

# Standard Operating Procedure (SOP)

## Library User Registration and Membership Management

This SOP details the process for **library user registration and membership management**, including user eligibility verification, application submission, membership approval, issuance of library cards, updating user information, managing membership renewals and cancellations, handling lost or damaged cards, and maintaining accurate membership records. The goal is to provide efficient and secure access to library resources while ensuring proper documentation and user accountability.

### 1. Purpose

To outline the standardized procedures for the registration of library users and the management of their memberships, thereby ensuring efficient, secure, and accountable access to library resources.

### 2. Scope

This procedure applies to all individuals seeking library membership and all staff responsible for user registration and membership management.

### 3. Responsibilities

- **Library Staff:** Process applications, verify user eligibility, update membership records, and issue cards.
- **Applicants/Members:** Provide accurate, complete information and promptly report changes or issues (e.g., lost or damaged cards).
- **Library Administration:** Oversee membership policies and handle appeals or exceptional cases.

### 4. Procedure

1. **User Eligibility Verification**
  - Check if applicant meets eligibility criteria (e.g., residency, student/staff status, age, etc.).
  - Request required identification and supporting documents.
2. **Application Submission**
  - Distribute or direct applicants to the membership application form (paper or online).
  - Collect and review completed application form and documents.
3. **Membership Approval**
  - Verify accuracy and completeness of application.
  - Approve eligible applicants; notify ineligible applicants with reason for denial.
4. **Issuance of Library Cards**
  - Register approved user in membership system.
  - Issue library card with user details and membership number.
  - Explain card usage, borrowing limits, and library policies to the user.
5. **Updating User Information**
  - Allow members to update personal details by submitting change requests with supporting documentation.
  - Verify and process updates in the membership system.
6. **Membership Renewals & Cancellations**

- Notify users of upcoming expiry (e.g., via email, SMS, or notice).
- Process renewal requests, updating and validating information as required.
- Process cancellation requests and update status in the records.

#### 7. Lost or Damaged Cards

- Members report loss/damage immediately.
- Deactivate lost/damaged card in the system.
- Issue replacement upon verification and, if applicable, payment of replacement fee.

#### 8. Record Keeping

- Keep membership records current and secure; ensure confidentiality.
- Back up digital records regularly.
- Dispose of outdated personal data per privacy regulations.

## 5. Documentation

Document	Description	Retention Period
Membership Application Form	Details provided by applicant during registration	Active + 3 years
Identification Documents	Copies of ID and eligibility verification	3 years
Membership Database	Digital record of current and past members	Permanent/According to policy
Incident Reports	Lost/damaged card, complaints, appeals	3 years

## 6. References

- Library Membership Policy
- Data Privacy/Protection Legislation
- Library Code of Conduct

## 7. Review and Revision

- This SOP shall be reviewed annually or as required by changes in policy or regulations.
- Revisions must be approved by library administration.