

COVID WEB REGISTRATION PROCESS:

- Patron registers for card online and receives 7 digit number which only allows patron to place holds on 2 physical items with no access to electronic resources.
- Staff checks SIERRA to make sure online reg patron is not already in system.
- If patron **is** in system **and** in good standing:
 - a. Update the original permanent card account with any new contact information supplied on the online registration and renew expiration.
 - b. Move any holds placed on on-line registration account to the original, permanent card.
 - c. Delete the online registration.
 - d. Contact the patron by phone or email (email templates available on team site) to inform them of their 10 digit card number
- If patron **is** in system but **not** in good standing, update original card, delete online registration, and contact patron by phone or email (email templates available on team site) to resolve issues to get them to good standing.
- If patron **is not** already in system, staff completes account set up as follows:
 - a. Go to patron edit screen
 - b. make sure that spelling/format is correct in all typed fields
 - c. Add expiration date (6 months)
 - d. Leave PCode 1 as Web Reg
 - e. Change PCode 2 to correct voting district
 - f. Change PCode 3 to correct zip code
 - g. Change PType to Temporary until signature card is returned
 - h. Change Home Library field to branch location based on patron address
 - i. Change PMessage to (4) "Covid Reg"
 - j. Replace temporary account number with barcode from library card
 - k. Insert default PIN (last 4 digits of their phone if patron did not create one already online)
 - l. Verify email, text notification/service provider
 - m. Insert m message "Need signature card" (staff initials/date)

Staff then contacts patron by phone or email (email templates available on team site) and gives patron their 10 digit number and PIN. Explains to patron that the physical card and signature card will be mailed to them along with a SASE and that this TEMPORARY card is limited to 2 physical holds and 2 physical check outs but has unlimited access to online resources. Explain that once library receives signed signature card in SASE, the card will be updated

to permanent status and will then have no check out limits. **(see below for items to include with the library card when mailing to patron)** If staff must leave a voice mail use this wording: "We have received & processed your online registration for a FPL card. You should receive it in the mail in a few days. If you need your card number in the meantime or have any questions, please call 540-422-8500 option 2 and someone on staff will help you."

- **When the library receives the signed signature card from the patron via mail, staff updates record as follows:**
 - a. Update ptype from Temporary
 - b. Leave expiration at 6 months (prompt to get update from patron)
 - c. Leave "covid reg" pmessage (alerts circ staff to see photo id at first in-person library visit once library re-opens)
 - d. Remove m message "need sig card"
 - e. Add a new m message to patron record: "recd covid sig card, must show id & extend exp fist library visit" to regular patron status with no check out limits.

Items to include with library card mailed to patron:

- a. Library card
- b. Covid letter on ivory "opportunity" letterhead
- c. My Online Account bookmark w/4-digit PIN if patron didn't choose one
- d. MyLibrary! App postcard
- e. Welcome to the library handout
- f. Covid important update bookmark
- g. Signature card
- h. White return SASE envelope (metered at Warrenton) w/ "Fauquier Public Library Bealeton Branch 10877 Willow Dr N Bealeton VA 22712" as both to and from addresses.

Non-reciprocal/Out of state requests are not being accepted at this time.

Covid-era accounts expire after 6 months and will be deleted from the system if not upgraded to a permanent library card number

WEB applications and returned signature cards are processed by the Bealeton Associate.