Removing Austin's City Limits: How We Expanded Access to Underrepresented Communities & Areas

Texas Library Association | February 13, 2024

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About us:

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Agenda

• Background and Overview of APL
• Enhanced Library Card (ELC) Pilot Initiatives
• Current and Future Opportunities
• Q & A
Library’s Vision, Mission and Goals

**MISSION:**
Inspiring ALL to Discover, Learn, and Create!

**VISION:**
A model of Equity, Inclusion, Access, and Diversity!

**STRATEGIC PRIORITIES**
- 01 Provide community-centric programs and services
- 02 Design and develop spaces for community connections
- 03 Foster stakeholder relationships
- 04 Expand library access
- 05 Engage staff
About Austin Public Library

• Central Library
• 20 community branches
• Austin History Center
• Recycle Reads Bookstore
Types of library cards @ APL

• ELC is a library card with your name and photo that could possibly be used as an alternate ID with certain community organizations & COA departments

• ELC can be used to access resources that are available to library card holders* – this includes books, DVDs and other physical materials in our collection, as well as our various electronic resources (such as e-books, databases, and more) *depending on type of profile

• Get a Library Card | Austin Public Library (austintexas.gov)
ELC Pilot, Phase 1

- Collaboration w. COA's Equity Office
- Researched other ELC initiatives from peer library systems & TSLAC
- Initial support w. budget of $11,500 for supplies / no additional FTEs
- Connection w. Workforce Solutions within pilot branch
- Expansion of acceptable forms of identification for all types of library cards
- Phase 1 pilot launch date: Monday, May 1, 2023
- Only adults 18+ are eligible for the Enhanced Library Card (various profile types)
Value of ELC

• IDs are essential.
• Often required on applications used for housing, education, healthcare, banking, and social services.
• ELC serve as an alternate form of photo ID for residents, offering support to those facing systemic barriers.
Community Support and Collaboration

- Primary partner - City of Austin's Equity & Inclusion Office
- In partnership, APL & Equity Office gathered community support and facilitated the design of a pilot program.
- The ELC Pilot Program is sponsored by Council Member Vanessa Fuentes, District 2 and received support and co-sponsorship from council.
- The program has also received support from many city departments and community organizations.
Community Support for ELC Program

City Departments
- Austin Police Department
- Austin Energy
- Austin Public Health
- Austin Municipal Court (for services that do not require a state-issued ID by state.)
- Austin Parks & Recreation
- Downtown Austin Community Court
- The Resilience Office
- Austin Animal Center
- Watershed Protection Department

Community Organizations
- Central Health
- Ending Community Homelessness Coalition (ECHO)
- Foundation Communities
- Integral Care
- Lifeworks
- Sunrise Navigation Center
- Young Women’s Christian Association (YWCA) Greater Austin

Partner Organizations
- American Gateways
- Austin Asian Community Health Initiative
- Go Austin Vamos Austin
- Girasol Texas
- Grassroots Leadership
- Todos Juntos Learning Center
- Truc Viet
- Workers Defense Project

Commitments as of May 03, 2023
How it is being used in the community

• May be used as a secondary form of identification for banking purposes.
• Assisting individuals in obtaining state-issued ID cards by serving as interim identification.
• Providing a convenient alternative to carrying passports for identification purposes.
• Supporting social service applications such as the Medical Access Program and WIC.
• Providing official documentation with preferred names and photos, offering validation and recognition, especially valuable for individuals navigating gender identity confirmation processes.
• Facilitating borrowing of books and other resources from the library.
Scope of the Project: Phase 1

• 3 branches: Little Walnut Creek (District 4), St. John (District 4), and Southeast (District 2) branches

• Chosen based on community need, proximity & ease to access via public transportation, geographic location

• Technical Requirements: initial equipment, printer supplies, staff training and setup

• Uniqueness of each branch location
Scope of the Project: Phase 2

• Expansion into 6 more branches: Cepeda (District 3), Central (District 9), Menchaca (District 5), Milwood (District 7), Ruiz (District 3), Terrazas (District 3)
• Transition to a new model of printer
• Updated card template
Updated Procedures

• Expansion of accepted documentation to prove identity & residency—same for all card types
• Staff training documentation
  • SirsiDynix printing procedures
  • Best Practices to take a photo
  • Staff FAQ

APL Customer Facing FAQ
What is on the Enhanced Library Card

ID cards include photo, chosen/preferred name, legal name, address, and date of birth, library card number, expiration date. Updated ELC card template as of: October 2023
By the Numbers

Enhanced Cards by Home Branch
- Carver Branch
- Central Library
- Cepeda Branch
- Howson Branch
- Little Walnut Creek Branch
- Minwood Branch
- Menchaca Road Branch
- North Village Branch
- Hampton Branch at Oak Hill
- Old Quarry Branch
- Pleasant Hill Branch
- Ruiz Branch
- Southeast Branch

Enhanced Cards by User Profile
- A-COA-NR
- A-GROUP
- A-NR
- A-NR-CT
- A-RE
- A-TEMP
- A-TEX
- A-VIRT-NR
- A-VIRTUAL
- OTHER
- LOSTCARD
- PR-CARD
- Y-RE
- Y-STUDENT
Outreach Efforts

Approximately 5% of total ELC cards have been issued at outreach events. (2,945 total as of 2/12).

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What’s Next?

- Reviews & adjustments are continuously being made as needed
- Additional funds have been allocated for the Phase 2 expansion in 2024
- Intake of feedback from community & library staff
In the news

KUT · 8d

**Austin Public Library offers ‘enhanced’ library cards for Austinites who need photo IDs**

Anyone can get a card, but they’re primarily intended for those who can’t obtain other forms of valid ID, including some people ...

Community Impact Newspaper · 6d

**Austin Public Library launches library card program that can double as photo ID**

Austin Public Library has initiated a pilot program for enhanced library cards that can double as photo identification. The ...

San Antonio Express-News · 8d

**Austin is following in S.A.’s footsteps by offering library cards that double as valid IDs**

On Monday, the Austin Public Library launched a pilot program for ... Austin City Council Member Vanessa Fuentes introduced a budget amendment for the current fiscal year dedicating $12,000 ...

KVUE

**Austin Public Library’s new photo ID cards are a hit among the city’s vulnerable populations**

Austin Public Library’s new photo ID cards are a hit among the city’s vulnerable populations. The program helps immigrants, unhoused people and...

May 25, 2023
Thank you!

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