DATE: September 19, 2022

TO: Library Board of Trustees

FROM: Tracy Gray, Library Director

SUBJECT: **Updates to Library Card and Borrowing Policy**

SUMMARY

Updates to the Library Card and Borrowing Policy:

• Revert back to prepandemic Library Card options.

— Full Access card, Limited card, and Student Connect card.

— Customers will continue to have immediate access to digital resources after applying online, but the temporary card number will expire after 30 days.

— Eliminate eLibrary card.

BACKGROUND

The Library implemented policy changes during the pandemic, when the Library facility remained closed for several months. The eLibrary card was created to provide instant access to digital services at all hours since those collections were the only option for access during a significant period of time. Currently, any one individual may obtain unlimited eLibrary cards and monopolize Library resources, which causes inequitable access to services and collections. Electronic resource vendors require users who are Authorized Patrons. Now that the Library has returned to regular operations with full operating hours seven days a week, the eLibrary card is no longer necessary.

The proposed changes to the Library Card and Borrowing Policy align the Library's access levels to match those of other libraries. In many instances, in other libraries, eCard types were created as a result of the pandemic to provide instant access to electronic collections when libraries were closed or had limited hours and building access levels. Some library systems, like San Jose Public Library, indicate on their webpages that the eCards are temporary.

Most libraries, including those that neighbor Mountain View, require that customers have a library card if they wish to use the computers. Libraries have similar policies for issuing library cards and the levels of access for each type of card. In most cases, a library card requires showing photo ID for access to anything other than electronic resources.

The Library has worked to find a balance between providing easy and equitable access to services and collections while also making policies that outline the use of spaces, equipment, and materials to ensure they remain in good condition for the enjoyment of all. Of all the items made available for free public use, the computers come with the highest monetary value, and the Library wants to take every preventative measure to avoid future irreparable consequences related to equipment destruction or network hacking. Damage to this equipment could be costly to repair or replace. A single damaged computer would reduce access to a limited service, and the downtime for the damaged equipment could be lengthy. The changes to the Library Card and Borrowing Policy will allow the Library to connect with an individual using a computer if damage occurs.

The computer area is also a common point of friction between members of the public while in the Library. Computer users have a limited amount of space when working on the desktops and confrontations occur over personal space, noise levels, and other irritations. The friction can lead to verbal and sometimes physical conflict. Knowing who is engaging in this conflict helps Library staff address any incidents that occur and maintain a peaceful environment for all.

The Library will offer a one-hour courtesy guest pass if a customer has come in but does not have a photo ID at that time. It will not be part of the policy since the Library wants all users to obtain a Library card to use services, and it is a temporary courtesy. Guest passes are not included in the policy at most of the neighboring libraries.

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Attachment: 1.   Red-Lined Version of Approved Library Card and Borrowing Policy