

Date: April 29, 2022

To: Thomas B. Modica, City Manager 

From: Christine Hertzelt, Interim Director of Library Services 

For: Mayor and Members of the City Council

Subject: **Library Services Revised Circulation Policies**

As part of a larger, consistent effort to address the findings and implement recommendations from the City Auditor's 2021 [Library Services Performance Audit](#), the Department of Library Services (Department) has finished a comprehensive review of its circulation policies and procedures and has identified potential barriers to equitable access of materials and services by Long Beach residents. As a result, the Department has updated its circulation policies and is excited to share the following changes, which will be effective for borrowers on May 3, 2022.

California residents may qualify for a full-access Long Beach Public Library card by presenting a picture identification (ID) and proof of mailing address. A full-service card allows users to enjoy the maximum cardholder benefits, such as checkouts, instant access to all resources in the Digital Library, access to public computers and printing services, Chromebook and Mifi hotspot borrowing, and participation in the ZipBooks program. The Department's revised circulation policy expands the variety of acceptable picture IDs to now include:

- Any U.S. state driver's license or ID card
- U.S. passport
- Military identification
- U.S. permanent resident card
- Work or student visa
- Foreign consulate ID card
- Foreign passport

For residents who are not able to provide a picture ID and proof of mailing address, the Library will still offer the following alternative library card options:

- Limited-use library cards may be issued to residents who present a picture ID but lack proof of mailing address. Limited-use cards allow users to checkout up to five items at a time, in addition to accessing all the resources in the Digital Library and access to public computers and printing services.

- Computer use only library cards may be issued to residents who are unable to present any picture ID. These cards provide access to public computers and printing services, and access to the resources in the Digital Library.

The second major revision to the Library's circulation policy is the significant increase in the number of items that may be borrowed at one time. Beginning May 3, 2022, all full-access library cardholders may borrow up to 50 items at a time, which is a 100 percent increase over the current limit. As part of the 50-item limit, borrowers may checkout up to 15 DVDs, 25 CDs, 25 audiobooks, 1 Chromebook and/or 1 Mifi device.

The Department believes the policy revisions detailed above are a crucial step forward in eliminating barriers that prevent some community members from using and fully benefiting from the Long Beach Public Library. Through a public messaging campaign which will launch in May, the Library also hopes to raise awareness of these changes and encourage residents to seek out the many free programs and innovative services offered by the Long Beach Public Library.

Thank you for the opportunity to provide information regarding the Department's circulation policy and efforts to implement recommendations from our 2021 Library Services Performance Audit. If you have any questions, please contact Christine Hertzal at (562) 570-5265.

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