Patron Registration Procedures

Contents

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Patron Registration Procedures

Issuing a new OWLSnet borrowers' card

A library may issue a new OWLSnet borrowers' card to any eligible Wisconsin resident (please see Eligibility statement below) who does not already have an OWLSnet library card AND

1. Resides in municipality directly served by the library
   OR
2. Intends to make this their primary OWLSnet library

A form of identification and proof of address are required. Library staff are responsible for making sure that patrons do not receive duplicate library cards. It is OWLSnet policy that patrons can only be assigned one card, and each card must be assigned to only one person. If a patron wishes to change their home agency because they've moved or will be changing their primary library, they must re-register at their new home agency (please see Home Agency Change for details).

Eligibility

Any resident of, or owner of property in, the Outagamie Waupaca Library System (OWLS) area or the Nicolet Federated Library System (NFLS) area is eligible to receive an OWLSnet borrowers' card. This includes residents or owners of property in Brown County, Door County, Florence County, Kewaunee County, Marinette County, Menominee County, Oconto County, Outagamie County, Shawano County, Waupaca County, the City of Appleton in Calumet County, or the City of Appleton in Winnebago County.

Any resident of a Wisconsin public library system that has an intersystem on-site borrowing agreement in effect with either OWLS or NFLS is eligible to receive an OWLSnet borrowers' card. Because all public library systems in Wisconsin have intersystem on-site borrowing agreements with either OWLS or NFLS, all residents of the state are eligible to receive OWLSnet borrowers' cards.

Any OWLSnet library may choose to issue an OWLSnet card to an out-of-state visitor (someone who does not live in or own property in Wisconsin). OWLSnet libraries agree to serve these patrons, but if items are lost or damaged, libraries can bill the patron's home agency. Libraries are not required to give cards to out-of-state patrons.

A school, business, or other organization is eligible to receive an OWLSnet borrowers' card in accordance with the terms and conditions of the OWLSnet Institution Cards Procedure.

Any library that is not a member of OWLSnet that borrows materials from an OWLSnet library is eligible to receive an OWLSnet interlibrary loan borrowers' card.

Duplicate checking

It's important to be thorough when entering a new patron record to prevent patrons from having more than one card. The additional time it takes to search several variations of a name is well worth it.

- Ask if the patron has ever had a card in any area library.

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- Even if they say no, still check to see if the patron already has a card in the system.
- In CARL Connect Staff under "user services" and "new user" type in the patron's information as required. Click "register."
- If the patron uses a nickname that is very different from the name on their identification, go back and search under that name as well.
- By including the patron's birthdate (MM/DD/YYYY) in the search, it is more likely to catch duplicate accounts.

Creating a new patron record

Please note: When creating a new record, if you have made a mistake or need to go back to a field, do so as needed.

- After running the initial search where no duplicates were found, click on "Continue to Registration." Any information you have already entered in for the search will appear in the registration form.

Expiration date

Click on the Expiration date field and a calendar will drop down for you to choose a date. you can also type in the date if you wish. <mark>**An expiration date of up to three years for NFLS and one year for OWLS is required for all cards.**</mark>

Birth Date

Please note: **Birth date is required**. All patrons must supply date of birth to be given a card.

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This will carry over from your initial search with the two-digit month, two-digit day, and four-digit year.

Library Preferred Branch

Enter your library's 5 letter branch code: First letter represents the system (<u>O</u>WLS or <u>N</u>FLS), second letter represents the county, and the last 3 represent the library's old delivery van code.

Library	Code	Library	Code	Library	Code
Algoma	NKALG	Green Earth	NBON2	Oneida	NBONE
Appleton	OOAPL	Hortonville	OOHPL	Peshtigo	NMPES
Baileys Harbor	NDBAI	Iola	OWIVL	Scandinavia	OWSCA
Birnamwood	NSBIR	Kaukauna	OOKAU	Seymour	OOSEY
Black Creek	OOBCL	Kewaunee	NKKEW	Shawano	NSSHA
Bonduel	NSBON	Kimberly	OOKIM	Shiocton	OOSHI
Clintonville	OWCPL	Lakewood	NOLAK	Sister Bay	NDSIS
Coleman-Pound	NMCOL	Lena	NOLEN	Sturgeon Bay	NDSTR
Crivitz	NMCRI	Little Chute	OOLIT	Suring	NOSUR
Egg Harbor	NDEGG	Manawa	OWMAN	Tigerton	NSTIG
Ephraim	NDEPH	Marinette	NMMRT	Washington Island	NDWSH
Fish Creek	NDFIS	Marion	OWMAR	Waupaca	OWWAU
Florence	NFFLO	Mattoon	NSMAT	Wausaukee	NMWAS
Forestville	NDFOR	New London	OWNLP	Weyauwega	OWWEY
Fremont	OWFPL	Niagara	NMNIA	Wittenberg	NSWIT
Gillett	NOGIL	Oconto	NOOCO		
Goodman-Dunbar	NMGOO	Oconto Falls	NOOCF		

Municipality

Please note: Be sure to assign the correct municipality code, as circulation statistics (and often county reimbursements) depend on this data. This is a User Defined Field (UDF) and located under Library Statistics.

