

Action Item 3: Student Digital Access Cards

Proposed Change to Policy and Procedure

Submitted by: Stephen Houser, Twin Lakes Library System

Proposed: The creation of a digital library card to be available to students at public schools through a system's service area. This digital card would provide access to digital content that a library system provides, including databases, e-books, e-magazines, and other e-resources, without the potential to accrue fines. Additionally, this card would provide the holder internet access at local libraries, though access would be granted to only the library's catalog and other digital resources (such as GALILEO, e-books, etc.). The digital card would differ in appearance to a current PINES card, in order to avoid confusion. A digital card may be converted to a full PINES card at any time with approval of the parent/guardian or upon attainment of the age of 18.

Benefit to patrons, libraries, and the state of Georgia: Through agreement with local schools, libraries could provide access to new resources to many thousands of new cardholders, whose possession of this card would help foster lifelong use of the public library. Public library GALILEO databases such as Mango Languages and LearningExpress, which are currently not available in K-12 GALILEO, would assist student patrons in research, test preparation, and learning. Additionally, the Georgia Department of Education's Vision 2020 plan proposes "to ensure that every Georgia student graduates school, not only with a diploma, but with a public library card in hand." This card would satisfy that provision.

Procedural example:

1. The library system would sign an MOU with the local school system and be provided with user data (either through an opt-in or opt-out agreement).
2. Data would be input into PINES (either manually or through a yet-to-be created batch user import option).
3. Cards would be issued and provided to students at the beginning of the school year.

See also:

Group discussion posted at <https://goo.gl/5vEWJu>

Note:

If the PINES Executive Committee wishes to move forward with this concept, then the logistics and details will be worked out after the decision.

Survey Results:

The following summary is based on survey results from 47 PINES Subcommittee members and Directors representing 35 library systems. Two questions were asked:

1. Do you think the Executive Committee should move forward with the creation of a new Digital Card profile?

Responses from Subcommittee Members:

| | Responses | Percentage |
|-----------|------------------|-------------------|
| Yes | 11 | 44% |
| No | 12 | 48% |
| Undecided | 2 | 8% |

Responses from Directors who are not Subcommittee Members:

| | Responses | Percentage |
|-----------|------------------|-------------------|
| Yes | 13 | 59% |
| No | 6 | 27% |
| Undecided | 3 | 14% |

2. Do you think that schools should be allowed to collect library card registration forms and verify IDs on behalf of the library?

Responses from Subcommittee Members:

| | Responses | Percentage |
|-----------|------------------|-------------------|
| Yes | 7 | 28% |
| No | 14 | 56% |
| Undecided | 4 | 16% |

Responses from Directors who are not Subcommittee Members:

| | Responses | Percentage |
|-----------|------------------|-------------------|
| Yes | 11 | 50% |
| No | 7 | 32% |
| Undecided | 4 | 18% |

Comments

- Adult parent or legal guardian must sign for minor's account. Having them do this in the library works best.
- As to the second question, I believe that libraries should handle registration of cards rather than the schools, as the library can check for duplicates and help students/families resolve this and outstanding bills. However, I understand that allowing the schools to collect forms and verify ID would expedite the registration process.
- From my colleague in charge of policy enforcement: I think schools should issue ID cards to students & all this is through their student ID card. GALILEO should add this access through their K-12 offerings to schools. This is all kept "in house." I don't think parents will want info shared with libraries. I don't think libraries have the budget to pay for these services, or the staff to manually input this information. I don't see the school systems or the libraries having the time or staff to verify information. What is the cost (if any) to replace the card if lost or stolen?
- I do not think that a digital card is needed. It also sends out a message that libraries only offer digital information. Finally, I do not feel that possession of a digital card is fulfilling the idea that students will graduate with a diploma and a library card.
- I don't have a problem with this being offered by PINES as long as system participation remains optional. After much staff discussion, we do not feel this would be a good solution for our library system. However, we don't mind it being offered by other systems who feel it would work in their communities.
- I have schools coming to me wishing to do this, it is not isolated to Twin Lakes.
- I like the idea but I am unsure of how this would work in reality.
- I see the use of this for some libraries. As long as a system that doesn't want to participate doesn't have to. The library staff should be the ones issuing the cards, collecting the forms and verifying ID's.
- I think that the digital card should be for the student to use to access the e-collection of a library system, as well as GALILEO from a remote computer (home or school). If the student is able to come to the physical library and wants to use a computer, I think that they should be issued a regular PINES card, so that the parent can sign off on whether or not they want them to have access to the full Internet. I think that the prime reason for a "digital card user" is that the person is not able to come to the physical library, but still have use of the library's e-resources.
- I think this should be a localized program only and not a PINES-wide effort.
- I would prefer us to figure out a way to work with the schools for sign-ups for a full level card. Our computers stay busy and I dislike being forced to limit what patrons could do on specific computers. I believe there is too much potential for duplicate cards and the work for manually entering the information would put an unfair burden on staff (although I would be willing for a full level card). Plus, I am not sure if a student would remember from the time they get their card to the time they need to check something out that it is only for digital material.

- If we could get some way to get the students verified for real library cards to be issued through their schools (the schools would be responsible for verification of the parents' ID and contract agreement), then none of this extra special stuff would be necessary - they would have access to all of the digital content.

I have had Young Adult PCs set up in the past to allow only library-subscription online content, and it worked pretty well for a time, but then GALILEO added a bunch of content that redirected from the original ""full"" list of URLs, so the PCs were basically useful only for Microsoft Office and library catalogs after a time. While their ""full"" list may be updated now (and it's VERY long), who knows when or if it could begin to require other URLs for full usage that aren't on the full list.

- MOGL is not interested in implementing this card. We are fine with the ability to have this card as long as it is not mandatory for all PINES libraries to use it.
- Our libraries are tentatively in favor of these cards, but have MANY questions about how they will work and how we can avoid inequities in service from library to library and system to system. I would like to see more details worked out before we commit too much to the concept.
- Piedmont Regional Branch Managers discussed this policy change at a Managers' Meeting and reached the following conclusion:
PINES should create the Digital Card Profile and let Twin Lakes test it
- Start with pilot trials in some libraries or systems before instituting PINES-wide.
- Why does this need to be separate? What is wrong with issuing a PINES card and using the user ID on the card to access digital services?