**Workaround for KU Borrowers without their KU Cards**

**Objective:** Make it easier for *KU students, faculty, staff, and affiliates* to check out library materials without their KU Card.

**Library staff requirements to meet objective:**
- Ask first for the KU Card. If the KU Card is not available, seek to confirm identity of the individual by asking for a government issued photo ID (see procedures below).
- Find the correct Voyager record to apply circulation processes.
- Remind the borrower to bring his/her KU Card the next time in order to ensure that the correct Voyager record is used.
- Review the patron record choices carefully to ensure that the correct record is selected.
- Be aware that selecting the incorrect record can result in items checked out to the wrong borrower or to the correct borrower on a record from which the person cannot renew the items online.

**Borrower requirements:**
- The borrower without his/her KU Card must be prepared to present a government issued photo ID: driver’s license, state photo ID, passport, military ID.
- Participate in the processes required to confirm a current connection in University records.

**Procedure:**
- If the person cannot provide his/her KU Card, ask first if the person is a currently enrolled student, a currently employed faculty or staff member, or a KU affiliate.
- If the answer is yes, ask the person to help you confirm their identity by presenting a government issued photo ID such as a driver’s license, state photo ID, passport, military ID. This expectation conforms with the KU Card Center's identification requirements.
- Find Voyager patron record and confirm match by asking the borrower questions about the information in his/her record such as the address, other items checked out, etc. Students are usually able to tell you their 7-digit student number, recorded in Voyager as the Institution ID with an S suffix.
- If there are problems in selecting the correct Voyager record, ask the person to log in to My Account so that you can see his/her name as it appears in Voyager. This login can take place through the Library Catalog or via the Kyoub portal.
- Check out library materials presented.
- Before checking out items, offer to print individual receipts as you check out the items or to print an inventory after the checkout process is completed. The inventory will allow the borrower to review the items checked out on his/her library record.
- If the borrower cannot be authenticated, offer to place the items on the 24-hour hold shelf and ask the person to return with the KU Card.
- *This procedure assumes the person is a current KU borrower.* If it seems apparent the person may not be a current borrower, the circulation operator will be expected to apply appropriate processes to determine the eligibility status of the borrower. For example, start by determining if the person is currently enrolled or employed with KU.