The list of patron municipality codes should be consulted when assigning a code to a patron record. Generally, a patron record is assigned the code for the city, village, or town where the patron lives and pays property taxes. However, more specific guidelines have been developed:
1. A resident of the NFLS or OWLS system areas should be assigned the code for the specific jurisdiction where he/she lives.
2. A resident of the NFLS or OWLS system areas who owns multiple dwellings or properties within the NFLS or OWLS system areas should be assigned the municipality for his/her primary domicile.
3. A nonresident of the NFLS or OWLS system areas who owns a dwelling or property within the NFLS or OWLS system areas should be assigned the code for the jurisdiction where he/she owns property.

4. A nonresident of the NFLS or OWLS system areas who does not own property within the NFLS or OWLS system areas should be assigned the code for the jurisdiction where he/she lives, e.g., other Wisconsin counties/systems, other states.

User Card Type

Please follow the OWLSnet User Card Type Procedure in assigning patron types. For more information, see Creating Cards with Specific Patron Types.

User Card Type Procedure Updated on 11/14/2023

Name	Description
Adult	Should be used for most patrons age 18 and above.
Juvenile	Age limit defined locally but should be under age 18.
Juvenile No Internet	Juvenile whose parent or guardian has denied them internet access. Can be updated to Juvenile user type if this changes.
Employee	Used for currently employed library staff.
Community Card	Used by certain libraries for patrons who are limited to a small number of checkouts at a time, to be determined by the library. If your library wishes to use Community Cards and has not in the past, please contact OWLS. Community Cards are only valid at those libraries who have requested them.
Book Club Card	Used for patrons who oversee a book club and need to place holds on multiple items of the same title.
Institution	Used for schools, daycares, businesses, etc. For more information see Institution Cards policy.
Internal	Used for internal library locations such as technical services.
Internet Only	Used for patrons who cannot check out items but have a card for internet purposes only.
Online Registration	Automatically assigned to those accounts that are registered online. These should be updated to regular cards once patrons come in.
Teacher	Used by certain libraries for patrons who need materials for a classroom setting. Must have an account in good standing.
Walking Books	Used for materials checked out to patrons who cannot get to the library.
Display	Used for library requests of items to display within their library.
ILL Other Libraries	Used for non OWLSnet libraries for purposes of ILL through non WISCAT outlets.
ILL WISCAT	Used for non OWLSnet libraries for purposes of ILL via WISCAT.
Display	Used for topic specific items to be displayed at a non-owing library.

Home Agency

Enter your library's 5 letter home agency code. This is a User Defined Field (UDF) and located under Library Statistics. These codes are the same as the Preferred Branch as in the table above.

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The first letter represents the system (OWLS or NFLS), second letter represents the county, and the last 3 represent the library's old delivery van code.

Notice Preference – Opt-in & Notifications

Patrons will receive print notices by default in CARL if they have no email address listed, and if their 'Preferred Address' in Connect ('Which Address' in CARLX) is NOT set to 'None.'

If wanting print notices, it would be best to select 'Do Not Send Email' within the preferences. If you select 'Opted-out' then patrons will receive no notices in any format.

Once an email has been entered into the record, you can select "send email" from the "Overnight Email Sending" field under "User Settings" if a patron would like to receive email notifications. Under "Opt-In & Notifications" you can also select 'Yes' for notices. If you select No, patrons won't receive any notices of any kind.

Postal Guidelines

The postal addressing guidelines ask for the use of uppercase characters throughout the address with no punctuation. This includes NO period after a middle initial.

