

AGOP 2143: Got Cards?

Training Guide

Replacing Library Cards

I. Lost or Stolen

If a customer claims they have lost their card or that it has been stolen, staff will issue them a new one if they can show acceptable identification and address verification as listed on the back of the application. They must also pay a non-refundable \$1.00 processing fee.

- Enter the date the card has been “Set Lost”
- Always request that the customer acquire a new card as soon as possible.
- If a customer brings in a “Lost” card and he/she has no other cards listed, he/she can exchange that “Lost” card for a new one by showing proof of current address and filling out a new application. The “Lost” should be cleared from the customer’s card before transferring the record. The customer will not be charged the \$1.00 fee for a replacement card.
- Paperclip the “old card” to the application and send it into Automation (IT/ CC)

NOTE: Never re-instate a “Lost Card” for use. “Lost” cards should always be sent in to Automation (IT/CC)

NOTE: If the customer has several “lost” cards, take the time to determine if these accounts have any outstanding activity on them before issuing a new card. Be aware that longer customer names may be out of alphabetical order due to program constraints and you may need to scroll down to see all accounts.

(Side note: First 15 spaces are alphabetized this includes periods, commas and spaces.)

II. Exchanging an Old Card for a New Card

If the customer wants to turn in their old card and receive a new one (e.g. if the bar code is worn out) there is no charge. Also, use this procedure when a customer wishes to exchange a Student card for an Adult card.

NOTE: when changing a student card to an adult card, remove the parent or guardian name and change the customer type to adult. Under the “Flags” tab change the ‘Under 17’ Set to Clear if needed and under the “Internet” tab change ‘Certified’ from Minor to Adult or No if Internet certified.

The rule is: If the customer has an old card to give you, do not charge the \$1.00 card fee.

(Side note: If a customer wants a new card (e.g. a new design) unless you would normally had replace the older card you need to charge them a \$1.00 replacement fee)

*(Side note: A customer **MUST** get a new card if they had a name changed; if they have their card it is free if they do not it is a \$1.00 charge)*