

YA

OFFICE MEMORANDUM

DATE: February 27, 2017
TO: All Staff
FROM: Marilyn Kappenberg

SUBJECT: REVISION OF NLS RESOURCE SHARING CODE

The last Resource Sharing Code revision was done 14 years ago. It was decided by NLS and member Libraries to revise the code because much has changed since then. The goal was to make transactions and problem-solving simpler for both staff and patrons.

1. Allow patron to borrow a current, valid photo ID or a digital Library card stored in a mobile device.
 - We can now accept photo ID or a digital Library card stored in a mobile device, as a valid means of borrowing rather than requiring the physical Library card. (Since we are computerized, the perception is that we should be able to look up a person if they are present).

Important

If a patron (Plainedge or other Library) presents a drivers license or any other photo ID, carefully check to be sure the address in the computer record matches the one of the photo ID, thereby verifying the identity of the cardholder and then allowing the patron to check out items.

2. Override a block on an expired Library card if the expiration date is within one month.

Some Library cards and key tags do not show an expiration date. It is better customer service to allow for a short grace period of one month.

3. Allow patrons to place a hold at a Library other than their home Library. We can place holds for out of district patrons is they request us to do so.

However,

We do have the option of allowing an Out-of-District patron to pick-up inter-loaned materials at our Library. I have decided not to allow pick-up at our Library because reserves will be mixed with our patrons. Result: Our patron holds will be mixed with those of Out-of-District, who may then get the item before our resident patron.