

Action Item 3: Proof of Address

Overview:

Since many people now opt out of receiving paper bills and now receive their bills online, a library has asked if they can accept utility bills that people receive online as proof of address. The policy currently says that “original documents are required” – should that mean that electronic documents are not allowed? Or should the electronic bill be considered proof?

Survey Results:

The following summary is based on survey results from 34 PINES Subcommittees and Directors representing 21 library systems. One question was asked:

Should online utility bills be allowed for proof of address?

Responses from Subcommittee Members:

Should online utility bills be allowed for proof of address?	Responses	Percentage
Yes	14	93%
No	0	0%
Undecided	1	7%

Responses from Directors who are not Subcommittee Members:

Should online utility bills be allowed for proof of address?	Responses	Percentage
Yes	18	95%
No	0	0%
Undecided	1	5%

Comments From People In Favor of the Change:

- As long as they still have picture ID, this is fine.
- I would like to say that this MUST be accompanied with proof of ID.
- It is simply 21st century service. No question it should be allowed.
- Might want to add some wording about staff should look for an official-looking proof of insurance, such as a PDF from utility company stored on your electronic device or a payment proof downloaded from utility company
- Which then leads to - Would a picture of utility bill stored on phone be acceptable?
- Patrons should be able to show the online version of the actual paper billing that is located on the account that would normally be mailed-- the one that can be printed out for a person's records. The billing/payment screen or any other portion of the account would not be acceptable.
- Since society makes a push to become more "green" by going paperless, it is my opinion that we should not penalize those that make that choice. If a document is emailed to someone we should change our policy to include that as an original document.
- The electronic bill "is" in essence the "original" bill for that patron. If necessary, they could simply print it out and bring in.
- Why not? We allow people to present an electronic copy of their library card to check out books.

Comments From People Against the Change:

- *(no comments submitted)*

Comments from People Who Are Undecided:

- *(no comments submitted)*