

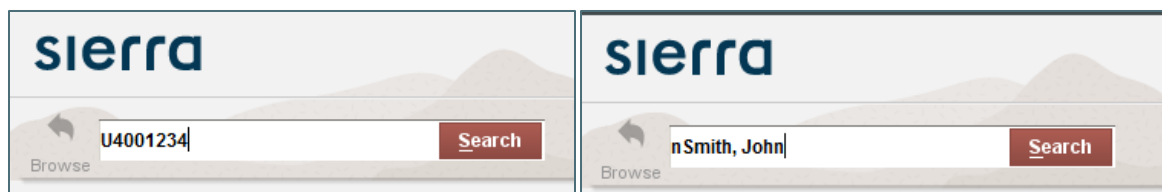
Library protocol: Borrowing without an ANU ID/Library Card

Purpose

To successfully manage patrons presenting at ANU library service desks without their ANU ID/Library Card.

Process

1. Patron should possess some form of photographic identification (Licence, Passport, etc.)
2. Sight the identification
3. Look up the patron in Sierra by typing their “U” number or name, e.g. nSmith, John



4. Match the photo/details of identification with those in the patron record. *Noting that if you are sighting a passport some details may differ and follow up questions may be required.*
5. Ask the patron for their address, telephone number or equivalent.
6. If details match proceed with issuing items to patron.
7. Advise student to bring library card on next visit.

Lost cards

1. If a patron advises that they have lost their card, issue items as per above instructions and advise them to replace their card via:
 - Student – Student administration
 - Staff – ANU Security
 - External – Library staff to issue new card

Approved: 

Roxanne Missingham, University Librarian

26 June 2016