

## CSS Best Practices meeting

*Discussion regarding best practices for online WEB Use Only card registration.*

Applying the WEB Use ONLY patron category to an account does not allow (physical) checkouts and does not allow the user to place holds in LINKcat. Patrons can use this type of card to access digital content only – including specific databases at specific libraries. The expiration for this patron for this category defaults to 12 months but libraries can (usually) select a shorter period as needed. You will need a street address in order to enter a valid PSTAT.

These are manual patron registration options – libraries are not allowed to generate online registration forms that access Bibliovation for a real-time duplicate record check.

- MID form – offering extended expiration date during closure?
- MCM form
- Emailed request with copy of ID (MCF)
- Phone registration

*Discussion regarding best practices for checking in materials in the library while closed to the public, including trapping holds.*

Some libraries have staff working in library and providing limited services to their patrons. They are checking in items and, if trapped for a hold elsewhere, are confirming the hold and placing it in a bin preparatory to delivery start up. This will reduce the need for a second checkin to trap the hold when we are able to send the item in transit.

Pros and cons

Handling returned materials

Leave them sit how long before handling

3 days

If sooner use clean handling protocol