

Registering patrons from William Paterson University (a PALS Plus Associate Member Library)

A William Paterson student or staff member comes into your Library because he was told he can use our library. What do you do?

1. Ask where s/he resides. If the patron resides within the Open Borrowing area (including PALS libraries), then s/he **may** use their hometown card which we would then put into our system as an RB [Scenario A].

If s/he lives in an Open Borrowing area but does not want to register as an Open Borrower, follow the instructions for registering the user with a school ID [Scenario B].

Note: A William Paterson student or faculty member has the **OPTION** to register as an associate member of PALS Plus or as an Open Borrower, if they reside in an OB community. The privileges are identical.

Scenario A

2. If the patron has their hometown card, check their status via the online link or by calling. Card must have green sticker.
3. They must also present non-expired photo ID which has their current address on it. (Their library card should reflect their hometown.)
4. Even if patron is 100% sure they've never had a card with us or anywhere in Passaic County, check the database by searching last name only. This is in case nicknames were used, or in case of misspelled first names or duplicate names. Verify information in case of duplicate names. If user is same, cannot have more than one record. Clarify, update, etc., any previous account.
5. Once they fill out your library's registration form and we've verified their status and ID, enter their hometown card into the database.
 - Profile name: 1RB-A
 - UserID: Scan in their barcode
 - Privilege expires: 12/31 of current calendar year
 - Name: Last name in Last name field, first name in First name field (as written on license or indicate in parenthesis legal name)
 - UserCat1: B-Bloomfield (example of Bloomfield resident)
 - UserCat2 : NO CODE REQUIRED
 - UserCat3: Level 1 (they choose)
 - UserCat4: indicate gender
 - PIN number: advise last 4 digits of phone, or patron chooses own 4 digit number
 - Address: Best practice example: 49 Park Ave., Apt. 23 (all on one line, not using "Line1")
 - Zip Code

- Phone: If no phone available at all, please indicate this; do not just leave field blank.
- Email: In case they want automatic email reminders of due dates.
- License #: enter number as appears on license (if patron reluctant, enter last set of five digits, with notation)

Scenario B

2. Patron (over 18 years old as adult) shows current photo ID/license with home address.
3. Patron presents WPU ID; call WPU to verify student is enrolled/staff is currently employed.
4. Even if patron is 100% sure they've never had a card in a PALS Plus library, we check the database by searching last name only. This is in case nicknames were used, or in case of misspelled first names or duplicate names. Verify information in case of duplicate names. If user is same, cannot have more than one record. Clarify, update, etc., any previous account.
5. They fill out application form; we enter their WPU card into our database.
 - Profile name: 1RB-A
 - UserID: Scan in their barcode
 - Privilege expires: 12/31 of current calendar year
 - UserCat1: 2WPU
 - UserCat2: DO NOT CODE
 - UserCat4: indicate gender
 - Address field 1: hometown address & info
 - Address field 2: WPU address & info
 - Note field: WPU student/staff