

## Self-Service Library Card Registration

November 8, 2006

Customers will soon be able to complete their library card application online using the new Self-Service Registration at any of our Community Libraries. The new system will be rolled out on Saturday, November 11 at the new Hercules Library.

Once implemented, Self-Service Registration can be accessed from any of the catalog only PCs. This registration system uses programming already in use for Library e-Cards, with a few adjustments to accommodate in-house use.

Staff will be available to direct customers to this new system, answer questions, verify ID and address information from their documents, and issue library cards.

Please review the FAQs below for these details.

### **Q. Is Self-Service Registration only available to Contra Costa County residents?**

No. This new service is available to any California resident.

### **Q: How does Self-Service Registration work?**

The customer visits the registration Web page from any catalog only PC, reads the requirements, and completes the registration form. The registration is processed when all required information is entered and after they have read and accepted the Statement of Responsibility by clicking the Submit Form button.

This data is uploaded into the Library's borrower files in CARL.Circulation and assigns the customer a temporary self-service card number. The customer will not receive email or paper mailings.

### **Q: How will I be able to identify these registrations within Carl.Solutions Circulation?**

Borrowers will be entered into CARL.Solutions Circulation system with a borrower type of Self-Service Registration. This status will remain in place until a customer presents address verification and positive identification, as is the current procedure for the issuance of library cards.

## **Q: What steps will staff have to take to issue Library Card?**

Before issuing a library card, staff should:

- Determine if the customer already has a library card
- Advise borrowers of any outstanding transactions on a pre-existing card. Cards should be merged when appropriate
- Verify the customer's true birth date, address information and California Driver's License or ID from identification document(s)
- Update the card to reflect the correct borrower type (change Self-Service Registration to PATRON or INSTITUTION)
- Remove duplicate card note if appropriate
- Replace the temporary self-service card number in the borrower record with the barcode from the physical card.
- Ask the customer to sign the back of the library card
- Obtain their parent or guardian's signature on Library Form 3.01 (f) if under 13.

All of the customer's holds and account information will transfer automatically to the new library card number.

## **Q: Will this registration expire?**

The registration is valid for 14 days. This time frame offers a window for customers to return to a library if they did not bring picture ID or proof of address on their initial visit.

## **Q: Why are we offering this service?**

In-house use of the online library card registration system compliments our recent move to a one-desk service model at some Community Libraries. Virtual Library staff is also reviewing the ability to use this service on a laptop to process library card applications online for school groups and other community outreach visits. Both of these services promote the Countywide goals of offering new self-services and easing the burden of staff for these processes.