

Omaha Public Library (OPL) Library Card Policy

PURPOSE:

This policy is to clarify who may obtain or renew a library card at OPL and the items potential cardholders need to present upon obtaining or renewing their library card.

POLICY:

To get a free library card with OPL, individuals need to be a resident or property owner of Douglas County. An OPL library card entitles the cardholder to borrow any circulating materials and provides off-site access to online resources.

Library Card Qualifications

Free library cards are available to:

- Anyone who resides in Douglas County
- Anyone who owns property in Douglas County
- Any organization located within Douglas County
- Active military personnel and their immediate family members
- Current Metro Community College students

(City of Omaha residents by virtue of Chapter 14, Omaha Municipal Code; Douglas County residents by virtue of Interlocal Cooperative Agreement--City of Omaha/Omaha Library Board/Douglas County, approved March 1997)

To check out physical materials, the patron must be present and provide photo identification and proof of Douglas County (not just Omaha, NE) residence or property owned. Active military personnel must provide active military identification. A parent or legal guardian of a child under the age of 19 must provide evidence of a valid address (unless the child has their own proof of address). Organizations must provide an official written request from the business owner or school principal.

Lost or Stolen Library Cards

To prevent unauthorized use or access, lost or stolen library cards must be reported immediately in person or by telephone. Patrons are responsible for any use of their library cards and all items checked out on their account. Lost or stolen library cards can be replaced with photo identification at any OPL location. A patron is allowed free replacement cards.

Non-Douglas County residents

Anyone who does not live in Douglas County and is not eligible for reciprocal privileges can purchase a non-resident membership. This purchase entitles each household member to library privileges for the amount of time purchased. Patrons may purchase a monthly membership for \$10 or a 12-month membership for \$100. Non-resident borrowers must register in person at any OPL location. Each household member must be present to receive their library card. If an individual resides outside of the traveling distance to OPL and wishes to purchase a non-resident membership, they may call 402-444-4874 for assistance.

Library Card Renewal

OPL cards for residents are renewable every 5 years. At the time of account renewal, adult patrons must appear in person and re-verify all account information with proper documentation. They must also pay any fees

due or begin a payment plan. Parents can renew their child's account with the parent's documentation and payment of any fees due. Once patrons reach age 19, they need to be present for account renewal. Checkout privileges are suspended if a patron owes more than \$50.

Personal Identification Number (PIN)

Every library card will have a PIN, chosen by the patron, attached to it. A PIN allows a patron to quickly and easily access information about their library account online. The PIN is also required to gain computer access in the library.

A PIN cannot be disclosed, changed, or added over the telephone. A PIN can only be changed in person by the cardholder or listed legal guardian on a minor's account when current identification is provided or via the OPL website. It is also the patron's responsibility to change the PIN or declare their card lost if they wish to restrict access to their account.

Library records are confidential by law in the State of Nebraska. The PIN acts as a security feature (See *Omaha Public Library (OPL) Confidentiality to Library Records Policy* for more details).

IMPLEMENTATION:

All OPL personnel are responsible for enforcing this policy.

Approved by the Board of Trustees
of the Omaha Public Library, August 20, 2025