



# Institutional Account Application

## Q&A: Institutional Library Cards

TRL provides institutional 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 an institutional account?** Any institution with a Tax ID number can qualify.
- **Why is this account different from regular individual library card accounts?** Institutional 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 institutional account work?**
  - Institutional accounts require **annual renewal**.
  - Institutional administrators determine how many staff members can access the institutional account, and whether they should be issued individual cards.
  - Institutional 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 institutional account:
    - Materials for personal use.
    - Downloadables (music, eBooks, audiobooks) and databases. (TRL licenses databases for individual use by patrons.)
  - Institutional accounts **cannot log into our Internet computers**. An individual card is required.
  - Institutional accounts may print from the catalog or via Wi-Fi.
  - Institutional accounts **may not place Interlibrary Loans** (requests for materials outside of TRL). An individual card is required.
  - The institutional 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.