

# A Library Card as Big as Texas: The **TexShare** Card Program

**Danielle Cunniff Plumer**  
Statewide Resource Sharing Coordinator



**TexShare**

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## Presenter

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## Agenda

- **TexShare Consortium**
  - Overview
  - Programs
    - **TexShare Card Program**
      - TexShare Card Participation Agreement
      - TexShare Card Lending Policies
      - TexShare Card Procedures



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## About TexShare

- Multitype statewide library resource sharing consortium
  - Proposed in 1988 as a consortium of public four-year academic and medical libraries
    - 53 founding members
  - First funded in 1994 by Texas Higher Education Coordinating Board
  - In 1999, public libraries added and administration moved to Texas State Library and Archives Commission



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## TexShare Mission

- TexShare employs traditional and innovative strategies to improve library resource sharing in Texas.
- TexShare maximizes the effectiveness of library expenditures by enabling libraries to:
  - share staff expertise
  - share library resources in print and electronic formats, including books, journals, technical reports, and databases
  - pursue joint purchasing agreements for information services
  - encourage cooperative development and deployment of information resources and technologies



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## TexShare Membership

- Membership set by statute
  - Accredited public libraries: 535\*
  - Public colleges and universities: 37\*
  - Academic Medical Center Libraries: 10\*\*
  - Private colleges and universities: 45\*\*
  - Community and Junior Colleges: 59\*\*
  - Libraries of Clinical Medicine: 3\*\*

\* Statutory members  
 \*\* Eligibility criteria defined by statute and administrative rule



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## TexShare Programs

- TexShare Databases Program
  - TexShare Core Database Package
  - TexSelect Databases
    - StatRef, American Chemical Society, EBSCO
    - SCEL/ TexShare partner resources
- TexShare Borrowing Card Program
- TexShare ILL Protocol
- Grants & Support
  - TexTreasures digitization grants
  - TExpress Courier Subsidy (Amigos)



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## TexShare Governance

- Twelve member Advisory Board  
<https://www.tsl.texas.gov/texshare/advisoryboard.html>
- Six Working Groups  
<https://www.tsl.texas.gov/texshare/workinggroups.html>
  - Card
  - Courier & ILL Protocol
  - Database Cost Sharing
  - Discovery
  - Electronic Information (Databases)
  - Texas Collections (TexTreasures)



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## TexShare Card Program

### TexShare Card

A Texas Library Resource Sharing Program

[www.tsl.texas.gov/texshare/card](http://www.tsl.texas.gov/texshare/card)

\_\_\_\_\_  
 Member Name

\_\_\_\_\_  
 Authorized by

\_\_\_\_\_  
 Member ID Number

\_\_\_\_\_  
 Expiration Date

TexShare cards provide your library patrons with the privilege to visit more than 500 libraries and branches throughout the State of Texas and check out materials. The goal of the TexShare Card Program is to improve library service to Texans by making each library's materials available to the greatest number of users.



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# TexShare Card Program

[https://www.tsl.texas.gov/texshare/librarianinfo\\_card.html](https://www.tsl.texas.gov/texshare/librarianinfo_card.html)

- Statewide reciprocal borrowing card
- Participation is voluntary
  - Not all TexShare member libraries participate (but 565 do!)
- Libraries that participate agree to both issue and accept TexShare cards
- Individual card issuance and lending policies are determined by each library
- Annual usage reporting requested



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**TEXAS STATE LIBRARY ARCHIVES COMMISSION**

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ARCHIVES & REFERENCE | SERVICES FOR LIBRARIES | TALKING BOOK PROGRAM | RECORDS MANAGEMENT

**TexShare Card FAQ for Librarians**

Already in the CARD program? [Skip ahead](#)

**Why Should My Library Offer TexShare Cards to Our Patrons?**

TexShare cards provide your library patrons with the privilege to visit more than 500 libraries and branches throughout the State of Texas and check out materials. The goal of the TexShare Program is to improve library service to Texans by making each library's materials available to the greatest number of users.

**How Do I Sign Up My Library for the TexShare Card Program?**

1. Read the [TexShare CARD Participation Agreement](#).
2. Complete the [online application form](#). The Texas State Library Director (or their library patron who wants a TexShare Card, see the [Patron FAQ](#)).
3. Be sure to designate your TexShare Card Program Liaison. This liaison may or may not be the library director.
4. Complete your library's TexShare Card Lending Policy using the prompts on the form. You may wish to use [Find A Library on the TexShare Card Map \(map instructions\)](#) to view other libraries' lending policies.
5. After completing the online application, print out the [Participation Agreement form](#). Complete the necessary information, sign it and mail it to: TexShare, Texas State Library and Archives Commission, PO Box 12927, Austin, TX 78713-2927.

