

MVLC Patron Registration Policy and Best Practice

MVLC is committed to a seamless and inclusive patron registration process, prioritizing accessibility for users and procedural efficiency for our library staff.

Patrons can be registered in three ways:

- Self-registration online, using the Quipu eCard application
- In-person at a library, by an MVLC staff member, using Workflows
- In-person at a library, using the Quipu eCard application (with or without library staff assistance)

MVLC's existing eCard service will be revised in order to issue cards that have the same privileges as cards issued in person, basically changing from their initial definition as "e-resource only" cards to regular library cards obtained through online registration. The profiles associated with these cards would grant all the same privileges as physical cards (as appropriate to the patron's place of residence).

When patrons who have registered themselves online visit a library in person for the first time, the individual library may do any of the following, according to their preference and local policy:

- Allow the patron to forego obtaining a physical card and let them use the Quipu-issued barcode from their ecard registration, as presented in the app, a digital wallet, or simply by looking them up in the system (as one would do when a patron forgets their library card).
- If they are a resident of the current library's community, issue them a locally branded card. You may use a barcode duplicator to maintain their Quipu-issued barcode for the card, or assign them a new one.
- If they are a resident of another MVLC community, or a non-MVLC Massachusetts community, issue them an MVLC-branded card, using a barcode duplicator to maintain their Quipu-issued barcode number. Alternately, they may choose to go to their home library to obtain a locally-branded card if they wish, but this will not be necessary in order to access home library privileges.

When patrons visit a library in person for the first time and *do not* have an existing MVLC account, the individual library will do the following:

- If they are a resident of the current library's community, register them as you normally would in Workflows.
- If they are a resident of another MVLC community, issue them an MVLC-branded card, assign them the *PATRONS* profile type. Reset the "Library" field on the "Basic Info" tab and "Residence" field on the "Demographics" tab, to match their home community. This will enable them to access home library privileges, although some services may authenticate in part based on barcode

prefix. For these services, a local card may be required to access them.

PLEASE NOTE: it may take a day or two for MVLC processes to convert the patron profile to their home library, so if they need immediate access to home library resources, they should be encouraged to utilize the Quipu registration process, or library staff may register them using Quipu instead of Workflows.

- If they are resident of a non-MVLC Massachusetts community with a card from their home library, you may enter their barcode into Workflows to create an account. Assign them the *OTHERMALIB* profile type. Reset the "Library" field on the "Basic Info" tab to *OTHERMALIB* and "Residence" field on the "Demographics" tab, to *ZMA-NOMVLC*.
- If they are resident a non-MVLC Massachusetts community without an existing account from their home library, you may create an account for them in MVLC, issue them an MVLC-branded card, and assign them the *OTHERMALIB* profile type. Reset the "Library" field on the "Basic Info" tab to *OTHERMALIB* and "Residence" field on the "Demographics" tab, to *ZMA-NOMVLC*.

Out-of-State Patrons

The decision on whether to issue cards to out-of-state patrons will be made by the individual library. However, if offered, the practice must adhere to the following conditions:

Out-of-state Residents must meet one of the following requirements, and provide sufficient identification:

- Work in Massachusetts
- Attend school in Massachusetts
- Own property in Massachusetts

MVLC will no longer allow the use of local use only cards for out-of-state patrons who do not meet the above stated criteria.

Libraries may not charge a fee if they choose to issue cards to out-of-state residents.

Out-of-state residents must be registered in person, as the Quipu online application will not verify out-of-state residents.

MVLC will create an "OTHERSTATE" profile, with a one-year expiration date.