Name

- Enter the name and address in **ALL CAPS**.
- The patron's name should be entered into their respective fields: **FIRST, MIDDLE, LAST, SUFFIX**
  - Compound last names should be entered with dashes
    EXAMPLE: MARTIN-ERICKSON
  - Last names with apostrophes can be entered as such.
    EXAMPLE: O'BRIEN

- o Last names with spaces should be entered with the spaces
  EXAMPLE: Van de Hei should be entered as VAN DE HEI
  EXAMPLE: Maria Garcia Rodriguez should be entered as GARCIA RODRIGUEZ
- o First name with two names should be entered with a space
  EXAMPLE: Pa Chia Lee should be entered as PA CHIA in the First Name field
- o Last names beginning with St or Mc or Mac should be entered as is:
  EXAMPLE: St Albins should be entered as ST ALBINS
  EXAMPLE: Mac Duffy should be entered as MAC DUFFY
- o The primary name CAN include JR or SR and should be entered into the Suffix field.
- o If patrons prefer to use a nickname or other name not on their ID, please enter this into the Name field of the account.**

**There is a Legal Name field beneath the Name field in both CARL-X and Connect. Staff can enter legal names here and preferred names into the First Name field.

Address

- The login library's city, state, zip and area code will automatically populate in the patron template but can be updated as needed.
- Use standard abbreviations for the address (AVE, DR, PO BOX, etc.) with no punctuation. See the information on postal abbreviations and information on the next page.
- If a patron's address includes "Upper" or "Lower," add this to the address line.
  EXAMPLE: 123 MAIN ST UPPER
- If a patron has multiple addresses, use a Secondary Address field by checking the Secondary Address box. Under User Settings, "Preferred Address", please select the address where they would like to receive their mail.

PO Box

- If a patron has a PO Box, **a street address is also required**. Follow the procedure above for entering multiple addresses.
- Make sure the PO Box is marked as the "Preferred Address" under "User Settings". This is where mail will be sent to.

Standard postal abbreviations:

#APT/LOT	Apartment/Lot
BLVD	Boulevard
CIR	Circle
CT	Court
CTY	County
DR	Drive
HWY	Highway
LN	Lane
PL	Place
PO	Post Office, i.e. PO BOX
RD	Road
ST	Street
TER	Terrace
TRL	Trail

Email address

- Enter the email address in lowercase characters.

Driver's License Number

- **DO NOT** add driver's license numbers to any account, or SS #, Passport #, school ID #, or any other kind of identifying numbers! If you do see any, please remove them.

Creating cards with specific patron types
Adult cards
No special procedures

Juvenile cards
Adding a parent/guardian to juvenile accounts is required*. To add a parent to the account, use the Sponsor Address. Check the "secondary address" box under "Address Information." Under "User Settings" change the "Preferred address" drop down box to "Sponsor." "Secondary Address" changes to "Sponsor Address" with a field for sponsor name. Enter parent's name and address into this section even if the address is the same as the juvenile's. If local policy requires it, add the parent birthdate to a note field. Please do not add a birthdate after the parent's name. This will cause issues with the bill notices. *Staff do NOT have to add parent/guardian info to the Sponsor field. They can add this to a Note if they prefer. **See 'Juvenile No Internet' card type for those not allowed access the internet.

Juvenile No Internet cards
Juvenile No Internet cards are to be used for those patrons who are not allowed to use the internet per their guardians. Follow the same guidelines as Juvenile cards.

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Community cards

Community cards are currently only in use at Appleton, Ephraim, Shawano, Marinette, Oconto, Oconto Falls, Waupaca, and Sturgeon Bay. Community cards will only work at those libraries. Community cards have a lower limit of checkouts, holds and renewals per patron (determined by the library).

Employee cards

Employee cards should follow all procedures for creating standard patron cards, including the expiration date, birthdate, and employee address. Currently, employee cards do not accrue fines; however, employees are expected to follow all OWLSnet policies and procedures as well as adhere to their local library policies. Employees are expected to return materials on time. Note: Items used for library purposes must be checked out on *Internal* cards, not Employee cards.

ILL cards

Loans to non-OWLSnet libraries are considered Interlibrary Loans. ILL cards are issued to any libraries that wish to borrow materials from any OWLSnet library. An address is required, and the name should be entered in the following format:
- FIRST NAME: NEW AUBURN HIGH SCHOOL (HS)
- LAST NAME: LIBRARY

Internal Cards

Internal cards are used for internal library locations such as technical services or test accounts. Internal cards should include the library's full address as well as an expiration date of three years or less. The name should be entered in the following format:
- FIRST NAME: NEW AUBURN PUBLIC LIBRARY
- LAST NAME: TECH SERVICES DEPT
  - The word "Public" is optional
  - Add the department name. If none, include "INTERNAL USE."
  - Feel free to add more information to a note field
- Note: Items used for employee's personal use should be checked out on *Employee* cards, not Internal cards.

