

GREENVILLE (S.C.) COUNTY LIBRARY SYSTEM USER REGISTRATION POLICY

The Greenville County Library System ("Library") issues Library cards to provide individuals access to Library materials and services. South Carolina Code of Laws considers records related to registration and circulation of library materials to be confidential information. (SC 60-4-10)

There are two categories of Library cards: Computer User and Borrower. Computer User cards provide access to public computers only. Borrower cards allow users to check out materials and provide access to other services as described below.

Computer User Card

Persons age 18 or older, with photo identification, may apply for a Computer User card at any Library location. A Computer User card provides up to three hours of free access per day to the Library's public computers.

Borrower Card for Greenville County Residents

Greenville County residents may apply for a free Borrower card at any Library location. Photo identification and proof of a Greenville County residential address must be presented by an adult applying for a card, as well as an adult applying for the card of a minor. Unaccompanied minors must present a completed and signed library card application, a copy of the signing adult's photo identification, and proof of residential address.

Adults

1) Greenville County residents age 18 or older must apply in person to obtain a Borrower card that provides full borrowing privileges including access to digital materials, such as eBooks, eAudiobooks, etc., as well as the ability to apply for use of Library meeting spaces and Interlibrary Loan Service.

2) Prior to visiting a Library location to apply for a Borrower card, adults with a Greenville County residential address may apply online to establish a 30-day, nonrenewable virtual account ("eCard"). Applicants will be emailed a virtual account number that may be used to access online databases, download select digital materials/resources, and place a hold on Library materials. When a virtual account holder visits a Library location and presents a photo ID and proof of a Greenville County residential address, the eCard will be converted to a Borrower card with full borrowing privileges. eCards can only be issued once and are not available to those persons who already have been issued Library cards.

Minors

A parent, stepparent, foster parent ("Parent") or legal guardian may apply for a Borrower card for a minor with proof of the child's existence. As the person responsible for what is borrowed with a minor's Library card and for any late fees or charges associated with its use, a Parent or legal guardian may choose either a:

- **Juvenile** Borrower card (restricted to juvenile materials only) or

- **Juvenile Adult** Borrower card which includes access to materials classified for young adults and adults and provides access to Interlibrary Loan Service and digital materials such as eBooks and eAudiobooks.

When a minor turns 18, photo identification and proof of address will need to be presented for Library staff to update the former minor's Library card to an Adult card.

Infants/Toddlers

A Parent or legal guardian may obtain a free Borrower card (Little Learners card) for a child ages 0-59 months. Only a limited number of Easy and Juveniles books and Juvenile music CDs may be borrowed with a Little Learners card. This card does not provide access to digital materials, public computers or Interlibrary Loan Service.

A Parent or legal guardian may upgrade a Little Learners card to a Juvenile or Juvenile Adult card when a child is five years old.

Temporary Residents of Greenville County

Temporary residents are eligible for a Borrower card good for up to 90 days which provides limited borrowing privileges. Borrower cards for temporary residents do not include access to Interlibrary Loan Service or the ability to apply for meeting space use. Photo identification and proof of a temporary address in Greenville County must be provided when applying for a card and at the time of renewal, if a renewal is requested. Renewals may be granted in up to 90 day increments. A Parent or legal guardian may apply for a card for a minor with proof of the child's existence.

Non-Residents of Greenville County

Individuals living outside of Greenville County may obtain a Borrower card in one of three ways:

1) Adults who own property in Greenville County may apply for a free Borrower card for themselves or their minor by presenting photo identification, proof of residential address, and proof of Greenville County property tax payment. An adult or minor who attends school in Greenville County may apply for a free Borrower card with proof of enrollment in an educational institution located in Greenville County. These cards grant the same privileges as the corresponding Borrower card for Greenville County residents. A Parent or legal guardian may apply for a Borrower card for a minor with proof of the child's existence.

2) Non-residents who live in counties offering reciprocal borrowing privileges to Greenville County residents may apply for a free card that provides limited access to physical materials and selected electronic resources within the Library's collection and access to public computers. Proof of identification, proof of residential address, and a verification of home county library membership in good standing are required for each individual applying for a card.

3) For an annual fee, a non-resident may apply for a Borrower card which grants the same privileges as a Greenville County resident Borrower card. The Executive Director is authorized to set the fee for a Non-Resident Library card each year by dividing the amount of revenue generated by the Library's millage rate (approved annually by Greenville County Council) by the most recent population estimate for Greenville County. Photo identification, proof of residential address, and payment of the annual fee must be provided.

Cardholder's Responsibility

All Library cardholders are responsible for abiding by Library policies and assume responsibility for all use of their card.

All cardholders must report changes to their account information they provided for the Library account, including updates to their mailing address and/or other contact information.

All cardholders are responsible for any use of their Library card until its loss is reported to a Library staff member.

Borrower cardholders assume responsibility for any damage to personal equipment that may occur while using Library materials.

Borrower cardholders assume responsibility for materials borrowed with their card and any charges accrued on their Library account. The Parent or legal guardian who signed for a minor's Borrower card assumes these responsibilities for the minor. Borrower cardholders are responsible for tracking due dates and returning items on time.

Loss of Borrowing Privileges

A Borrower cardholder may continue to check out materials until overdue fines/fees reach \$10.00. Fines/fees equal to or in excess of \$10.00 block a cardholder's ability to borrow more items until the total amount owed on the cardholder's Library account is reduced to under \$10.00.

A Borrower cardholder who becomes blocked due to fines/fees and does not owe money for lost materials, may have their account switched to a Computer User Card.

Borrowing privileges may be temporarily reduced or suspended in response to a documented pattern of Library materials being returned damaged beyond repair.

Renewal of Library Cards

To help keep Library cardholder account information current, the Library sets renewal periods for all Library accounts. To renew a Library account, the cardholder or Parent or legal guardian listed in a minor's account (or another Parent or legal guardian showing the same address) must present photo identification, proof of residential address, and the original or a digital copy of their Library card; pay any outstanding fines on the account; and renew or return overdue materials on the account. If the original or digital copy of the Library card is not available, the borrower must purchase a replacement card. Library accounts may be renewed electronically and are subject to the same requirements as in-person account renewal.

Renewal periods are set as follows:

Borrower Cards	Renewal
Greenville County residents	Every two years
Greenville County non-residents	Every year
Temporary residents	Every 90 days upon request
30-Day Virtual accounts (eCard)	Not renewable
Computer User Card	Every year

Maintenance and/or Deletion of Patron Accounts

To maintain the Library's database of cardholder accounts and keep it as current as possible, the Library will delete accounts in certain circumstances.

- Unrenewed Library accounts with no unpaid fines/fees or unreturned materials will be deleted from the Library's cardholder database two (2) years past their renewal due dates.
- Unrenewed Library accounts with unpaid fines/fees or unreturned materials will be deleted from the Library's cardholder database five (5) years past their renewal due dates.
- Cardholders may request deletion of their accounts from the Library's cardholder database. Only the Parent or legal guardian listed in a minor's account (or another Parent or legal guardian showing the same address) may request to have the minor's account deleted.
- Prior to account deletion, outstanding fines/fees must be paid and borrowed items must be returned.