

Patron Self-Registration Considerations

September 2018

- MORE can use an online form to gather information from patrons
- This information automatically populates a new patron record in Sierra
- Only automatic duplicate-check is on full name
- Could be restricted to accessing electronic content only: OverDrive, Freading, Flipster, and other local sources at libraries' discretion
- Could allow for placing holds on or checking out physical materials
- When self-registration was allowed in the past (ca. 2009):
 - Very few electronic resources were available for checkout to patrons
 - Most patron actions used to be blocked when their record's expiration date had passed, perhaps prompting some to create a new (duplicate) record only because they couldn't use their existing account
 - Allowing holds proved problematic: self-registrations frequently resulted in duplicate records, then staff had to deal with holds placed on those duplicate records
- Other details to consider:
 - Explanatory form text
 - Confirmation email message
 - Residency
 - Duplicate records
 - Expiration/record-purging