Title:	Library Card Registration Procedure
Effective Date:	6-2013
Authorized By:	Library Director
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A. Accepting a new registration
   a. Marathon County Public Library (V-CAT) cards are available free to all residents of Wisconsin. Only one card is needed within the V-CAT system.
      i. Staff must check the database for a previously issued card for all new applications.
         1. Staff should remember to search for maiden names or previous surnames as well as any common nicknames or shortened forms of names.
      ii. If the patron already has an MCPL card a new registration will not be completed.
         1. All information on the old registration must be updated and the library card barcode number replaced as needed.
            a. A $2.00 replacement charge is assessed for a new library card.
            b. If a patron's registration has expired they are entitled to one free library card replacement.
      iii. If the patron already has a V-cat card a new registration will not be completed.
         1. The patron must contact the V-cat library of record to resolve any disputed fines or charges.
         2. All information on the old registration should be updated and the library barcode replaced as needed.
            a. Note: Staff should contact the V-cat library by e-mail if they are changing the home library of the patron or to delete an old barcode number.
   b. Proof of ID must be presented for all new registrations.
      i. Acceptable forms of identification include:
         1. State Driver's License
         2. State Identification
         3. U.S. Passport
         4. U.S. Armed Forces Identification Card
      ii. School IDs are not acceptable forms of identification for new card registration purposes.
      iii. The ID number must be entered into the Driver's License field of the registration.

       iv. Parent or Guardian ID numbers must be entered in the Parent/Guardian field of a juvenile registration.

c. All library card applications must be signed by the patron. Unsigned applications will not be processed. Juvenile applications must be signed by the parent/guardian.

d. Proof of current address must be presented for all new registrations. If the patron does not have proof of current address the registration will not be completed.

       i. If the patron's ID does not provide the current address the following forms of proof of address are acceptable:

              1. A piece of mail, unopened and dated within 30 days

              2. A bank statement, dated within 30 days

              3. Lease/dated within 30 days

       ii. Residents of homeless shelters are allowed to register for a library card providing the requirements for proof of ID and address have been met.

              1. These patrons must be registered as temporary patrons until such time as a permanent address is obtained.

       iii. Patrons with temporary residence in Wisconsin or dual residence in Wisconsin and another location are allowed to register for a temporary library card. Date of expiration for temporary cards shall be 6 months from date of issue. The following conditions must be met: proof of ID, proof of permanent address, proof of temporary address.

              1. These patrons must be registered as temporary patrons.

              2. The permanent address must be entered in the Address 1 field of the registration.

              3. The temporary address must be registered in the Address 2 field of the registration.

e. A parent or guardian must be present to complete a registration for a child under the age of 18.

       i. Staff must search for a record for the parents/guardians before they complete the juvenile registration.

              1. If any parent/guardian has a library card with fines over $10.00 the juvenile registration will not be completed.

       ii. Exceptions to these rules may be made in the case of mentor/school visits (see section D).

f. All library card applications will be scanned and stored digitally for future reference.

B. Required Fields for all Registrations

a. Expiration Date: 2 years from Birthdate; mm/dd/yyyy

b. Gender: m or f; (--) if not specified by patron

    c. Birth Year: see Sierra codes
    d. Birth date: mm/dd/yyyy
    e. Notice Preference: see codes; if this is blank the patron may not receive notices
    f. Patron Code 4 (Township): see codes
    g. Name: Lastname, Firstname MI
    h. Patron Alias: First four letters of last name, first two letters of first name
    i. Address: Number and Street on the first line, City, ST, Zip on the second line
    j. Telephone: must be 10 digits with dashes, if the patron has no phone this may be left blank
    k. Driver's License number: Full DL number or other acceptable ID number, if the Driver's License is from a state other than Wisconsin the state should be indicated in this field on the registration
    l. Barcode: Enter library barcode. MCPL patrons are allowed only one barcode per patron
    m. Pin: last four digits of the phone number
    n. Parent/Guardian (juvenile records only): Parent/Guardian name followed by Parent/Guardian Driver's License or ID number.

C. Online applications
    a. New registration applications are accepted online through the library website.
    b. When the form is submitted by the patron it is sent to the library via e-mail.
    c. A paper copy of the online application will be printed to be scanned and stored digitally for future reference.
    d. Online applications will be processed as they are received by staff at the main desk.
    e. Online applications must follow the same criteria as outlined in sections A and B.
    f. Online applications are processed without entering a barcode number. The barcode will be assigned when the patron comes to the library to pick up their card.
        i. Staff will place a message in the patron record stating that the patron must present ID to pick up their card and that checkout is prohibited until a barcode is assigned.
    g. Patrons are required to present ID to staff in order to pick up a card.

D. School Tour/Mentor Program Registration (Mentor Program examples: Big Brothers/Big Sisters, Boys and Girls Club):
    a. Children may register for library cards in conjunction with a school visit without a parent/guardian present.
    b. Children's department staff is responsible for distributing application packets to interested teachers.

          i. The teachers must return their application packets to the library at least two weeks in advance of the school visit. Mentors can bring it to a visit with the child present.

c. Staff will process the applications from the school prior to the school visit.

d. If the application fails any of the following criteria the application will not be processed.

          i. The child already has a library card.

          ii. The parent/guardian has fines over $10 on an existing card.

          iii. The application is not completed. The following elements are required for all applications:

              1. Parent/guardian name

              2. Parent/guardian Driver's License or ID number

              3. Parent/guardian signature

e. If the application cannot be processed staff will send a letter to the address listed on the application stating the reasons for the rejection of the application.

f. Children who have applied for new cards are limited to two items checked out and are not allowed to check out DVDs.

g. New cards will be mailed to the child's home after the school/mentor visit.

E. Institutional/Group Card

a. An institutional/group library card is issued to all Marathon County organizations that assume responsibility for all borrowed materials. The application must be accompanied by a letter on the letterhead of the organization applying for the card. This letter must state the organization's acceptance of responsibility for all borrowed materials and must be signed by the director/owner or the organization. Generally, these cards are reserved for caregiver organizations, such as nursing and assisted living facilities and not schools. Fines will be incurred for any materials not returned by the due date. Special loan periods can be arranged upon request. These limits need to be determined by a manager.

b. Institution/Group cards are good for one year. To renew an expired institutional/group card, a letter on the letterhead of the organization is required.

c. Adults applying for a new institutional/group card or renewing/replacing an existing card will need to pay all fines owed on their organization's account.

d. Cards will need to be approved by the Wausau Headquarters Management Team.