



**CITY OF SANTA BARBARA**  
**LIBRARY BOARD REPORT**

**AGENDA DATE:** May 13, 2021  
**TO:** Library Board  
**FROM:** Patron Services Division, Library Department  
**SUBJECT:** Santa Barbara Welcome Card Policy

**DISCUSSION:**

The Library Department would like to propose the institution of a new type of library card for patrons with unverified addresses, named the Santa Barbara (or SB) Welcome Card. This library card will be issued to any library patron over the age of 18 who has an approved photo ID, but does not have proof of a physical address. We believe that the institution of this card will remove barriers for populations of people who would like to check out library materials, but are unable to utilize library materials outside of the library building due to not having a physical address. The proposed Santa Barbara Welcome Card Policy is attached.

The SB Welcome Card is in response to some of the barriers to getting a library card we see in our community. These barriers include fear of owing money due to fines/fees, individuals who have no address due to being in temporary or unstable housing, concerns about privacy and how the library might use one's data, and patrons intimidated by a language barrier. At Santa Barbara Public Library, we have eliminated fines to reduce the burden on patrons and encourage them to return materials without the fear of fines, but we can do more. The SB Welcome Card is designed to address and eliminate barriers as much as possible.

Currently, the only card type available for adult patrons who are unable to provide proof of permanent address is the Internet Only Card. While this card type does meet the needs of those who utilize the library's public computers, the service stops there. Additionally, that card type does not reflect the in-house use of library materials by these patrons.

SB Welcome Cards would allow for the checkout of books and other library materials to these new library patrons, meeting a crucial need, especially while we recover from the COVID pandemic. During the time of the pandemic, we discovered the immense need for laptop and hotspot internet access among our patrons. Library Chromebooks and hotspots are able to be remotely shut off. When an overdue Chromebook or Hotspot is shut off, it provides incentive for the patrons to bring them back to the library.

Finally, SB Welcome Cards will expire after one year, thus giving the patron reason to come back to the library to renew or receive more services if still in the area. If the patron has moved, the card will be cleared from the system. In the case that Welcome Cardholders become able to provide proof of address, they can seamlessly upgrade their card to an all-access Adult Card.

We believe that the introduction of the SB Welcome Card is coming at a strategic time as patrons are recovering from the COVID pandemic and as we roll out our Library on the Go Services, which will reach into underserved areas of Santa Barbara. The SB Welcome Card can build bridges with patrons who have not used the library services in the past.

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**SUBMITTED BY:** Jessica Cadiente, Library Director

**APPROVED BY:** Molly Wetta, Library Services Manager



## **Santa Barbara Welcome Card Policy**

### **Patron Eligibility**

Santa Barbara Welcome Cards will be issued to any library patron over the age of 18 who has an approved photo ID, but is unable to provide proof of address due to not having a physical residence.

### **Library card registration/use**

In order to register for or convert any type of library card to a Welcome Card, a patron must apply in person with a form of photo ID. The following are all types of photo IDs that will be accepted in creating a Welcome Card:

- Government Picture ID (Out of State ID, Passport, Military ID, DoD ID Card, Veteran ID Card, Veteran Health ID Card, Green Card, Alien Registration ID, Matricula Consular (Mexican CID), international Driver License, Credencial Para Votar ID (Mexico voter registration card), Non-US Consular ID, etc.)
- Student ID (High School ID, College ID, etc.)
- Credible Picture ID (Bank Card, Transit Card, Costco Card etc.)
- Professional, vocational or union photo ID.
- If a valid form of these types of ID is not available, any expired version of the types of photo IDs listed above may be accepted.

Welcome Cardholders may place requests for materials using the Library's online catalogue or by calling the Library. Materials may be picked up by the patron in person at any of the Santa Barbara Public Library jurisdictions. Account must remain in good standing in order to continue to check out materials.

Welcome Cardholders may check out materials from the library by presenting their physical library card or their Secret Question.

Welcome Cardholders may update their card to an Adult Card in-person with the presentation of a valid Photo ID and proof of address.

### **Santa Barbara Welcome Card Services**

Welcome Cards are limited to check out three items at any one time and have three holds at any one time. Library of Things, Electronic, and Kit-type items will be limited to one checked out *or* held item at a time. Materials checked out with a Welcome Card will adhere standard check out time limits. Standard renewal periods will apply.

Welcome Cards will expire after one year of use and require an in-person renewal with any of the types of photo ID listed above. Welcome Cards will not expire automatically if replacement fees or outstanding materials remain on the card, and an attempt to reach the cardholder will be made.

### **Fines/Fees**

Welcome Cards are free to patrons. Patrons are responsible for damaged or lost items. The library's standard fee schedule will apply for damaged or lost items.

**Materials Available for check-out by Santa Barbara Welcome Cardholders**

All Santa Barbara Public Library owned materials are available for reservation and check-out for Welcome Cardholders. In the event these cardholders want to check out a computer, they are limited to Chromebook checkouts only (no laptop checkout).