**How Soon Can I Begin Issuing TexShare Cards?**

On receipt of the signed form, TexShare will post your library to Card Lending Policy online, and staff will send you an initial shipment of TexShare Cards and informational brochures. There is no charge for these materials, but they begin being sent as soon as you receive your stock of them. Additional cards and brochures are available upon request.

Participating Libraries

Order TexShare Cards at Fliers: [Your Library at the Charge: TexShare CARD Association](#) or call 502-866-8800

Participating Libraries

TexShare Library

TexShare Card Link for a Liaison

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# TexShare Card Participants

Academic - 4 Year  Academic - 2 Year  Academic - Medical/Health Science  Public  Library of Clinical Medicine

<http://www.reemaps.com/view?group=1320397&x=-98.946538&y=31.631213&r=12>

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## Who Uses the TexShare Card?

- Patrons from smaller public libraries wanting to borrow items from a nearby larger public library
  - New releases, audiobooks, videos
- Patrons from public libraries and smaller academic libraries needing to borrow/use a specific item or items available from a larger academic library
  - ILL alternative, depending on how quickly the patron needs the material



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## TexShare Card Limitations

- The TexShare Card generally can't be used to access electronic resources available from another library
  - Non-resident card may be an option
- The TexShare Card cannot be used to avoid paying fines or fees at the home library
  - Patrons with fees are not eligible
- The TexShare Card cannot be used indefinitely
  - Recommended minimum expiration period: three months
  - Maximum expiration period: twelve months (one year)
  - Patron must return to your library to renew the card after it expires
- Individual libraries may place additional limitations on the privileges of TexShare Card users.



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## How to Join



1. Read the TexShare CARD Participation Agreement, <http://www.tsl.texas.gov/texshare/cardagree.html>.
2. Complete the online application form: <https://www.tsl.texas.gov/texshare/forms/lendingpolicy/index.php>.
3. Be sure to designate your TexShare Card Program Liaison. This liaison may or may not be the library director.
4. Complete your library's TexShare Card Lending Policy using the prompts on the form. You may wish to use [Find-A-Library](#) or the [TexShare Card map](#) to view other libraries' lending policies.
5. After completing the online application, **print out the Participation Agreement form**. Complete the necessary information, sign it and mail it to:
  - TexShare
  - Texas State Library and Archives Commission
  - PO Box 12927
  - Austin, TX 78711-2927



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## TexShare Card Participation Agreement

- Introduction
- Agreement
  1. Scope
  2. Privileges
  3. Responsibilities of Borrowers
  4. Responsibilities of Libraries
  5. Identification of Eligible Borrowers
  6. Liaison and Problem Resolution
  7. Review and Assessment



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## TexShare Card Agreement: Introduction

The TexShare libraries, adopting a common goal to promote and facilitate access to information, communication, and research among their communities, will extend free reciprocal borrowing privileges to each other's patrons, so they may have direct, personal access to materials that are not available at the home library. The covenants listed below are intended to accomplish this goal. This Agreement became effective March 10, 2000.

Several points should be emphasized before the covenants of this Agreement are set forth:

- The covenants are intended to be minimums. Any TexShare library is free to expand the privileges it wishes to offer, but it should not do so in the expectation that other libraries will do likewise.
- This Agreement is not intended to supplant other agreements between or among libraries, nor is it intended to be the only agreement of this kind which is permitted between or among libraries of like interest or common concern.
- It is hoped that the on site privileges extended to a borrower from another library will be as close as possible to the privileges the lending library extends to its own borrowers.
- This Agreement should in no way be interpreted as conferring rights on any borrower. The agreement is for privileges that may be revoked at any time by the borrower's home library or withheld by the lending library.



