RICHMOND VIRGINIA PROCEDURE	SECTION: 5.1.a SUBJECT: Library Card Registration

Adult card registration:
Adult registrants must present proof of residency in the jurisdictions indicated in the Library Card Registration Policy at the time of registration. A current picture identification card with a current address, or a current picture identification card plus another form of identification with the current address, is required for adults. Registration using ID card directly entered into the SIRSI database (not a written library card application) is only used to process adult customers.

Use the following steps to issue a new library card to an **adult customer**:
1. Verify with the customer the address provided is the **current** address (must be street address).

2. Check patron name and Driver's License number in SIRSI.

3. Using the information customer has given, begin entering information:
    a. Go to *Users.*
    b. Then to *User Registration.*
    c. Chose profile for patron.
    d. Scan new library card number
    e. On *Basic Tab* complete the following information:
        I. Name: Last Name Suffix, First and Middle
        II. Alt ID: Enter the Driver's License (with dashes)

    f. On *Demographic Tab* complete the following information:
        I. User Cat1:   Using pull down menu, select the City or County
        II. Birth date: Enter the birth date. Ex. 10/10/2005.

    g. On *Address Tab* complete the following information:
        I. Street: Enter street address. Abbreviate direction and street type.
        II. City and State: Enter the City and State. Ex. Richmond, VA
        III. Zip: Enter Zip Code.
        IV. Phone: Enter telephone number. Ex. (804) 646-4867.
        V. Email: Enter email address.
        VI. County: Enter City or County code.

        If using a PO Box, must provide a street address as secondary. Enter PO Box information in Address1 and the street address in Address 2 section.

    h. On *Extended Info* complete the following information:
        I. Note: Staff person initials.
        II. Birth date: Enter birth date. Ex.10/10/2005

4. Customer signs back of library card in front of staff.

When a minor child with an existing account turns 18:
If a minor turns 18 and has a juvenile account, the new adult may register for a new adult card.

- If the new adult has no outstanding fines/fees on the juvenile card, update the card to show "adult" status.

- If their juvenile account has outstanding fines and fees predating the eighteenth birthday, the new adult may elect to pay the outstanding charges owed. However the fines and fees are legally the responsibility of the parent or guardian of the juvenile account holder, and if the new adult does not wish to pay charges on existing accounts, he/she may still register for a new library account in his/her own name.

    If the new adult has a previous juvenile library card with outstanding charges use the following steps:

    1. Issue an adult card.
    2. Maintain juvenile record.
    3. Add note to juvenile record. "Patron is now registered in the system as an adult." Guardian/Parent is responsible for the fines on this record."

Young Adult Card registration:
Young Adult registrants (ages 14-17) must be accompanied by a parent, guardian or other eligible adult willing to assume responsibility for use of the library card and for payment of fines and lost/damaged materials charges and who has the required identification. A registration card must be completed (front & back) and signed by a parent / guardian.

Use the following steps to issue a new library card to a **young adult customer**:

1. Check young adult patron name in SIRSI. Ask parent or guardian for a valid picture ID and if the address on the ID is correct. If the address on the ID is not correct ask parent/guardian to show something with their name and current address. Complete a registration card with young adult information on front and parent/guardian information on back. Parent/Guardian signs the back of the registration card.

2. Using the registration card, begin entering information.

    a. Go to *Users.*
    b. Then to *User Registration.*
    c. Chose profile for patron.
    d. Scan new library card number.

    e. On *Basic Tab* complete the following information:
        I. Name: Last Name, Suffix, First and Middle

    f. On *Demographic Tab* complete the following information:
        I. User Cat1:   Using pull down menu, select the City or County abbreviation.
        II. Birth date: Enter the birth date. Ex. 10/10/2005.

    g. On *Address Tab* complete the following information:
        I. Care Of: Enter Parent Guardian information. Ex. First and Last Name.
        II. Street: Enter street address. Abbreviate direction and street type.
        III. City and State: Enter the City and State. Ex. Richmond, VA
        IV. Zip: Enter Zip Code.

    V.   Phone: Enter telephone number. Ex. (804) 646-4867.
    VI.   Email: Enter email address.
    VII.   County: Enter City or County code.

If using a PO Box, must provide a street address as secondary. Enter PO Box information in Address 1 and the street address in Address 2 section.

h.   On *Extended Info* complete the following information:
    I.   Prnt/Guard: Enter Parent Guardian Information.
    II.   Note: Staff person initials.
    III.   Birth date: Enter birth date. Ex. 10/20/2005.
    IV.   License: Enter parent's drivers license number

3. Young Adult and Parent/Guardian signs back of library card in front of staff.

Juvenile Card registration:
Juvenile registrants (age 13 and under) must be accompanied by a parent, guardian or other eligible adult willing to assume responsibility for use of the library card and for payment of fines and lost/damaged materials charges and who has the required identification. A registration card must be completed (front & back) and signed by a parent / guardian.

Use the following steps to issue a new library card to a **juvenile customer**:

4. Check juvenile patron name in SIRSI. Ask parent or guardian for a valid picture ID and if the address on the ID is correct. If the address on the ID is not correct ask parent/guardian to show something with their name and current address. Complete a registration card with juvenile information on front and parent/guardian information on back. Parent/Guardian signs the back of the registration card.

5. Using the registration card, begin entering information.

a. Go to *Users.*
b. Then to *User Registration.*
c. Chose profile for patron.
d. Scan new library card number.

e. On *Basic Tab* complete the following information:
    II.   Name: Last Name, Suffix, First and Middle

f. On *Demographic Tab* complete the following information:
    III.   User Cat1:   Using pull down menu, select the City or County abbreviation.
    IV.   Birth date: Enter the birth date. Ex. 10/10/2005.

g. On *Address Tab* complete the following information:
    VIII.   Care Of: Enter Parent Guardian information. Ex. First and Last Name.
    IX.   Street: Enter street address. Abbreviate direction and street type.
    X.   City and State: Enter the City and State. Ex. Richmond, VA
    XI.   Zip: Enter Zip Code.
    XII.   Phone: Enter telephone number. Ex. (804) 646-4867.
    XIII.   Email: Enter email address.
    XIV.   County: Enter City or County code.

If using a PO Box, must provide a street address as secondary. Enter PO Box information in Address 1 and the street address in Address 2 section.

h. On *Extended Info* complete the following information:

V.	Prnt/Guard:	Enter Parent Guardian Information.
VI.	Note:	Staff person initials.
VII.	Birth date:	Enter birth date. Ex. 10/20/2005.
VIII.	License:	Enter parent's drivers license number

6. Juvenile and Parent/Guardian signs back of library card in front of staff.

PC Guest Card registration:
PC Guest User registration is designated only for those individuals not eligible for a free library card and is only for use of the public access computers. Guest card expires in <u>thirty days.</u> Guest Users must present a current photo ID. Follow the following steps to issue a new guest library card to a <u>guest customer</u>.

1. Verify with the customer picture ID.

2. Check customer name and Driver's License number in SIRSI to make sure guest isn't already registered as a library customer.

3. Using the information customer has given, begin entering information into SIRSI.

   a. Using designated PC Guest cards (the old, white paper cards), place barcode on the card. Guest signs back of library card in front of staff.

   b. Under User Information and Maintenance; New User Registration:
      I.   Select PC Guest under profile name. Scan designated PC Guest Card barcode number.
      II.   Enter customer name- Last name, First name and Middle Initial.
      III.   Make sure the customer profile is PC Guest.

   c. On *Extended Information Tab (next to "note"),* make note of date and staff person initials.

   d. Hand card to customer.

   e. Customer signs back of library card in front of staff.

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