

# Patron Account Policy

This policy is a supplement to Evergreen Indiana (EI) policies. Porter County Public Library System (PCPLS, “the library”) policy takes precedence in the case of conflicting statements.

## Eligibility

The library will issue patron accounts according to an entity’s qualifications, as given in the Account Matrix below.

## Security

Account actions always require some level of authorization depending on the action to be completed. Access to a library account may be achieved by presenting any of the following:

- A valid PCPLS library card, or
- ID verification for a library account holder, or
- ID or library card of a sponsor, confirmed guardian, or designated proxy

**Sponsorship** of an account is established by a willing adult presenting ID and address verification, and the relationship is recorded on the minor’s account. Sponsorship may be relinquished by a sponsor or other authorized account administrator presenting valid ID only once all materials are returned and account charges are resolved. Accounts of unemancipated minors with no sponsor are always of the “junior” type.

**Legal guardians** and parents confirm guardianship by presenting documentation of the relationship at least once, at which time library staff records the relationship on the principle account.

**Proxies** and their allowed actions are designated by the principal account holder. This information is then documented on the principal’s record. Granting proxy access does not relieve the principle account holder of responsibility for charges to the account.

Certain account actions require specific authentication documents in compliance with IC 36-12-2-25, as follows:

- **Registration** - ID and address verification of the account holder
- **Renewal** - address verification of the account holder
- **Name Change** - ID verification to update the name of the account holder
- **Address Change** - address verification of account holder

Exceptions:

- An adult sponsor, upon validating their own identity, may vouch for the identification and address of a minor that is physically present for any of the above listed account actions.

- Even without express proxy designation, individuals in possession of authentication documents are authorized to complete associated account actions on behalf of a principle account holder.

## Approved Authentication Methods

**ID verification** documents must be:

1. Original, or certified copies; photocopies or digital images are not acceptable
2. Valid, current, and unexpired

Valid documents include [BMV-approved proof of identity](#), or the following:

- Any government-issued ID, such as state ID, military ID, tribal ID, etc.
- Student ID
- Social Security Card
- Released Offender Identification Card (may appear on copy paper)
- Other documentation as approved by Administration

**Address verification** documents must clearly link the individual's name and address. Copies are permitted. Valid documents include [BMV-approved proof of residency](#), or the following:

- Mail that includes the name and address and is postmarked within the last 60 days
- A letter, on letterhead, from Housing Opportunities or another housing assistance agency located within the library district that verifies the person is receiving services
- In the case of an Address Confidentiality Program (ACP) card, library staff must also contact the ACP to verify the patron's residency in our library district
- Other documentation as approved by Administration

## Automated Authentication

Automated account authentication methods are evaluated and approved by Administration to ensure effective security. If an approved automated authentication method fails, the individual must complete the associated account action through other established means.

## Privileges

Certain accounts may have limited privileges, as given in the Account Matrix below.

- Local Only - accounts with this limitation may only place holds on and check out PCPLS materials, not consortial materials.
- 3-Item Limit - accounts with this limitation may only check out 3 items at a time.
- Special Limits - accounts with this limitation do not have access to electronic checkouts, materials requests, or home delivery services.

**Minors** - Except as set forth in library policy, the library will not restrict access to library materials, including for minors. Only parents have the right and responsibility to guide and direct the content choices of their own minor child(ren).

Library hotspots will not be circulated to minor accounts.

**Teachers** - Teachers (both residents and nonresidents) may extend loans on PCPLS-owned materials, but not consortial materials, for up to 6 weeks.

**Home Delivery** - Individuals may be eligible for home delivery services if they have a qualifying account type and are physically unable to be present at a library branch due to disability or infirmity for an amount of time determined by Administration. Account services may be delivered to the home if an individual qualifies for home delivery service and no other account administration options are viable.

## History

**Update:** February 5, 2025; corrected date typo, correction to student card eligibility.

**Adopted:** January 15, 2025

**Supersedes:** PCPLS Policy Manual, Section IV, "Circulation" and all subheadings (Adopted: May 21, 1997; Revised March 2002, December 2003, January 2008, January 2011)

# Account Matrix

|              | Account Type        | Qualifications   | Local Only | 3-Item Limit | Special Limits* |
|--------------|---------------------|--|------------|--------------|-----------------|
| Residents    | Resident            | Resides in or pays property tax in the library district; from IC 36-12-2-25(b)(1)  |            |              |                 |
|              | Temp                | Temporary residents including post-secondary students enrolled a school located at least in part in the library district, foster children, or others with a limited-time residency; differs from Transitional type; from IC 36-12-2-25(e)(4) |            |              |                 |
|              | Transitional        | Residing at a known shelter or using a housing agency letter for address verification; PCPLS assumes sponsorship and no letter of sponsorship is required; from IC 36-12-2-25(b)(1)  | ✓          | ✓            |                 |
|              | Outreach            | For organizations based in the library district; from IC 36-12-2-25(b)(1)  |            |              |                 |
| Nonresidents | Reciprocal Borrower | Has a library account in good standing in a reciprocal library district; from IC 36-12-3-7; IC 36-1-7-5; Indiana Reciprocal Borrowing Covenant   | ✓          |              | ✓               |
|              | Student             | Nonresident students or teachers with ID from a school located at least partially in the library district; from IC 36-12-2-25(e)   | ✓          |              | ✓               |
|              | PLAC                | Pays a fee as determined by state library; must have an Indiana public library account in good standing; from IC 4-23-7.1-5.1  |            |              | ✓               |
| Varies       | Junior              | Un-sponsored, unemancipated minors who otherwise qualify for Resident, Temp, Reciprocal, Student, or Transitional  | ✓          | ✓            | ✓               |
|              | StaffCard*          | For organizations based in the library district; *issued by systems staff only; from IC 36-12-2-25(e)(3)   |            |              |                 |

\*Special services limitations includes no access to any of: electronic checkouts, materials requests, or home delivery.