Institution cards
Institution Cards Procedure Created on 1/19/2007

OWLSnet libraries may issue Institution cards to schools, businesses, and other organizations, but not other libraries. Individual libraries can determine if these cards accrue fines, but the institution is responsible for any lost or damaged material. OWLSnet libraries may choose to issue Institution cards under the following conditions:

1. The President, Director, Principal, or individual with signing authority for the institution must sign for the card, agreeing that the institution accepts responsibility for all materials checked out on the card.
2. The card should be given an expiration date of one year from the date the card is issued. When this card expires, the President, Director, Principal, or signing authority should sign for the card again in order for the card to remain valid.
3. The use of the card must be for materials which support the institution and not for personal needs.
4. Bills for any materials checked out on the Institution card must be sent directly to the Institution.
5. When entering data for the Institution card, please use the following procedures:
    a. Enter the name of the Institution in the name field.
    b. Enter the address of the Institution in the address field.
    c. Enter the name of the person who has signed for the card in a note field, along with their title.

Internet only cards
These cards are only eligible to use the Internet. Generally, a patron is issued an Internet only card because they only want to use the Internet. Patrons are not allowed to have a regular card and an Internet only card – only one card may be issued per person. These cards will work for online resources such as: OverDrive, Hoopla, databases, etc.

Walking books
Walking books cards are used for the homebound. In some libraries, the card is assigned to the name and address of the homebound patron, and staff or volunteers select and deliver books. In other libraries, the card is assigned to the staff or volunteer who delivers the books, often to multiple patrons. Walking books cards do not receive fines.

Editing patron records in CARL Connect Staff

After you have entered information in all fields, you can return to any field and edit the information.

Patron Record Update Form

Whenever changes are made to a patron record that was created by another library, use the *Patron Record Update* form located on the OWLSnet Circulation webpage, to inform the other library.

Inserting a Staff Note in a record

- Under "Staff Notes" click on "add a note."
- In CARL Connect Staff, only a Standard Note can be added. Urgent notes can be added in CARL-X Client.
- Insert your note and click "save note."
- Notes no longer needed can be removed by clicking the "X" on any note.

Lost Cards

Replacement Card

This field in CARL Connect Staff under Library Statistics is to keep track of how many replacement cards a patron has, the initials and library who issued the replacement, and the date of the last card issued. For example, if a patron is on their 3rd replacement card on 9/1, this field would show "#3 MK/OWLS 9/1/20". Please update this with each new replacement card by removing the previous note and adding the new one with current information. Staff can enter the old barcode(s) into a Note for historical purposes.

Replacement Fee

There is an optional $3.00 charge for a lost/damaged OWLSnet card. Libraries may decide to provide a first replacement card for free. If a card needs replacement because of defect, normal wear, or the patron wishes to replace an older card with an InfoSoup card, there is no charge.

Lost card procedure

- If a patron loses a library card and needs a replacement, call up the patron record and scan in the new barcode in the User ID field.
- Then locate the Library Statistics section.
- Within the Replace Card field, type in the number (1,2,3,etc...) in which this replacement card is. Then include your initials, library branch and date as such:
    - #1 MK/OWLS 08/11/2020
- Every time a replacement card is given, please update this field to the appropriate card number and staff information.
    - #2 AL/OWLS 08/12/2020
    - #3 LK/OWLS 08/13/2020
- Old library card numbers can be added to this field OR a Note.
- Click Save Information.

library statistics		
HOME AGENCY	**MUNICIPALITY**	**SCHOOL**
OOAPL	Appleton (city) Outagamie Cty	Select Here
COUNTY	**REPLACE CARD**	**CAMPAIGN**
Outagamie County	1 MK/OWLS 08/11/20	

- If it is your library's policy to give a free card, then please do so. If local policy warrants it, add a note field indicating a free card was given on the current date.

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Renewing Cards for your Home Agency
At each expiration, verify all information. Record any changes to the patron's record and renew the card to the next expiration date. Edit the paper copy according to your library's procedures. Collect digital signatures if your library does so. This is a good time to tell patrons about overdue materials and fines on their account.

Renewing Cards for Another Home Agency
If you are renewing a card for another agency, verify all information. Renew card according to the standard renewal period for your library. Fill out the online [Patron Update Form](#) and send it to the patron's home agency. (The home agency may change the renewal to their standard renewal period once they receive the Patron Record Update form.) This is a good time to tell patrons about overdue materials and fines on their account.

Address Changes

Take current address information from the patron and update the record accordingly. Make sure to update/verify the Municipality under Library Statistics. If you are updating an address for another agency, fill out the online [Patron Update Form](#) and route to the home agency.

Home Agency Change

Libraries must assign patron's home agency to their own library. If a patron wishes to change home agencies, they must re-register at the new home agency. If you are the correct home agency library, ask the patron to complete an OWLSnet registration form, if relevant, to begin the patron registration process. A form of identification and proof of address is required.

