

# Bangor Public Library

## Online Library Card Request Policy

### **Purpose**

The purpose of this policy is to make sure that when requesting library cards online patrons pick them up in a timely fashion.

### **Policy**

Patrons may request a library card(s) online through the library web page.

Once the request is received the library staff will process the information.

The patron will then be called to let them know their card(s) are ready for pick up. All they need to bring with them is proof of ID, such as a driver's license.

Staff will make notes of when the patron was contacted and date of when the card was created.

Patrons will have 3 months to come and claim their card(s). If after 3 months and patrons do not pick up card(s) their account will become inactive and the card will be discarded.

If a patron comes after 3 months time to claim their card they will have to pay the \$3.00 lost card fee to acquire a library card.

### **Procedure**

**\*See procedure book.**

9/18/2020