

OWLSnet Patron Registration Committee Meeting
Outagamie Waupaca Library System
May 20, 2008

Present: Brian Kopetsky, 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 April 3, 2008 meeting

- Some members don't recall seeing the minutes of the last meeting, the minutes of the last meeting will be re-sent.

3. Patron Registration Procedures

- The group reviewed the drafts of the procedures that Kathy and Mikki redeveloped.
- Rick pointed out it is important to be thorough when issuing a new card. Asking the patron if they have had a previous card in an area library and thorough duplicate searching are essential.
- It was decided that compound names will not be entered using a space, just a dash.(see example: JOHNSON-SMITH)
- Names such as St. Albins, MacDonald and McGregor will be entered using upper and lower case. (see examples: StALBINS, MacDONALD, McGREGOR)
- JR, SR will be added into a second name field when appropriate.
- There was some discussion regarding nicknames, how to enter these and should we capture nickname information on the application? Gerri suggested we may want to revisit the applications we use for registration.
- The committee talked about renewing cards and the proof of address and/or picture ID verification that libraries require. Not all libraries require picture ID when issuing a card.
- Agreed that name changes require new registration.
- The group reviewed the eligibility piece for the patron registration procedures and discussed out-of-state cards and their relationship within the OWLSnet lending policy. The policy states that any OWLSnet library may issue a local library card to an out-of-state resident however not all OWLSnet libraries are required to honor these cards. Gerri suggested OWLS can add a message to all out-of-state cards indicating they are out-of-state patrons. (Note: This was tried, but didn't work, so the messages were removed.)
- The group agreed when renewing a patron's card, it is a good time to inform them of outstanding fines and overdue materials.
- Gerri will add items discussed today to the patron registration procedures.

4. Survey Results

- 32 libraries responded, the group reviewed survey results. Gerri will compile data and create a comprehensive document of survey results.
- The group discussed juvenile cards and minimum age required to obtain a library card and how important this topic is to OWLSnet libraries. Several issues involved in determining minimum age such as interpreting law and legal opinions, definition of an adult card-how do services differ from a juvenile card?
- Do we want a consensus vote to standardize age for adult card?

5. What's next?

- Gerri will update draft of patron registration procedures and send out.
- Gerri will develop and post a comprehensive overview of the survey results.

6. The next meeting was set for Wednesday, June 18th in the OWLS meeting room at 9:30am.

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