

Operations Committee Meeting Minutes

A virtual meeting of the Operations Committee was held via GoToMeeting on 9/2/2020 at 9:30 am. The purpose of the meeting was to discuss Patron Self-Registration Planning.

In attendance were: Beth DeMidio (SCP), Jennifer Ferriss (SAR), Erin Gavin (JOH), Sue Groesbeck (JOH), Maggie Hume (CPH), Circe Johnson (GLV), Sue Laing (GLE), Michele Largeteau (JA), Sherry Matthews (LKP), Sharon O'Brien (MVLS), Vicki Plude (FTE), Diane Robinson (JA), Jill Ryder (SALS), Jason Thomson (JA), Paula Weaver (CPH), Kim Zimmer (COB)

Discussion of the proposed Self Registration Form contents

- Instead of “over 5 years old” the wording should be “at least 5 years old”
- Why the ID field is not included on the form
 - the format is difficult for patrons to enter, especially if we accept different types of ID
 - the ID is not a possible duplicate check from the Polaris API
 - staff need to check and verify when the registration is completed
- We should note at the beginning of the form that an email address is required.
- We should ask Quipu if they can confirm self-registration with a text message instead of an email. (In which case we could make it that either email or cell phone with carrier is required.) We asked Quipu on 10/4/20 and the response was: “eCARD does not have text notifications at this time, just email. It is something on the wish list but I have no timeline for this feature yet.”
- There was a discussion about child registrations; we need to find out from Sara and Eric if COPPA (Child Online Privacy Protection Act) applies and what the possibilities are for dealing with COPPA
 - Do we need to prevent self-registration by people under the age of 13?
 - If we allow self-registration of people in that age group, we need to make it clear that a parent or guardian has approved and that they will provide ID at the library.
 - We should also note that registration for a minor child varies by library; please check with your local library for details; registration for a minor will require information from the responsible parent.
- It may be difficult for a patron to choose a Cellular Provider; the error message should say something like: “If you are unsure about your cellular provider, contact the library to select it for you”. If possible, we should add a link to the Help Text for Cellular Provider to freecarrierlookup.com. If the patron is having a problem choosing a Cellular Provider, the form should select “Uncheck this box if this is a Mobile Phone” (remove the Cellular Provider drop down).
- It is a requirement that the form is mobile friendly
- Both home address and mailing address will be validated through Quipu. If the second address cannot be approved, the form should warn the patron (skip 2nd address for now), select “Uncheck this box if your mailing address is different from your home address” and clear the “Mailing Address” fields.
- If it is not possible to self-register, we should link to a page that in turn has a link to each library’s web site. If possible, it would be nice to go straight to the library card policy page or the hours and phone numbers page for each library.

Discussion of IDs that the patron can bring to the library to prove identity

- The NYS benefit ID cards no longer have pictures; should that be a valid document? It was agreed that some kind of picture ID is a requirement to ensure that the person really is who they say they are.

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Discussion of the self-registration acknowledgement to the patron

- The wording from the CPH web site for requirements seems to be good wording for the patron acknowledgement:

You will be required to show photo ID with current address OR photo ID and another document that shows proof of address (i.e. electric bill, car registration, etc.) in order to get your card.

- The Gloversville web site says:

What do I need to bring to get a library card?

Photo ID and verification of current address - utility bill, rent receipt, paystub, checking account, car insurance.

Children under 18 need to be signed up by a parent or guardian who possess those items.

- Refer to library card as your “temporary library card”
- Report the card expiration above everything else
- Change “With your new card you can” to “With your new card you can (offerings vary by library)”; move the offerings vary by library above all of the possibilities.
- Change “complete your registration” to “complete your registration in the library”
- Add something like

To complete your application you must stop at your library and provide proof of address and photo ID. Otherwise this card will expire in 60 days.

- Suggestion from SAR; somewhere on the acknowledgement it should say:

Lending policies vary by library: There may be limits to what you can borrow when you actually visit the library.

Discussion of Registration Completion at the library

- Staff are not sure whether or not they would ask patrons to complete a paper library registration form when they arrive at the library; some might ask the patron to sign a change of address form in order to have a signature on file.
- Could we have a job to remove the “Verify patron data – online registration” block overnight if the patron code is no longer “Self Registered” and the patron has a valid (non PACREG) barcode? (Like the Polaris job that removes the address expiration block.)