Note: Do not change the home agency of a patron whose account has been sent to a collection agency.

When a patron requests a home agency change, a library may require a patron to re-register at their library under the following circumstances:
1. Patron is using the library where they reside but is registered at a different home agency (usually this will occur when they move).
2. Patron is exclusively using a library (which is not the library where they reside) but is registered at the library where they reside.

Note: Patron blocks (total number of holds, checkouts, and checkouts of media) are determined by home agency.

Note: Only staff can change the User Defined Field of Home Agency, while patrons can change the Library/Preferred Branch. These do not have to match in CARL but OWLSnet recommends they do.

Unless the patron's name has changed, they can keep their old card. Change the home agency and Branch only if that is a preference the patron wants. If the patron has moved, make sure you

change the municipality code, as well as the address. Inform the previous home agency library using the online Patron Update Form.
Note: If the patron's OWLSnet card is in good condition, the barcode may be reused. On the Patron Update Form, enter the barcode as both the old and new/current barcode. Note that the barcode is being reused.

Name Changes

If it is local policy to fill out a new registration form, have the patron do so. Otherwise, update the name in CARL and local registration if applicable.

If the patron wants to keep their original card, have them fill out a new registration form. Add the new name on the account. Add a note field for any additional information, as needed. Reminder: Note fields are not searchable.

Mail Returned

If a mailed notice is returned, the library (who may not be the home agency) should put an Urgent Note (to be done in CARL-X) on the patron's record indicating "Mail Returned" and insert the following text in the first line of the address field AFTER the address:
*** MAIL RETURNED ***

Replace the zip code with 99999. Save the record.

If there is additional information, please put it in a note on the record with the date and your initials. The next library to check out to the patron should verify and correct the patron's address and municipality, remove the Urgent Note, and send a patron update form to the home agency.

Questions and Answers

Q: What is the difference between "Home Agency" and "Preferred Branch?"

A: Within a patron record there is a User Defined Field (UDF) "Home Agency" used for statistical purposes. Mainly for where the patron registered at. This is used for annual report data and UMS reports. Only staff can edit this. The "Preferred Branch" field is used to indicate the patron's preference for hold pickups. Patrons can edit this on their own in InfoSoup.

Q: Can staff at one library persuade a patron to change the Home Agency UDF?
A: No, staff should not persuade patrons to change their home agency. The Home Agency UDF is used to indicate where the patron registered at. This field should not be changed unless a patron is re-registering at a new agency. The Preferred Branch field is either the library that the patron uses the most, or the library where the patron resides. Staff may require a patron to re-register under certain prescribed circumstances.

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Q: What is the consequence of changing the Home Agency UDF?
A: The Home Agency UDF is used to authenticate online resources. Changing this may alter which resources a patron can access. Also, the Home Agency UDF is used for annual report data and UMS reports, this should not be tampered with freely.

Q: Will it change my library's circulation statistics?
A: Possibly. Checkouts and renewals are assigned to the transacting agency, so it wouldn't make a difference in circulation statistics if the Home Agency UDF was changed. As time goes on and more is learned about CARL, OWLS staff will update as appropriate.

Q: Can libraries change the patron's home agency for other OWLSnet libraries?
A: No. The consortium has agreed that the patron has to register at the home agency library. Patron registration procedures may vary slightly from library to library, such as expiration dates.

Q: Can libraries check out to registered patrons that require a home agency change?
A: Yes. Place a stop on the patron's card and create a note that the patron is required to reregister at a new home agency library. Inform the patron to reregister at their library of choice.

Merging patron records – Only done in CARL Connect Staff

Only the home agency should merge patron records. If one of the patron records has a different home agency, please contact that library before merging.

- To merge patrons, locate the Primary account by searching in "Merge Users" in User Services.
- Select the patron record you want to **keep**.
- Next, either select another patron from the same list, OR search for a new patron.
- Once you've selected the two accounts, verify the information within the record. You can make edits to the primary user account if needed.
- Once all information has been confirmed, click "merge users."

Deleting Patron Records

Only the home agency library may delete a patron record. Patron records with outstanding transactions may not be deleted. Outstanding transactions must be cleared before deleting. Patrons who are restricted or banned should not be deleted from the database. Place a Block on the card and an explanation in the Notes.

Note: Deleting patron records requires director/supervisor level authorization.
- Open up the patron record and click "delete patron."
- You will receive a confirmation that you want to delete the patron record and if you'd like to proceed. Click "continue" and the patron will be deleted.

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