

# Standard Operating Procedure (SOP)

## Library Membership Registration and Management

This SOP details the process of **library membership registration and management**, including eligibility criteria, application procedures, member data collection, issuing membership cards, membership renewal and expiration policies, updating member information, managing lost or damaged cards, and maintaining a secure and accessible member database. The goal is to provide efficient and consistent service for library users, ensuring proper access to library resources and maintaining accurate records for operational and statistical purposes.

### 1. Purpose

To outline the standard procedures for registering and managing library memberships, ensuring efficient service delivery and accurate maintenance of member data.

### 2. Scope

This SOP applies to all library staff involved in membership processing and management, and to all individuals seeking library membership.

### 3. Eligibility Criteria

- Residents of the local area
- Students and staff of partner institutions
- Individuals meeting specific age requirements (e.g., minimum age 6 years)
- Visitors as per library policy (temporary membership)

### 4. Membership Registration Process

#### 1. Application Submission:

- Obtain application form (online or at library desk).
- Complete the form with required details.
- Submit form with valid identification and proof of eligibility.

#### 2. Verification:

- Library staff verify authenticity of documents and eligibility.  
Acceptable documents: govt. issued ID, utility bill, student ID, etc.

#### 3. Data Entry:

- Enter applicant details in the library management system/database.

#### 4. Membership Fee Payment:

- Collect applicable membership fees (if any) per fee schedule.

#### 5. Issuance of Membership Card:

- Generate and provide membership card with unique member ID.
- Orient new member to library services, rules and borrowing privileges.

### 5. Member Data Collection

- Full name
- Date of birth
- Address and contact information
- Email address (if available)
- Proof of eligibility (e.g., student ID, residency)

- Photo (if required for membership card)

## 6. Membership Renewal and Expiration

1. Notify members of impending expiry 1 month prior (by email/SMS/notice).
2. Members submit renewal request and update information, if needed.
3. Verify member status and settle outstanding dues (if any).
4. Process renewal and update expiration date in records.
5. Issue a new card if expired or upon request.

## 7. Updating Member Information

1. Members notify changes in contact or personal information.
2. Library staff verify new details and update database.
3. Issue a replacement card in case of significant changes (e.g., name change).

## 8. Lost or Damaged Membership Cards

1. Member reports card lost or damaged to library staff.
2. Verify member identity before deactivating lost card.
3. Collect applicable fee for replacement card.
4. Issue and activate new card; update database accordingly.

## 9. Database Management and Security

- All member data must be entered promptly and accurately in the library database.
- Ensure data backups as per IT security policy.
- Restrict membership data access to authorized staff only.
- Comply with data protection regulations (e.g., GDPR, local laws).

## 10. Records and Reporting

- Maintain up-to-date digital records of all members and activities.
- Generate periodic reports on membership statistics for management review.
- Archive expired memberships as per retention schedule.

## 11. Review and Revision

- Review this SOP annually or when procedures or regulations change.
- Update and approve revisions as necessary.

## Document Control

Version	Date	Author	Approved By	Remarks
1.0	2024-06-08	Library Admin	Head Librarian	Initial Release