RSA New Patron Policy
Revision approved 11/12/2020

"Good Standing" shall be defined as a patron who has no outstanding bills for lost items, collection fees, processing fees, fees for damage, or miscellaneous services. In order to be considered in good standing, fines should be below the patron's former library's block limit. If a patron's status is "OK" or "DELINQUENT," and the only fines they owe are simple overdue fines, then for the purposes of this policy, they are considered to be in **"Good Standing."**

1. Before registering a new patron, first confirm that they are eligible for an account in your library district. Follow issuing library policy in verifying patron address and identity.

2. Search Workflows to determine whether a prospective patron has an account at a public library in RSA. If the patron already has an account at another public library in RSA, request removal of the user account by submitting a [Reciprocal Deletion Form](#) to notify the former library. Libraries will address reciprocal patron deletions as soon as possible. Review any notes or special statuses (BARRED, BLOCKED, BANNED, PROBLEM, etc.) to ensure that any outstanding issues have been resolved.

    a. Any **bills** other than overdue fines **must be paid** before a new account may be created, and payment must be sent to the billing library. They may also pay through RSAcat (ProPay) or through the RSAcat Mobile App. If accepting payment for a lost or damaged item, pay the bill in Workflows but do not discharge the item. See [Notification and Billing Policy for Transited RSA Member Library Items](#) for more payment instructions.

    b. If a patron owes **overdue fines** but is otherwise in **"Good Standing"** as defined above, the new library may create the new account. The former library will remove these fines when they process the Reciprocal Deletion Form.

    c. If a patron owes fines above their former library's block limit (user status **"BLOCKED"**), they must pay these fines before a new card can be issued. Any fines paid at the issuing library may be kept there. They may also pay through RSAcat (ProPay) or through the RSAcat Mobile App.

    d. If a patron has materials still checked out on the former account, materials must be returned before creating a new account. Materials may be returned to the new library to be sent back through delivery.

3. Academic, school, and special libraries are exempt from this policy.

Other considerations:

Patrons may have unfilled holds on their former account. Staff at the new library may be able to assist by placing these holds on the new card.

Patrons who use Overdrive may wish to have their previous account merged with their current account to retain holds and checkout history.