

C. SCLS GUIDELINES FOR REGISTERING PATRONS (last revised 6/2023)

SCLS has developed guidelines for patron registration procedures, to ensure consistency within the System, within LINKcat libraries and within non-LINKcat libraries. These guidelines will assist libraries in dealing with registration of patrons other than those who reside within the taxing jurisdiction of their library. ~~In January 1999, PLAC (now the SCLS Administrative Council) adopted the following guidelines for registering patrons from other libraries.~~ All SCLS libraries should follow these guidelines when registering patrons.

These guidelines have been developed in an effort to standardize library card registration procedures throughout the system. They are intended to facilitate the acceptance of library card registration forms from one another's patrons. As such, they should be regarded as minimum standards which don't supersede stricter local standards. A common registration form, available in English and Spanish, is provided for use in all libraries.

DEFINITIONS:

SCLS – South Central Library System

LINKcat libraries – term used to describe the group of libraries sharing the Bibliovation ILS.

LINKcat - the public name of the shared Bibliovation software and Public Access Catalog (PAC)/Discovery Layer.

Non-LINKcat libraries – term to describe libraries not part of the Bibliovation ILS database.

ILS – Integrated Library System – software used by libraries for circulation, cataloging, online catalog, serials and acquisitions.

The following guidelines should be considered basic precepts for SCLS library card registration:

- a. Libraries should provide patrons with cards rather than keeping cards on file at the library.
 - b. SCLS library patrons should have only one library card/account per ILS.
 - c. Non-SCLS library patrons can be registered according to these guidelines.
 - d. LINKcat libraries should follow LINKcat procedures when registering patrons in the Bibliovation database. For LINKcat libraries, a library of residence is defined as the library in the municipality in which the patron has a legal place of residence.
 - e. Ask if the patron has previously had a library card. **Regardless of their answer, search the database for their name and birthdate.**
 - f. **We highly recommend that you follow the guidelines for "Entry format for patron records in this Section of the Circulation Manual, Part B (1) (p. 6).**
- Procedures for accepting adult registrations (~~18 and over~~):
 - If the patron wants to check out materials at the time of registration, a photo ID and proof of address must be furnished.
 - ~~If the patron does not have proof of address, they may not be allowed to check out materials at the time of registration. The library card may be mailed to the address given by the patron, based on local library policy. This will serve as verification of the address.~~

- If the patron does not have proof of address, the library card may be mailed to the address given by the patron, based on local library policy. This will serve as verification of the address. Checkout of materials prior to address verification is a local library decision.

Below are listed several forms of acceptable identification, varying in their validity for verifying name and/or address. Remember: A Photo ID of some sort is required.

Acceptable forms of ID for verifying name and/or address:

Acceptable documents for verifying name and/or address, in either hard-copy or digital format, include but are not limited to the following:

Type of ID	Valid for Name	Valid for Address
current Driver's license	yes	yes
current State ID card	yes	yes
current Military ID with photo	yes	yes
current Student ID with photo	yes	no
current Permanent Resident card	yes	yes
current Employer ID with photo	yes	no
current Credit card with photo	yes	no
Hunting or fishing license	no	yes
Checkbook	no	yes
Utility bill/Bank statement/Insurance paperwork	no	yes
Mail at current address; postmarked within 30 days.	no	yes
Current lease or mortgage	no	yes

- Procedures for accepting juvenile and young adult registrations:
 - If an applicant is considered a juvenile per local library policy, a parent or legal guardian identification and signature may be required.
 - LINKcat policy is one library card per patron, regardless of age.

- **Remember**, a library staff member should search the patron database for the patron's name (including previous names), using a variety of spellings, to avoid adding a duplicate record. ~~Ask if they have ever previously had a library card.~~
- After the patron has completed the registration form and is still at the registration desk, library staff should confirm that all required data (name, address, birthdate) has been filled in and that the data matches the information on the photo ID. Verify their email address (if submitted) and assign them a PIN if they do not have a 4 digit numeric number they want to use. *(Currently the birthdate is not a required field **in the patron record. We highly recommend that you enter it as an additional unique identifier.**)
- A registration form for an individual should be sent to the patron's library of residence, which is based on their legal place of residence and/or their PSTAT. A registration form for an organization (teacher, school, business) should be sent to the library in the municipality in which the organization is located.
 - When the registration form is received at the library of residence, staff should research the patron database to confirm that the new record is not a duplicate.
 - **Staff at the receiving library have the option to either confirm the information on the application with the record created or can dispose of the application according to their local library policy.**
 - The PSTAT for an organizational record, like a card for a teacher at a school, should be based on the municipality in which the organization is located.
- ~~If a patron reports an address or name change, have the patron complete a new registration form, noting the former name and/or address and barcode number on the registration form. This information may then be entered immediately into the Bibliovation database. The form should be marked "CHANGE" and sent to the patron's library of residence.~~
- ~~If a patron reports a lost card, mark their patron record to reflect this, and a new registration form should be completed. A replacement cost may be charged and collected at that time. The form should be marked "LOST CARD" and sent to the patron's library of residence. Bibliovation libraries can mark the barcode "Lost" in the patron database. The CSS is still discussing whether this procedure is necessary.~~

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