



User Accounts Policy DRAFT

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Background

This policy replaces the *Patron Registration Policy* last updated on June 4, 2024, the *Patron Cards Policy* last updated on August 1st, 2024, and the *Patron Notes Policy* last updated January 9th, 2025. In addition, the *New Patron Policy* last updated on November 12, 2020, was previously integrated with the June 2024 version of the *Patron Registration Policy*.

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

Further information on how to implement this policy is contained in the *User Profiles Standard*, the *User Registration at Public, Academic, and Special Libraries Standard*, the *User Registration at School Libraries Standard*, and the *Patron Notes Guide*.

One Card Per Person

RSA's policy is one card per person unless an exception is allowed for in RSA policy.

Allowed Exceptions

Children of multiple households

Children who live in multiple households with different legal guardians are exempt from the RSA policy of one card per person. They are eligible to have a library card for each household, even if both legal guardians live in the same library service area.

Property Owner/Taxpayer

Property Owner/Taxpayers are exempt from RSA policy of one card per library user. They are eligible for a library card in each taxing district they own property in. (See [Local Library Act \(75 ILCS 5/4-7 \(12\)\)](#) and [Public Library District Act \(75 ILCS 16/30-55.60\)](#)).

Students and School Staff who have a card at a Public Library

Students and staff who have a card at their school library may also have a public library card issued at their home public library.

Special Libraries

Cards issued at Special Libraries may 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.

Staff who work at an RSA member library different from their home library

Staff who work at one RSA member library but are entitled to service at another due to residence are eligible to have cards at both libraries. Staff whose home library and work library are the same are not eligible for multiple cards.

Local library duplicate cards

At the discretion of RSA staff, a library may be granted permission to create duplicate cards for their own local use only. Cards issued in these circumstances will only be eligible to check out and place holds on items belonging to the issuing library.

User Profiles

A standard set of User Profiles is used to assist in reciprocity and system functionality by reducing complexity which results in improved user experience.

Member libraries shall follow the User Profiles Standard which provides explanations of default expiration dates, bill thresholds, charge limits, hold limits and whether checkouts are counted for statistical purposes.

Member libraries may elect to have custom User Profiles, but those profile settings will only work at that library and are not included in other libraries' circulation rules.

User Registration

When registering a new user card, staff at member libraries must confirm that the user is eligible for an account in your library's service area. Follow issuing library policy for verifying eligibility, identity and address.

If the library user already has an account at another public library in RSA, staff at member libraries must request removal of the user account by submitting a [Duplicate User Deletion Form](#) to notify the former library when registering that library user. Libraries will address any duplicate user deletion requests they receive as soon as possible.

If the library user does not have an account at another public library in RSA and is within your library service area, they can be issued a card.

If the library user already has an account at another public library which is not a member of RSA then they are a Non-RSA Reciprocal Borrower. Once it has been established that no other RSA library has registered the library user and the RSA library has confirmed that the card issued by their home library is valid and current, the RSA library may register the Non-RSA Reciprocal Borrower and may attach a barcode to their home library card. The card must expire when the home library card expires.

To maintain a clean database for all library user registrations, member libraries must follow the appropriate User Registration Standard for either Public and Special libraries or School and Academic libraries.

Patron Notes

Notes added to library user accounts may be seen by the library user and other library staff so they must:

- Be used for internal alerts such as: Need telephone number; Need birth date; Mail returned; Do not honor this card; etc.
- Include the date entered, initials of staff or other unique identifier, and library name: 08-16-25 (BODY OF NOTE) MT/WASHINGTON PL
- Contain factual, unbiased information.
- Be removed promptly when they are no longer necessary.

Policy History

User Accounts Policy approved and adopted by RSA Board of Directors XX 2025

Predecessor Policies

New Patron Policy history: Approved by the RSA NFP Users Group on March 7, 2013.
Revision approved by the RSA NFP Users Group on November 12, 2020

Patron Registration Policy history: Approved by the RSA NFP Users Group on March 1, 2012. Revisions approved by the RSA NFP Users Group on September 5, 2013, November 3, 2016, February 7, 2019, June 4, 2024

Patron Cards Policy history: Approved by the RSA NFP Users Group June 7, 2012. Revision approved by the RSA NFP Users Group December 5, 2013. Revision approved by the RSA Board of Directors August 1, 2024

Patron Notes Policy history: Approved by the RSA NFP User Group on 1 March 2012. Revision approved by the RSA NFP Users Group December 2012. Approved with Revisions by the RSA Board of Directors January 9, 2025