

## E-CARD POLICY

Parma Public Library will adhere to the e-Card Policy of the Monroe County Library System.

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### MCLS POLICY/PROCEDURE

### ISSUING LIBRARY CARDS TO E-CARD PATRONS

It is the policy of Monroe County Library System that patrons may apply for an e-card to access online resources including OverDrive. Card number will be issued via email. Patrons wishing to borrow physical materials must visit their local library for a full access card.

#### Responsibility of patron

- Visit local library with e-card number and valid ID showing current address

#### Responsibility of Staff Member

- Access patron account using e-card number or patron name
- Verify patron address and contact information
- Ask patron if they have an OverDrive\* account. If so, note patron information including old and new card number and submit information via a help desk ticket or email to [Overdrive.inquiries@libraryweb.org](mailto:Overdrive.inquiries@libraryweb.org). You can use the form below, located on the e-portal, to record the information
- Issue physical library card; change borrower type to ADULT, JUV or YA as appropriate and explain to patron they will still have online privileges as well as in-person borrowing with the new card number.



### **Overdrive Account Change Form\***

Date: \_\_\_\_\_

Patron Name: \_\_\_\_\_

Patron Email: \_\_\_\_\_

Old Patron Barcode:  
\_\_\_\_\_

New Patron Barcode:  
\_\_\_\_\_

\*Please send a help desk ticket to LAS  
or an email to [Overdrive.Inquiries@libraryweb.org](mailto:Overdrive.Inquiries@libraryweb.org)

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Adopted by the Parma Public Library Board of Trustees March 7, 2017.