

- 9.2.1 Materials borrowed on their account
- 9.2.2 Reporting lost, stolen, or damaged cards
- 9.2.3 Keeping contact information current
- 9.2.4 Returning materials according to Library policies
- 9.2.5 Protecting their library card and account credentials, including digital access information

9.3 Library accounts may be restricted for overdue materials, lost items, unpaid charges or inaccurate account information.

10. Library Cards and Digital Access

10.1 Library accounts will be reviewed and updated at least every three (3) years or as needed to maintain accurate patron information.

10.2 Lost, stolen, or severely damaged cards may require replacement according to Library procedures and applicable fees.

10.3 Library cards and digital account access are issued for the exclusive use of the registered patron unless otherwise authorized.

10.4 Patrons may access Library services through online accounts, digital collections and other electronic resources.

10.5 Patrons are responsible for maintaining secure access to their accounts.

10.6 The Library may use electronic communication methods for notices, renewals, holds and service updates.

11. Privacy and Confidentiality

11.1 The Library protects the confidentiality of patron registration, account and circulation records.

11.2 Patron information will be collected and used only for:

- 11.2.1 Providing library services
- 11.2.2 Maintaining accurate accounts
- 11.2.3 Communication regarding library services
- 11.2.4 Required statistical reporting

11.3 Patron records will not be disclosed except as required by law.

11.4 Patron records shall be maintained in accordance with applicable Iowa Code provisions governing confidentiality of library records.

12. Policy Review

12.1 This policy will be reviewed periodically by Library staff and the Library Board.

13. Adoption & Revision History

13.1 Approved: June 1988

13.2 Revised: March 2007

13.3 Reviewed: November 2010, August 2014

13.4 Revised: July 2018

13.5 Reviewed: July 2021

13.6 Revised: June 2026