



# Business Account Application

## Q&A: Business Library Cards

TRL provides business accounts to public and private schools and government offices **within** the TRL service area, excluding non-annexed, non-contracting cities.

- **What are the qualifications for a business account?** Any institution with a Tax ID number can qualify.
- **Why is this account different from regular individual library card accounts?** Business accounts enable your staff to access additional materials and information services for their work-related information needs without using their personal library accounts.
- **Who sets up the account?** The application must be filled out and signed by the owner, director, administrator, manager, principal or other person financially responsible for the institution.
- **When does the account become activated?** As soon as the paperwork is received, TRL staff will create the account and the requested number of cards will be issued to the institution. These may be given to the person submitting the form, or mailed to the institution.
- **How does the business account work?**
  - Business accounts require **annual renewal**.
  - Business administrators determine how many employees can access the business account, and whether they should be issued individual cards.
  - Business accounts can check out up to 50 items at a time and have up to 25 items on hold.
  - Most items have an **initial checkout period of 5 weeks**, with one additional 5-week renewal allowed if there are no holds.
  - Feature films check out for the standard 7-day period and may be renewed if there are no holds.
  - **Email notification of holds and overdue items** is sent to email addresses provided.
  - 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 items considered lost or damaged. As long as fees stay below \$15, materials can still be checked out.
- **What restrictions are there?**
  - The following items are **not eligible for checkout** on the business account:
    - Materials for personal use.
    - Downloadables (music, eBooks, audiobooks) and databases. (TRL licenses databases for individual use by patrons.)
  - Business accounts **cannot log into our Internet computers**. An individual card is required.
  - Business accounts may print from the catalog or via Wi-Fi.
  - Business accounts **may not place Interlibrary Loans** (requests for materials outside of TRL). An individual card is required.
  - The business card is a special service and may be revoked if misused.
- **What are some other ways organizations can partner with TRL?** Contact any TRL library to participate in collaborative programs, events, school visits, library classes, tours or to sign up for meeting room space.

**For more information** call (360) 943-5001 or visit [www.TRL.org](http://www.TRL.org) to find your local branch. You can also email us at [asklib@trl.org](mailto:asklib@trl.org) with any questions.