

Colorado Libraries Collaborate! Program

Staff Frequently Asked Questions

References in the FAQ may be found in the [Colorado Libraries Collaborate! Implementation Manual](#) available on this web site.

Q1. Who should sign the Colorado Libraries Collaborate! (CLC) participation form?

A1. Whoever is authorized to sign agreements for your library. This is not usually the librarian, but rather a board chair, superintendent, city manager, etc.

Q2. What if an out-of-state person requests CLC privileges from my library?

A2. The CLC program is available to Colorado residents only. A resident is defined as anyone living in Colorado (including students).

Q3. Will there be a statewide database of borrowers?

A3. The feasibility of such a database is being studied.

Q4. How do we know if a borrower is in good standing?

A4. You will not know. You'll take the same risk with non-residents as with residents. To minimize your risk, be sure to get a current address. If materials are lost you may apply for reimbursement if you participate in the [Self-Insurance Fund](#). [CLC Policy #8](#).

Q5. Must an adult sign a child's CLC card?

A5. If the policy of the lending library requires regular patrons who are juveniles to have an adult signature, then the CLC juvenile borrower must have an adult signature on file. [CLC Policy #6](#).

Q6. Can my library be reimbursed for postage costs of returning CLC materials?

A6. When available use the courier to return materials. If your library participates in the self-insurance program, you may apply for reimbursement for the cost of returning materials through the US Postal Service. [CLC Policies #8 and 9](#).

Q7. Is it important for my library to have a property stamp?

A7. Yes. Stamping materials with a property stamp will help identify them as your materials and ensure they get back to you quickly.

Q8. Are materials considered returned when they reach the lending library or when they are returned at another library?

A8. This depends on the policy of the lending library. CLC Policy #6.

Q9. What if I have art or other special materials in my library?

A9. It is better to impose restrictions than not to participate. CLC Policy #4.

Q10. Can public libraries share the name and address of their library patron with another library that is seeking the return of overdue materials?

A10. Yes. Memorandum from Attorney General's Office, Answer #1, p. 17.

Q11. Can a school or college library share the name and address of their library patron with another library that is seeking the return of overdue materials?

A11. Yes, public, school, and college libraries may. Memorandum from Attorney General's Office, Answer #2, p. 17.

Q12. Is there anything in the library law, which precludes one library from limiting service to a library cardholder because that person has overdue materials or fines from another library?

A12. No. Memorandum from Attorney General's Office, Answer #3, p. 17.

Q13. Is it necessary to inform library users or have them sign a form that tells them that their name and address information will be shared with other libraries if library materials are not returned?

A13. No. Memorandum from Attorney General's Office, Answer #4, p. 17.

Q14. Do other states have statewide borrowers cards?

A14. Yes. Colorado is one of many states that have statewide borrower cards.

Q15. My library issues library cards to patrons. May I issue a card to a resident of my jurisdiction even though he/she has a card from another library that participates in CLC? (For instance, a student from my local school)

A15. Yes.

Q16. Can I refuse to lend materials to a patron from another jurisdiction who is unwilling to follow our registration procedures?

A16. Yes. CLC Policy #6.

Q17. When a card is expired is that patron still a valid CLC user?

A17. No. The patron needs to re-register with his/her library. Please be

aware that some library cards do not expire.

Q18. What if a potential CLC patron comes in with a library barcode on a card other than a library card?

A18. Many colleges use the college ID card for identification purposes. Some libraries do not issue cards. Libraries are asked to check the [Directory of Colorado Libraries](#) to verify that a potential patron's library is a CLC participant. Locate the individual library in the directory and look for "CLCP: Colorado Library Card Participant" under the main entry.

Q19. What if a card becomes too full to hold another bar code?

A19. Before adding another bar code, identify if your system will read an existing bar code. If not, issue a second card.

Q20. How does my library withdraw from the program?

A20. A library may withdraw from the CLC program at any time by sending written notification to the Colorado State Library. Please be aware that this action will make your library ineligible for state grants to libraries and for LSTA funding.

Q21. Are CLC borrowers allowed access to electronic resources that the library pays for?

A21. Most vendor contracts restrict usage of their electronic content to a defined library population. Typically, CLC borrowers are allowed access to databases from library computers but should not be permitted remote access. It is the library's responsibility to know what restrictions to access exist in each contract and determine a way to disallow remote access for CLC patrons.