

User Policy feedback

The document looks pretty good! I do have one question. The current Patron Card Policy contains information on checkout and hold restrictions for certain user profiles, non-RSA reciprocal borrowers, institutional cards, etc. That information is not in the new document. Will that information be going into a different document? - Yes, this has been added to the new User Profiles Guide here: <https://support.librariesofrsa.org/wp-content/uploads/2025/09/User-Profiles-Guide-2025-09-12.pdf>. Once this policy is approved this will become the User Profile Standard. This comment from Nick sparked a rethink of the draft policy.

Additionally, as a formatting note, my brain struggled with the italicized headings indicating new sections. If it doesn't go against a standardized formatting, you guys are moving to, it may be slightly easier to read with having the bold underlined headings, a larger font, and then the italicized headings being bold but regular-sized font. Again, this is a minor point, but I figured I'd suggest it. I have tried to update the headings to be clearer

Thank you,

Nick Hulva

Circulation Manager

I am wondering if we need to use the word PATRON in the title since this replaced several "patron" policies. Yes, User and Patron can be synonymous and is noted early on in this version.

In the Types of Nonstandard User Cards- do we want to mention Special Libraries? This language was pulled out to be in the new Standard

Special Lending Library cards are to be used only at the issuing library. Those with special library cards may also be eligible for a public library card associated with their residential address. Added to the Allowed Exceptions section

Bobbi Mock, MISLT

Librarian

Illinois Veterans Home Quincy

On p. 4, re: notes, third bullet point: "Notes should contain factual, unbiased information" instead of "Notes should contain factual non-bias information". Fixed

Should the policy indicate that non-RSA patrons cannot access Libby or place holds? Just curious, maybe that's in a different policy somewhere. This will be specifically called out in the new Standard.

Thanks!

I have reviewed the document and have one recommendation. It is not very clear if STAFF-DEF user profile may be used if they live and work in the same district/township. I had my staff look at it too and they felt it could be made clearer. The policy will have a call out for people who live and work at different libraries. Staff who live and work at the same library will need to choose between STAFF-DEF and the ADULT profile. This is currently how things should be set up.

Thanks!