

Access EPL Card (EPL- ADU1FR) - FAQ

Background

EPL is changing the parameters of the no address card (EPL-ADU1FR) such that it can be issued without proof of address *and/or* proof of ID for users who may not have any identification and who may not have a fixed address due to living situation. Previously, customers had to provide a piece of identification in order to be eligible for this card type. Additionally, this card type is being expanded to include users who wish to get a card or use the internet, but who do not have proof of address on hand on that date. Users of this type will also be issued a card with the ADU1FR profile, and may upgrade it to a 5, 10, or 40 item card upon providing proof of both identity and residency. Proof of identity is still required for users of this type.

This card has the following parameters:

- Waived \$12 registration fee for those who do not have identification and who do not have a home address
- Expires after 1 year
- Is limited to borrowing one item with no restriction on item type
- Has full access to databases, internet, etc
- Requires an email address or postal address at the point of registration to allow for notification of overdue items. To support our digital literacy initiatives, staff will support individuals in creating an email account where necessary.
- May be updated to a 5, 10, or 40 item limit once proof of address *and* identity is provided.

Why is EPL creating the Access EPL Card, a no-ID/address card?

We are aware from staff feedback and the Librarian Intern Report on barriers faced by Edmontonians that the lack of identification and home address is a barrier to accessing library services. Additionally, while public internet use is seen as a resource equivalent to using physical collections in-branch, EPL's policies and procedures had no provisions for providing public internet access to individuals without identification. Temporary passes for internet that are issued via Library Online also required identification until August 2013.

To address this barrier to access, EPL is piloting a no-ID/address card type (named Access EPL) which requires neither proof of address nor proof of identity for customers without a fixed address. Adult Edmontonians lacking either proof of identity or proof of address (or both) due to living situation may now be issued a library card with a one-item borrowing limit. Adult Edmontonians who present identification and who have a fixed address, but do not have proof of address/residency available at the moment, may also be issued this card type as a temporary measure until they can confirm address information.

Spread the words.

One goal of this pilot is that we issue a physical card for accessing public computers and other EPL services whenever possible to as many Edmontonians as possible.

This card type allows EPL to provide the best service to customers, as customers receive immediate access to the full range of EPL services, while reducing the amount of staff time dedicated to administering temporary internet passes for Edmonton residents.

We used to have Internet Only cards, but discontinued them. Aren't we just going back to what we used to do?

The Internet Only card was discontinued in 2005, as most branches switched to issuing temporary cards in Library Online. However, the creation and management of temporary Library Online cards directs staff time away from higher-impact customer service interactions. As well, customers risk “losing” printing credit if they do not use up any money applied to a temporary pass before the pass expires.

Additionally, the new Access EPL card differs from the previous internet only card in that customers may also borrow physical collections and access our online resources remotely. These services were not provided to previous Internet Only cardholders.

How does the Access EPL card differ from existing card types?

This card differs from the regular adult card (EPL-ADULT) in the following ways: borrowing is limited to 1 item at a time, no identification or proof of address is required for those without a fixed address, and the \$12 registration fee is automatically waived for customers who do not have a fixed address.

When should I use the Access EPL card?

There are two situations where the Access EPL card can be used: for customers who do not have either proof of address or ID due to living situation (ie. living in a shelter or at no fixed address), or for customers who have identification (see [the list of acceptable ID](#)), but are lacking proof of residency that day.

Customers without a fixed address:

Customers living in a situation where they do not have a fixed address may also not have identification documents. If a customer in this situation requests either computer access or a library card, they may be issued a card with the ADU1FR profile without providing proof of identity or address.

Customers with a fixed address:

Customers who have a fixed address and request computer access or a library card, but who do not have proof of Edmonton residency at the time the request is made, may be issued an ADU1FR card upon showing identification. A postcard should also be mailed to their address at that time, if required.

Why is identification required for users with a fixed address, but not for users without a fixed address?

