

## Student Library “Colt” Card FAQ

Student library cards are generated automatically once a year for every Comstock Schools student.

- *How long are student cards good for?*

Student library cards have a one-year expiration date.

- *Do students have a physical library card with a standard library barcode number?*

No, students do not have a physical library card. Instead their library card account uses their student ID number as their library card number.

- *What is the student library card PIN?*

A student library card PIN is the last four digits of their student ID number.

- *Does the student library card have check out limits?*

Yes, students are limited to checking out only three physical items at a time and cannot check out mobile hotspots, launchpads, or story/discovery kits.

- *What if the student wants to check out more than three physical items?*

If a student wants to have their card changed to a standard one, they need to have a parent or guardian come in, fill out, and sign an application form. The card type will then be changed to “Comstock Student Full Access.” Residency requirements are the same as they are for all users. In other words, if the student does not live in the Comstock Township service area, or a reciprocal or Michicard-eligible municipality, they will not be able to “upgrade” their card. In this case, the parent or guardian has the option to purchase a Non-Resident card.

- *Can student library cards be used to access digital materials?*

Yes, student library cards can be used to checkout materials on Hoopla and Overdrive.

- *Are students charged replacement fees if items are not returned?*

No, student library cards will not be charged replacement fees or sent to collections, even if items are not returned. They cannot check out more materials if an item is overdue or has not been returned.

- *What happens if the student already has a Comstock Juvenile library card?*

A duplicate check will be done every time we import new student records. If the student already has a Comstock Juvenile card, the student card account will be deleted. The student ID number will be added to the library card account as an ALT ID, so the student can use their library card number or their student ID to check out materials.

- *Can students with a student library card use the self-checkout?*

No, students will need to check out at the circulation desk. The circulation staff member will need to type in the student ID number or look them up by name in order to check them out.

- *How can we make sure the student is giving us the right name or student ID number?*

The circulation staff member will look up the account using the student's name or ID number and cross reference the account with the student using their DOB, address, phone number, or grade/school. Some students may have a picture ID with their student number that they can show.

- *Can parents or guardians come in without the student and check out materials for them?*

No, students need to come to the library in-person to check out physical materials.

- *Can students use the library's computers with this card?*

Students cannot log on to the library's computers using their student ID number. They can, however, get a guest pass to log on.

- *What if a parent doesn't want the student to have a student library card?*

Parents were sent an opt-out letter from the schools prior to the student card being created. If a student card was created and the parent does not want them to have the account, the library will delete the student account from TLC.

- *What if a Comstock School employee wants a library card?*

While cards are not issued automatically for Comstock School employees, all employees are eligible to visit the library and apply for a Courtesy card. Employees must show proof of employment, such as a pay stub. Comstock School employees do not need to live in the service area to receive a Courtesy card.

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