



Library Account Registration Policy and Procedure

Policy:

Borrowers must be registered and have a verified, current Mid-Hudson Library System library account to borrow library materials. Patrons with valid accounts may borrow materials at any of the 66 member libraries in the Mid-Hudson Library System, which covers five counties: Columbia, Dutchess, Greene, Putnam, and Ulster. Special digital and other collections and services may be restricted to patrons of individual library service areas. Residents in good standing must have cards renewed every three (3) years at which time residency will be verified. Non-resident cards can be renewed annually.

The Roeliff Jansen Community Library establishes library accounts for:

- Adult residents of the Mid-Hudson Library System service area.
- Adults who work in Ancram, Copake, or Hillsdale but who live outside the Mid-Hudson Library System, upon presentation of ID and proof of local employment.
- Adults who live and work outside the Mid-Hudson Library System service area, upon presentation of acceptable proof of residency in a neighboring town. Non-resident accounts do not provide access to many online materials and may not be honored by other Mid-Hudson Library System libraries—the decision is at the discretion of the circulating library. Non-residents will be charged \$25 per year for an account and accounts must be renewed annually.
- Adult temporary residents (summer or other short-term residents), for a period of 3 months, upon presentation of acceptable proof of local residency.
- Children of the above under the age of 18, provided a parent or legal guardian signs the child's application acknowledging responsibility for any lost or damaged items. Juvenile accounts may not be established for the purpose of avoiding paying fees owed by the parent/guardian.

New patrons may register in person or online. Online registrations provide a temporary library card number which will be activated once library staff has verified the information. To complete the registration and receive a permanent account, new patrons will need to provide proof of ID and local address to the library either by visiting the library or e-mailing the library acceptable ID and proof of local residence.

Patrons may have only one library account in the Mid-Hudson Library System.

- To renew an expired or expiring library account, patrons must verify address and contact information and pay all outstanding fees.
- Replacement of a lost or damaged card costs \$2.00.
- Patrons may not use another's library account for the purpose of avoiding fees.

Procedures:

In order to establish a library account, patrons age 18 and over must complete the library registration form, online or in person, and provide staff with documentation to verify identity, birth date, and residential address. Patrons must provide their full legal name including any middle name that matches their identification. Parents or guardians of new patrons under age 18 must also show ID and proof of address and sign the child's registration form.

Identity and Address Verification—Acceptable Documents

A patron does not have a verified library account until his or her identity, address, and birth date are confirmed. Any of the following original current photo identifications can be used to verify a patron's name and/or birth date:

- Driver's license
- State identification card
- Student identification
- Employee identification
- Military identification
- Passport, Visa or Consulate issued ID
- Immigration records

Any of the following current paper or electronic versions can be used to verify a patron's address:

- Driver's license
- State identification card
- Student identification card
- Employee identification (including a paycheck stub dated within 30 days)
- Automobile registration
- Property tax notice or receipt
- First class mail postmarked within the last 30 days sent by an institutional third party (government agency, banks, schools, utilities, the library, etc.)
- Lease or rental agreement and/or current month's rent receipt(s)
- Recent utility bill

Library account holders must select a notification preference, e-mail or phone, for notification of holds, overdue items, and automatic renewals. E-mail notification is preferable if possible since some notifications, such as automatic renewal, are only available through e-mail. Patrons may also sign up for text notifications by logging into their account and selecting that option.

Library staff will make every effort to create a patron account when a patron submits the registration form. If staff are unable to complete the record at that time, new patrons may pick up their card within 48 hours or have the card mailed. If proof of identity or residence is required, patrons may pick up the card within 48 hours if they bring in the required documentation.

Account Holder Responsibilities

- Account holders are expected to care for library materials and to return them when due so that other patrons may also enjoy them.
- Adult account holders are responsible for any replacement or damage assessments for materials borrowed on their account, including items borrowed by another person using their account.
- The parent or guardian of a child under age 18 is responsible for any replacement or damage assessments for materials borrowed with the child's account.
- Library account holders are expected to notify the library if their residence, mailing address, telephone number, or e-mail address changes.

Approved by the Board of Trustees, November 12, 2019

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