

OWLSnet Patron Registration Committee Meeting
Outagamie Waupaca Library System
April 3, 2008

Present: Brian Kopetsy, APL; Kathy Mitchell, CPL; Carolyn Habeck, HPL; Barbara Wentzel, LIT; Ann Hunt, NLP; Laura Jandacek, Rick Krumwiede, Gerri Moeller, OWLS; Mikki Moesch, SHA

1. Call to order

The meeting came to order at 9:30am in the OWLS meeting room.

2. Minutes of the March 5, 2008 meeting

- Brian asked for a correction to the minutes. Appleton's probationary cards allow 4 items at first and their community cards allow 2 items. Minutes stand as corrected.

3. Communication Updates

- Gerri announced the web page has been established and can be found at <http://www.owlsnet.info/project/patronreg/default.asp> This page includes the minutes from previous meetings and a link to ALA recommendations for homeless patrons. The listserv is also up and running.

4. Patron Registration Procedures.

- Gerri handed out a recently developed draft of "Patron Registration Procedures" for the group to review and discuss.
- All WI residents are eligible for an OWLSnet card. Our documented procedures are currently lacking eligibility requirements so it was agreed that there will be an eligibility piece added to this document, which Rick will work on.
- The group decided it is a good idea to incorporate policy goals into the patron registration procedures to aid in training new and old staff members.
- The Duplicate Checking section needs more detail and clarity, Kathy agreed to work on this part of the procedure. Mikki agreed to work on Renewing and Address Change piece of procedures. Gerri agreed to work on Fixed and Variable fields section. Gerri will edit and send out modified draft when updated.
- Walking books, Mail Return, and Merging/Deleting patron records procedures will need to be developed and added to this document.

5. Survey Questions

- Reviewed survey questions from Kathy, additional questions were created. The group agreed these questions should be rephrased so that they are closed ended questions (easier to collect and make conclusions from data). Agreed to send these questions to the director's list and would like a response back from each individual member library.

6. Current Practices Discussion

- Walking book or accounts for the homebound patron. Libraries have different procedures/policies in place for these accounts. Some libraries hold the homebound person responsible for returning materials while others contact the person who physically checked out the materials. Gerri asked if

there should be formal policy documenting “Walking books” accounts. The group agreed they are not problematic accounts, and local libraries may use these differently.

- Internal Cards. Libraries issue, name and register internal cards differently. Rick asked the group if there should be a standard procedure in place for Internal cards. If so, should there be more information (description, use of,) written into the procedures?
- Mikki brought and shared SHA’s current practices with the group.

7. What’s next?

- Gerri will work on editing the patron registration procedures
- Kathy and Mikki will work on designated pieces of patron registration procedures and will send drafts to the listserv when completed.
- Gerri will work on a draft survey

8. The next meeting was set for Tuesday, May 20th in the OWLS meeting room at 9:30 am.

9. The meeting was adjourned at 11:40 am.