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## TexShare Card Agreement: Privileges

An eligible patron of a TexShare library may use the collections of any TexShare library on site, and, **upon completion of the borrower's agreement and with proper identification**, borrow materials that they may take away with them. **Any individual known to have outstanding charges at his/her home library may be denied the right to participate in the TexShare Card program.**

Participating libraries have agreed to honor the TexShare card. While **libraries may implement their own policies and procedures for lending to TexShare borrowers**, and may set different lending policies for these categories of users (public, undergraduate student, graduate student, faculty, staff), **participants may not establish policies which have the effect of prohibiting use by patrons from any type of TexShare member library (academic or public).**



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## TexShare Card Agreement: Library Responsibilities

- **Lending Policy**
  - Each library will maintain on the TexShare Web a current record of privileges and limitations applicable to this Agreement, including collections or types of materials not subject to the borrowing privileges conferred under this Agreement, so a prospective borrower may become acquainted with the regulations of the lending library.
- **Issue and Honor TexShare Cards**
  - Eligible borrowers may request from their home library an authorized TexShare Card to present as identification at other TexShare libraries. Libraries may refuse to issue TexShare Cards to borrowers with outstanding charges at their home library or outstanding charges at any other TexShare library.
  - Cards and supplies available from Texas State Library and Archives Commission **AT NO CHARGE**
    - [www.tsl.texas.gov](http://www.tsl.texas.gov)
    - (800) 252-9386
- **Maintain data about Card usage**
  - Number of cards issued to home library's borrowers
  - Number of cards accepted from visitors from other libraries
  - Number of items circulated
  - Number and amount of lost items



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## TexShare Card Lending Policies

- Form to create or update Lending Policy at <https://www.tsl.texas.gov/texshare/forms/lendingpolicy/index.php>
- Components:
  - Information about the library
  - TexShare Card liaison – will be used for all program contacts and listed on the website
  - Lending Policy elements:
    - Consider both how your patrons will get a TexShare Card to use at another library and how patrons with TexShare Cards from other libraries can use your collections
- Completed Lending Policies are available from Find-A-Library, <https://www.tsl.texas.gov/texshare/libsearch/index.php>



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## Lending Policy Elements

- Restrictions/Limitations
- Eligibility
- Check-out Card Availability
- Hours of Operation
- Renewals
- Returns
- Overdue Reminders
- Recalls
- Non-circulating Items
- Loan Policies
- Fines and Fees
- Lost Items
- Billing Information
- Additional information on circulation policies and procedures



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## Sample Lending Policy

<https://www.tsl.texas.gov/texshare/libsearch/searchResults.php?orqid=643&listLendingPolicies=yes>

**Lending Policy for Member Public Library**  
Version Information  
Name: Fund Administration  
Version: 00000201  
Year: 2011-2016  
Email Contact by Email

**Introduction:** Acquisition of new items may be delayed and in a TexShare card a maximum of the SDOL may be checked out for a period of three. Check out the system, that contact and all other information on the card, including the card, and all other information. All items may be checked out for a period of three and all other information. All items may be checked out for a period of three and all other information. All items may be checked out for a period of three and all other information.

**Applicant:** Member Public Library (MPL) cannot TexShare cards to its patrons, but may have the following rules:

- 1. The customer is a resident of the City of Houston.
- 2. The customer has a current MPL borrower card that is at least six months old and in good standing.
- 3. The customer has submitted a completed request for a TexShare card.
- 4. The customer has submitted a completed request for a TexShare card.

The following items are checked out to the library for use by other libraries in good standing with the system:

- 1. Residents of the State of Texas are eligible to receive a TexShare Public Library borrower card that is valid for use by other libraries in good standing with the system.
- 2. A customer who wishes to register for an MPL TexShare borrower account may do so by completing a request for a TexShare borrower account.

- 3. Identification and residential verification is required. Proof of residential verification is required. Proof of residential verification is required. Proof of residential verification is required.
- 4. TexShare cards will only be issued if the information on the card is accurate.
- 5. All TexShare borrower accounts require a verification form printed on the TexShare card issued to the customer's home library.

**Notes:** The General Library is a member of the State Library and Archives Commission (SLAC). The SLAC is a part of the State Library and Archives Commission.

**Additional Information:** This policy may be updated at any time without notice to the public. This policy may be updated at any time without notice to the public.

**Responsible:** Customer support staff may be asked to provide support services. This policy may be updated at any time without notice to the public.

**Approval:** Approval of this policy is required by the State Library and Archives Commission. This policy may be updated at any time without notice to the public.

**Revision:** Revision of this policy is required by the State Library and Archives Commission. This policy may be updated at any time without notice to the public.

**Effective Date:** This policy is effective as of the date of its creation. This policy may be updated at any time without notice to the public.

**Approved By:** Approved by the State Library and Archives Commission. This policy may be updated at any time without notice to the public.

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## How Do I Issue A TexShare Card?

