

## **Patron Cards Policy Draft**

**Last updated XX XX, 2024**

### **RSA's policy is one card per patron.**

For the purposes of RSA policies, the terms Patron, User, and Borrower are interchangeable.

Refer to RSA's other Patron Policies when creating and maintaining User Accounts in WorkFlows:

Patron Registration policy

[https://support.librariesofrsa.org/project/users/#Patron\\_Registration](https://support.librariesofrsa.org/project/users/#Patron_Registration)

Patron Notes policy

[https://support.librariesofrsa.org/project/users/#Patron\\_Notes](https://support.librariesofrsa.org/project/users/#Patron_Notes)

Retention Schedule for Expired Patron Cards

[https://support.librariesofrsa.org/project/users/#Retention\\_Schedule\\_for\\_Expired\\_Patron\\_Cards](https://support.librariesofrsa.org/project/users/#Retention_Schedule_for_Expired_Patron_Cards)

In addition, to avoid duplicate users being entered into WorkFlows the following procedure must be followed:

Reciprocal Deletion Procedure and Form

[https://support.librariesofrsa.org/project/users/#Reciprocal\\_Patron\\_Deletion\\_Form\\_and\\_Procedure](https://support.librariesofrsa.org/project/users/#Reciprocal_Patron_Deletion_Form_and_Procedure)

### **Staff of RSA Member Libraries**

Staff who live in one library district and work in another must choose between either:

- a staff card where you work – use courtesy for intra-library loan materials, or
- a home library card where you reside.

### **Teacher & Student Cards**

School library cards are to be used only at the issuing school facility. Those with school library cards may also be eligible for a public library card associated with their residential address.

## **Residents**

Refer to Resource Sharing Alliance Patron Policies above.

## **Non-Resident Cards**

### Non-Residents Purchasing a Card

(See Appendix A; Illinois Administrative Code Title 23 Part 3050 Sections 20 and 40)  
<https://www.ilga.gov/Commission/jcar/admincode/JCARTitlePart.asp?Title=023&Part=3050>.

When creating the user account use the following user profiles:  
NRES-A, NRES-DNT, NRES-J, NRES-SR, NRES-YA

A non-resident fee of \$999.00 will be automatically assessed when the user account is created and will be assessed yearly, when the card is renewed, as an alert to the library staff that the patron is a non-resident. Library staff will use the Paying Bills wizard to adjust the privilege fee to their local non-resident fee.

### Property Owner/Taxpayer

Property Owner/Taxpayers are exempt from RSA NFP policy of one card per patron but limited to one card per property.

(See Appendix A; Illinois Administrative Code Title 23 Part 3050 Section 20 and 40, Local Library Act (75 ILCS 5/4-7 (12)) and Public Library District Act (75 ILCS 16/30-55.60))

When creating the user account, use the following user profile:  
TAXPAYR

### Cards for Kids and Cards for Vets

Recent legislation has enabled libraries to provide Non-Resident cards to children and qualifying Veterans. Please refer to RSA documentation on Cards for Kids here: [https://support.librariesofrsa.org/project/users/#Cards\\_for\\_Kids](https://support.librariesofrsa.org/project/users/#Cards_for_Kids) and Non-Resident Library Services for Veterans here: [https://support.librariesofrsa.org/project/users/#Non-Resident\\_Library\\_Services\\_for\\_Veterans](https://support.librariesofrsa.org/project/users/#Non-Resident_Library_Services_for_Veterans).

## **RSA Reciprocal Borrowers**

An RSA Reciprocal Borrower is a person who presents a library card that is registered at another RSA library.

RSA Reciprocal Borrowers use the card from their issuing library.

RSA Reciprocal Borrowers **must request** ~~cannot request~~ non consortial interlibrary loan items **from their home library**. ~~they must return to their home libraries to do so.~~ **After discussion with Joe Filapek he confirms that there is no statement in statute or rule governing this. The ILLINET code is also silent on this. This language could be excised, and it would then be left to individual libraries to establish their own policy.**

**A Consortial Interlibrary Loan is one where an item is both requested and supplied from within a consortium. A non-consortial Interlibrary Loan is one where the item is requested from or by a library from outside the consortium.**

~~If a~~ **An RSA Reciprocal Borrower** ~~wishes to check out an item but their card is expired, they must return to their home library to renew their card.~~

Changes ~~may can~~ be made only to telephone numbers, email addresses, or PINs in their user account in WorkFlows by the checkout library. **RSA Reciprocal Borrowers** should be directed to their **home** ~~issuing~~ library for all other user account changes.

### **Non-RSA Reciprocal Borrowers**

A **Non-RSA Reciprocal Borrower** is a person who presents a current library card that is registered at a non-RSA member library, for example: Bloomington PL, Parlin Ingersoll PL, or Rockford PL.

**Once it has been established that no other RSA online library has registered the patron or given the patron a barcode**, the library will register the patron and attach a barcode to the home library card.

Use the following user profiles: NON-RSA-A, NON-RSA-JV, NON-RSA-YA, NON-RSA-SR, or NON-RSA-ST (for those that classify college students differently than adults)

Information about the home library should be entered into Address 2 on the Addresses tab in the user's account.

In Address 2 include:

Home library name

Address

Home library telephone number

Enter the expiration date from the home library in the user account.

If the reciprocal borrower wishes to check out an item but their card is **expired**, they can return to the RSA online issuing library to renew their card, or the checkout library may register the patron. Send a deletion form to the previous RSA online issuing library.

Non-RSA **R**eciprocal **B**orrowers cannot place holds or interlibrary loan items. They must return to their home libraries to do so. If you would like to offer the ability of NON-RSA users to place local holds on your items only, contact RSA to set up this option.

**If you allow local holds**, Non-RSA (~~if you allow local holds~~) users **R**eciprocal **B**orrowers are assigned a low hold priority. Their holds will not be filled until all the RSA patrons' holds are filled.

### **Children of multiple households**

An exception to the Only One Card per Patron rule is that children who live in multiple households with different legal guardians are eligible to have a library card for each household, even if both legal guardians live in the same library service area.

### **Institutional Cards**

Institutional cards are single user accounts the library issues to a daycare, senior center, group home, school, or other community entity.

These are to be used in situations when a library has reached an agreement with an institution in their service area, in which the institution itself has agreed to be responsible for items checked out to the institutional account, up to and including paying replacement costs for lost or damaged items. It is up to the issuing library which staff member(s) at that institution are allowed access to this card. Institutional accounts may be used to check out materials at the issuing library and to place holds on items owned by that library **ONLY**. If the issuing library would like the institution to be able to place holds on items belonging to other RSA libraries, the two entities need to sign an IGA.

These accounts should not be used to place holds on items owned by other RSA member libraries or to check out materials at other RSA members. RSA recommends that these cards be held by the issuing library, rather than by a staff member at the institution. Please use the INST User Profile when creating these accounts.

These accounts are not to be confused with D1500 accounts which are created by RSA and used to facilitate sharing materials with Union List Libraries and non-RSA libraries through interlibrary loan.

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