

Library Cards

Urbandale Public Library cards are required to check out materials and to access online resources. Cards are issued and may be used at the time of application. Cardholders are financially responsible for use of their card. Parents and legal guardians are financially responsible for the use of cards issued to children under 18 years of age.

Types

Standard Cards

- Standard cards are free to:
 - residents of Urbandale
 - nonresidents who own real estate in Urbandale and provide proof of ownership
 - residents of contracting entities
 - residents of communities participating in the State Library of Iowa's Open Access program
- Standard cards are valid for three years.

Organizational Card

- Organizational cards are free to:
 - education and social service organizations.
- Organizational cards are valid for three years.

Subscription Cards

- If none of the above requirements are met, a subscription card may be purchased for a nonrefundable fee of \$25.
- Subscription cards expire three months from date of purchase.
- Additional subscription cards may be purchased as needed.

Requirements

- Application must be made in person.
- Applicants must be 5 years of age or older. Those under 14 years of age must be present and accompanied by a parent or guardian.
- An application form must be completed and identification showing photo, name, and current address provided.
- The parent or guardian of applicants under 14 years of age must sign the application form and are responsible for use of the card. Identification showing the parent or guardian's photo, name, and current address must be provided.
 - The director (or like person of authority) of an organization who wishes to obtain an organizational card should submit an application and a letter on the official organization letterhead requesting an organizational card. The letter can be submitted to the Patron Experiences Manager of the Urbandale Public Library. The letter will contain the name, address, and phone number of the organization, and state whether the organization is requesting a new card or renewing an existing membership. The letter must also state that the organization assumes responsibility for all materials that are checked out on the account.

Cards Secured by an Organization

- If an individual applicant is unable to provide identification with the applicant's photo, name, and current address, the applicant's application may be "secured" by an education or social service organization that meets the requirements and agrees to accept full financial responsibility for the card.
 - The director (or like person of authority) of an organization who wishes to secure a library card for an individual should fill out an application and submit a letter on the official organization letterhead requesting to secure an applicant's card application. The letter can be submitted to the Patron Experiences Manager of the Urbandale Public Library. The letter will contain the name, address, and phone number of the organization, and state whether the organization is requesting to secure a new card or renew an existing membership. The letter must also state that the organization assumes responsibility for all materials that are checked out on the secured account.

Replacement

- Expired, lost, stolen, or damaged cards must be renewed or replaced in person.
- Identification showing photo, name, and current address must be provided and outstanding fines and fees must be below \$15.00 before a card is renewed or another card issued.
- Cards of individuals under 14 years of age may be renewed by the parent or guardian. The cardholder does not need to be present. Identification showing the parent or guardian's photo, name, and current address must be provided.
- A lost or stolen card must be reported immediately. Cardholders are responsible for materials checked out prior to notification.

Adopted by the Urbandale Public Library Board of Trustees, May 20, 2015

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