

## Harlan Community Library

### Temporary Digital Patron Library Accounts

(04/13/2020)

The Harlan Community Library wants to assist community members in accessing free library materials during the COVID-19 pandemic. At this time, the Harlan Community Library is closed to the public until further notice. To help bridge the gap in library services, residents of Harlan and rural Shelby County are eligible for a temporary digital library card.

#### Digital Library Card Account

- A digital library card account will allow patrons to check out items through any of the various on-line library resources that require a patron's barcode information.
  - These include such resources as follows.
    - Reading Resources
      - Libby, Hoopla, RBDigital
    - Reference Resources
      - Credo & all the products offered through Gale
    - Language Learning Resources
      - Transparent Language
    - Job Assistance and Veteran Assistance Resources
      - Brainfuse – JobNow/VetNow
- All digital resources can be found at the library's website and many of the products have free apps for mobile devices.
- Patrons with a Digital Library Account will only be able to use digital resources with a digital library card (items in our in-house collection do not apply). Once the library opens, a patron will be able to convert his/her digital library card account to a regular patron account. See the library's policy on Circulation Procedures for the necessary documentation that will need to be provided to convert an account.
- Patrons with a current library card are not eligible to receive a digital library card.
- Digital Library Card accounts will **expire on August 31, 2020** unless they are converted to a regular patron account prior to that date.
- No new accounts under this policy will be issued once the library is re-opened to the public.

#### Process for Obtaining a Temporary Digital Library Card Account

- A resident of Harlan or rural Shelby County can call the library M-F from 9am-5pm to request a digital library card.
- The person calling can only obtain a library card for him/herself. For those who are 10 years and younger, the parent or guardian would be issued an account for the child to use.
- The person calling must provide all the same information that is required for a regular patron library card account, except there will be no requirement of proof of identity or address.
- When a library card number is issued to a patron over the phone, in accordance with this policy, the library will retain the actual physical library card until the patron comes in to convert the account to a regular patron account or until August 31, 2020. After August 31, 2020 all physical digital library cards, that are not converted, will be destroyed and the account removed from the library's circulation software.

#### Confidentiality

- All patron records and information are confidential, pursuant of Iowa Code, Chapter 22.7 (13).
- No patron information will be shared with other patrons.
- Library staff can use information from a patron's record to contact patrons concerning library business and for no other reason.
- The Library Director is the Custodian of the Record
  - Any and all requests for patron information must be submitted to the Director.
  - Only legal requests from a court-issued subpoena will release the specific patron records.
  - A written agreement, signed by the patron, may release

#### Circulation Period

- The circulation period is determined by the digital resource that the patron is accessing. All digital library materials are returned automatically.