- Issue only to registered patron or staff member at your library
  - Patron must be in "good standing"
    - If you have a probation period, you should not issue cards to patrons on probation
    - Do not issue cards to patrons with unpaid fines
  - You may choose not to issue cards to non-resident patrons

- Fill out card  
*Typed or legibly hand-written in permanent ink, no corrections or cross-outs*
  - Patron Name / Library Name
  - Borrower Type (Faculty, Student, Staff, etc.)
  - Borrower ID Number (barcode)
  - Authorized by (Staff member name or initials)
  - Expiration date (maximum 1 year)

- Patron must sign and date on back



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## How Do I Honor a TexShare Card?

- Borrower must present valid TexShare Card plus appropriate ID
  - Check expiration date
  - Card should not have any corrections or cross-outs
  - Card must be signed and dated by the borrower
- Most libraries ask patron to complete standard card application form
  - Enter patron type as TexShare (depending on system)
  - Use expiration date on card; note patron's home library in record
- No fee for a patron to use a TexShare Card!
- To report a problem or revoke a patron's privileges:
  - Email [TexShare@tsl.texas.gov](mailto:TexShare@tsl.texas.gov) or contact patron's home library
  - Use the TexShare Card list at <https://lists.tsl.state.tx.us/mailman/listinfo/texshare-card>



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## What If a Borrower Loses Items?

- Borrowers agree to pay fines or any other charges assessed by the lending library, including, but not limited to, charges incurred as the result of late return, damage, or loss of materials.
- Lending libraries must take available and appropriate actions, including timely notification to the home library, to recover payment from delinquent borrowers.
- Home libraries will employ available and appropriate means to recover payment from borrowers if lending libraries are unsuccessful in recovering such charges. Home libraries will take appropriate action with regard to delinquent borrowers, including suspension of privileges extended under this agreement or any other measures deemed appropriate and consistent with local library practice.
  - Send notice to <https://lists.tsl.state.tx.us/mailman/listinfo/txshare-card>
- If lending libraries fail to receive payment from borrowers for lost or damaged materials, home libraries will reimburse lending libraries for obligations outstanding longer than six months. Reimbursement will cover the cost of materials only.



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## What Records Should I Keep?

- Annual Card Statistics Survey (for State Fiscal Year, Sept. 1 – Aug. 31)
  - How many TexShare Cards did you give out to your library's patrons?
  - How many visitors with TexShare Cards requested borrowing privileges?
  - How many items did you circulate to TexShare visitors from other libraries?
  - How many items did your library lose to TexShare visitors?
  - What was the total dollar value of the materials you lost to TexShare visitors?
  - For the items that your library lost to TexShare visitors who did not return them, how many were paid for by the visitors' home libraries?
  - What is the total amount you received from other libraries in payment for materials you lost to TexShare visitors?
  - How much did you have to pay to other libraries because your patrons used the TexShare Card to check out materials that they did not return?



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## Ways to Keep TexShare Card Records

- Library Catalog
  - Create category for "TexShare Card Patron"
  - Add note for TexShare Cards issued to your patrons; include expiration date, staff member who issued card
  - Add lost items and fines reported by other libraries to patron's record
- Paper log
  - Number of TexShare Cards issued to your patrons
  - Fees and lost items reported to patrons' home libraries (formal invoices after 6 months)
  - Fees paid to other libraries to replace lost items (if any)



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## TexShare Card Statistics 2014-2015

	PUBLIC LIBRARIES	ACADEMIC LIBRARIES + MEDICAL LIBRARIES	TOTAL
# LIBRARIES REPORTING	295	130	425
NUMBER OF CARDS ISSUED TO PATRONS	12,814	9,034	21,848
VISITORS FROM OTHER LIBRARIES	7,483	4,312	11,795
NUMBER OF ITEMS CIRCULATED TO VISITORS	143,183	99,720	242,903
NUMBER OF ITEMS LOST BY VISITORS	648	116	764
VALUE OF ITEMS LOST BY VISITORS	\$13,062.73	\$6,487.70	\$19,550
LOST ITEMS PAID FOR BY HOME LIBRARIES	3	38	41
AMOUNT RECEIVED FROM HOME LIBRARIES	\$66.98	\$2,002.55	\$2,070
AMOUNT PAID TO OTHER LIBRARIES	\$1,694.69	\$0.00	\$1,695



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## Contact Us

- *At the heart of TexShare is the synergy that occurs when librarians work together to serve customers in diverse ways.*
- TexShare
  - [TexShare@tsl.texas.gov](mailto:TexShare@tsl.texas.gov)
  - (800) 252-9386
- Danielle Cunniff Plumer, Statewide Resource Sharing Coordinator
  - [dplumer@tsl.texas.gov](mailto:dplumer@tsl.texas.gov)
  - (512) 463-5433



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