Customers who are living in situations where they do not reside at a fixed address may not have any identity documents available and no easy means of obtaining any. Thus, the identity requirement has been eliminated for this group of users for the one year pilot so that we may provide service to this group while evaluating the risks this change in policy presents. This user group faces significant barriers in using services such as the library, and so the identity requirement is being relaxed only for this one group.

How will I know if the user has a fixed address or not?

The simplest thing might be to ask “Where are you living right now?” If a customer replies that they are homeless, living in a shelter, staying with a friend, or something similar, offer them the Access EPL card. Use your discretion. In most cases it will be apparent without having to probe much.

How do I issue an Access EPL card?

For users without a fixed address:

If the customer has proof of identity, ask the customer for the appropriate document so you can use the information to fill out the fields in Workflows. If the customer has neither proof of identity nor address, ask them for this information verbally. Use the EPL-ADU1FR profile for this card type. Always remember to check to see if the customer has an existing card in the system before issuing a new card.

The following fields are required for creating a card of this type:

- First name
- Last name
- Date of birth
- Postal OR email address

Ensure the customer knows that they can upgrade their borrowing limit if their living situation changes and they are able to provide both proof of address and identification in the future.

For users with a fixed address:

Ask the user for their ID ([see the list of acceptable ID for membership](#)). Use the information provided to fill out the appropriate fields in Workflows. Ask the customer verbally for their postal address information or their email address; one or the other is required to issue the Access EPL card. Use the EPL-ADU1FR profile for this card type. Always remember to check to see if the customer has an existing card in the system before issuing a new card.

The following fields are required for creating a card of this type:

- First name
- Last name
- Date of birth

- Postal OR email address

Offer to mail a postcard to the customer as a means of providing proof of residence. Ensure the customer knows that they can upgrade their borrowing limit if they are able to provide proof of Edmonton residency.

Email or postal address is one of the required fields for this card type. What if the customer does not have a fixed address and doesn't have an email address?

An address is key for this card type, as the library needs some method of contacting our customers. Thus, if a user would like an Access EPL card but does not have either a postal or email address, staff should work with the customer to create an email address.

What if someone with an Access EPL card later produces ID and proof of address? What do I do with their card?

Have a conversation with the customer to determine what borrowing limit they would like to have (1, 5, 10, or 40). Change the profile on their card to the appropriate type. Update the address and telephone number on the existing card type as needed.

Are juveniles eligible for the Access EPL card?

No, not at this time. Unless a juvenile is living independently, a guarantor is required for a youth to register for a card with borrowing privileges. Juveniles living independently (not in a group home) are eligible for the [independent juvenile card](#), which allows the customer to borrow 10 items at a time.

If a non-independent juvenile wishes to access the internet at your location, they may be issued a temporary Library Online pass in accordance with the [Temporary Internet – Juvenile Card guidelines](#)

What about agency referrals? Can customers still be issued a 5 item (EPL-ADU05) card if they fill out an agency referral letter?

No, the Access EPL card replaces all previous procedures for registering customers without full ID and/or address documents. This also applies to residents of shelters and safe houses.

Are we concerned about the risk of theft if customers don't have to provide proof of identity?

The Access EPL card is a pilot. The use of the card will be assessed quarterly to determine how it is being used and to ensure it is not being abused. A full evaluation will be conducted after a year of the card's use has elapsed. The potential customer service benefit of removing

the barriers to service presented by the need to provide both proof of identity and address is believed to outweigh any risk associated with this change in policy.

What about non-Edmontonians? What type of card do I issue them?

If a customer who is not an Edmonton resident requests internet access, first check to see if they are eligible to be a reciprocal borrower (remember: if they are from St. Albert, Sherwood park, or Fort Saskatchewan, you can sign them up for a card using melibraries.ca). If not, or if they cannot provide proof of their reciprocal status that day, provide a temporary Library Online pass to users.

Are Access EPL users charged fines?

Yes, the same fine rates apply for no-ID/address users as for EPL-ADULT and other library users.