

## Buffalo State ID Card Production and Distribution

<b>Service Category</b>	Administrative and Business
<b>Service Name</b>	Commerce Management
<b>Service Offering Title</b>	Buffalo State ID Card Production and Distribution
<b>Service Offering Description</b>	Provide and support process for the creation and distribution of college ID cards.
<b>Standard Service Features</b>	Online, in person, and replacement student ID production and distribution.
<b>Optional Service Features</b>	Create custom ID card designs based on special requests and input from campus departments/programs.
<b>Service Pricing (if applicable)</b>	Initial Buffalo State ID cards are free. Lost/Stolen ID replacement cost for Buffalo State faculty/staff/students - \$15.00. Custom ID cards production cost - \$5.00 per card/\$10.00 replacement cost.
<b>Service Billing (if applicable)</b>	Faculty/Staff/Students will be billed \$15.00 for lost/stolen ID card replacement. This fee can be paid up front or added to the patron's account for future billing/payment.  Departments/campus programs will be billed for cost of custom card production. Journal transfer from department to library IFR.
<b>Service Owner/Team</b>	TechSupp
<b>Service Roles/Responsibilities</b>	<p>Technology Support Services Produce and distribute Buffalo State ID Cards Library: Collect fees for lost/stolen transit passes</p> <p>OLA between TSS and Library - Information Commons supervisor will ensure:</p> <ul style="list-style-type: none"> <li>• Order necessary card stock.</li> <li>• Request service from outside vendors.</li> <li>• Request service from internal service stakeholders.</li> <li>• Determine maintenance/upgrade timing and scheduling.</li> <li>• Create custom ID cards as requested.</li> <li>• Collect replacement fees and department and special program fees charges for custom ID creation.</li> <li>• Hire/train student workers.</li> <li>• Establish and manage workflows and additional points of service for ID creation and distribution during orientations and first weeks of the semesters.</li> </ul> <p>OLA btw Library and TSS to provide College ID eligibility and registration field Banner INB procedure</p> <p>OLA between TSS, EDA and Library to ensure carding database consistency with Banner</p> <p>OLA btw Library and TSS actual ID center / software that produces card design</p>

<b>Service Hours of Availability</b>	This service is available when the library is open <a href="http://library.buffalostate.edu/home/hours">http://library.buffalostate.edu/home/hours</a>
<b>Service Special Considerations</b>	<ul style="list-style-type: none"> <li>• Online requests for ID cards will be accepted up to three business days prior to the beginning of the semester.</li> <li>• Requests for custom ID cards will be accepted two weeks prior to the event.</li> <li>• Special requests (exceptions) for faculty/staff/other ID cards must be accompanied by a signed letter from the requester's department head on Buffalo State letterhead. The letter must include inclusive date(s) of employment.</li> <li>• Requests from University Police for copies of ID card photos must be accompanied by an official request letter.</li> </ul> <p>A valid photo ID (driver's license, passport, etc.) must be shown to obtain the card. ID cards are available at the Circulation Desk, lower lobby of E. H. Butler Library.</p>
<b>How to Request Service and/or Support</b>	In person: library's circulation desk Online: <a href="https://buffalostate.wufoo.com/forms/bengal-id-card-request-form/">https://buffalostate.wufoo.com/forms/bengal-id-card-request-form/</a> and the ID card will be mailed to your home address. To prevent identity theft and fraud, it is requested that a secondary form of photo identification that contains your address (e.g., scan of your driver's license, learner permit, etc.) be attached to the online form.
<b>Service Audience</b>	Staff;Faculty;Students
<b>Service Level Agreement</b>	
<b>Request Turnaround Time</b>	<ul style="list-style-type: none"> <li>• In-person: Immediate if all needed patron information is correct.</li> <li>• Online: 24 hours</li> <li>• Custom ID card creation: two week notice is required.</li> </ul>
<b>Service Support Options</b>	<ul style="list-style-type: none"> <li>• Service agreements with outside vendor(s) must articulate critical nature of immediate service provision during orientations and first weeks of the semesters.</li> <li>• Additional points of service for ID creation and distribution may be established during orientations and first weeks of the semesters.</li> </ul>
<b>Incident Resolution Time</b>	One business day.
<b>Service Availability</b>	<ul style="list-style-type: none"> <li>• Downtime not appropriate during orientation weeks and first weeks of the semesters.</li> <li>• Service regularly available throughout the calendar year.</li> </ul>
<b>Maintenance Windows</b>	Two days maximum during summer/semester breaks.
<b>Maintenance and Outage Notifications</b>	Signs posted at the Library circulation desk and ID card window will include approximate time of reopening.
<b>Service Security Requirements and Considerations</b>	<ul style="list-style-type: none"> <li>• Security of patron photo database</li> <li>• Only trained employees produce ID cards.</li> <li>• Valid photo ID required before ID card distributed.</li> <li>• Official letter of employment required for special patron status ID card.</li> </ul>
<b>Performance Metrics Review and Reporting</b>	<ul style="list-style-type: none"> <li>• 95% of incoming freshmen will receive their Buffalo State ID card by the end of the first week of each semester.</li> <li>• Number of ID cards produced will be reported at the end of the first week of each orientation and every month thereafter.</li> </ul>
<b>Relevant Institutional Policies</b>	