Library Card Contactless Procedure

During building closure due to COVID-19, some patrons expressed a need for physical items but did not have a Beaver Dam Community Library card. To meet that need, this procedure was developed to satisfy the Library Cards and Borrowing Privileges Policy in a safe and contactless manner. Completion of the online registration form provides much of the information on the library card application, shortening the process and wait time for the patron.

1. Patron completes the online registration, if possible.
2. Appointment for contactless ID and address verification set up with a librarian.
   a. Librarian provides information regarding ID and proof of address.
   b. Virtual card, if any, placed in Contactless Card file located at back workstation with application for patron to sign.
3. When patron arrives, clipboard with application and pen is placed in a bag and put on contactless pick up cart. Patron signs application and returns it along with ID and any proof of address in the book drop.
4. Librarian verifies photo matches person, completes DL field on application, updates patron record and issues library card. If patron has not completed the online registration, then librarian will register user and then issue library card.
5. Library card, valid ID, and proof of address if required returned to bag. Bag is placed on contactless cart for patron.

Sample text for email with patron who has an existing virtual card:

Here is the Library Cards and Borrowing Privileges Policy. If your valid photo ID shows your current address, then that is all you need to bring. If it does not, the policy lists the documents accepted as proof of address. Please give us a call and ask for a librarian to set up an appointment to issue your library card or if you have any questions about the proof of address.

Sample text for email with patron without a virtual card:

Here is the Library Cards and Borrowing Privileges Policy. If your valid photo ID shows your current address, then that is all you need to bring. If it does not, the policy lists the documents accepted as proof of address. Please give us a call and ask for a librarian to set up an appointment to issue your library card or if you have any questions about the proof of address. Please complete the online registration form before your appointment if possible.

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