



# INSTITUTIONAL CARD APPLICATION Q&A

## Applying for a Card

- TRL provides institutional accounts to qualifying organizations within the TRL service area, excluding non-annexed, non-contracting cities.
- Any institution with a Tax ID number can apply.
- Institutional accounts enable your staff to access additional materials and information for work-related needs without using their personal library accounts.
- The application must be filled out and signed by the owner, director, administrator, manager, principal, or other person financially responsible for the institution. This person determines how many staff members can access the institutional account, and whether they should be issued individual cards.
- After the paperwork is received, TRL staff will create the account and issue the requested number of cards to the institution. These may be given to the person submitting the application or mailed to the institution.

## Borrowing Items

- Institutional accounts can check out up to 50 items at a time and have up to 25 items on hold.
- Email notification of holds and overdue items is sent to email addresses provided.
- Most items have an initial checkout period of 5 weeks, with one additional 5-week renewal allowed if there are no holds.
- Account holders have the same responsibilities as regular cardholders. Items must be renewed or returned by their due dates. Institutional accounts will be billed for materials lost or damaged. As long as fees stay below \$15, materials may still be checked out.

## Restrictions

- The following items are not eligible for checkout on an institutional account:
  - Materials for personal use
  - Downloadables (music, eBooks, audiobooks) and databases. TRL licenses databases for individual use.
  - Interlibrary Loans (materials requested from outside TRL.)
- Institutional accounts cannot log into our Internet computers. An individual card is required.
- Institutional accounts may print from our catalog computers or through our wireless printing services.
- Institutional accounts are a special service and may be revoked if misused.

## Updates and Corrections

- Institutional accounts require annual renewal, approved by the qualifying signee.
- If a card is lost, contact the library immediately since cardholders are responsible for all use made of their cards, with or without consent. Replacement library cards are free.
- To add or remove authorized staff to the account, contact your local library staff.

## Additional Information

- Contact your local branch or email us at [asklib@trl.org](mailto:asklib@trl.org) with any additional questions, or to discuss collaborative programs, events, school visits, library classes, or sign up for meeting room space.