

How to Process Requests from Online Registration

The online registration form can be found on Alleycat's main page by clicking the link



(<http://www.tbhc.org/sunline/register.php>).

The following procedures are instructions to library staff on how to process these library card requests. The requests will be sent to the library's generic Alleycat email account. It is recommended that the library assigned one person to check this email account daily and assign at least one additional person as backup in case the primary person is unavailable.

Procedures

When you receive a patron registration request, take the following steps before 5pm on the next business day:

1. Check whether the person is eligible for a card at your library, based on the information in the registration:
 - (a) Is all the necessary information provided?
 - (b) Based on this information, is the person eligible for a card?
 - (c) If applicable, is the person eligible for a FREE card?

If you answered **NO** to any of these questions, communicate to the person by email or phone what is needed in order to process the request (or that the request cannot be processed). Do not continue this procedure.

If you answered **YES** to all applicable questions, continue to the next step.

2. In your circulation account, create a new patron record with the patron type of **ONLINE**. Enter the information provided in the registration request. The expiration date for this patron type is three years. Do not enter a different expiration date.
3. Check whether the person has agreed to have the library set up a netLibrary account on their behalf. If not, skip to the next numbered step.

If the patron would like a netLibrary account, take the following steps:

- (a) Go to www.netLibrary.com and click "create account".
- (b) For the User Name, enter the patron's email address.
- (c) For the Password, enter the last four digits of the patron's phone number. If the patron did not provide a telephone number, use any four digits.
- (d) Enter the patron's name and email address.
- (e) Click "submit".
- (f) On the following screen, click "accept".

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(g) To create several netLibrary accounts in one session, click the “log out” button before beginning to create a new account.

4. Email the patron with the following information:

- (a) Their library card number
- (b) Where, when and how they may pick up their actual card
- (c) They may now use Alleycat and, if applicable, e-books
- (d) Whom to contact for further information

Note: Sample letters follow this procedure.

5. When the patron comes to pick up the card, follow your usual procedure for patron registration (checking identification, signing an agreement, etc.) Instead of creating a new patron record, simply change the patron’s loan type from **ONLINE** to the appropriate patron loan type for your library.

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Sample Letters

Could Not Register Patron

Thank you for applying for a library card from [Your Library Name Here]. Unfortunately, we could not create a library card for you because (we need your mailing address / you live outside our service area / we have grave doubts that your name is really "Homer Simpson" / *add your own reasons*).

Please contact us at 727-555-1212 if you would like more information.

Register Successfully and has a Compatible Card

Thank you for applying for a library card from [Your Library Name Here]. We have created an account in your name using the barcode from your existing card. You can use your card at the library that originally issued it and also at [Your Library Name Here].

The first time you use your card at [Your Library Name Here], you will be asked to show (*a photo ID / identification you require*) to verify that it is your library card.

Your library card number is: 20000001234567

With this card number, you can use Alleycat to search the catalogs of over 20 libraries and have materials delivered directly to [Your Library Name Here]. You can request books right now and pick up your library card along with the materials you have requested.

To use Alleycat, go to this address: <http://alleycat.tbhc.org/>

If patron has been registered with netLibrary

As you requested, we have created a netLibrary account in your name. You can now check out and read e-books on any computer.

To use netLibrary, go to this address: <http://www.netLibrary.com/>

Your netLibrary user name is: *patrons@email.address*

Your netLibrary password is: (*last four digits of phone number*)

netLibrary will send you email explaining how to use e-books and how to change your password.

If you have any questions or comments, please contact [Your Library Name Here] at 727-555-1212 or library@email.address.

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Registered Successfully and has a Pasco card

Thank you for applying for a library card from [Your Library Name Here]. We have created an account in your name and have reserved a library card number for your card. You can use your card at the library that originally issued it and also at [Your Library Name Here].

The first time you use your card at [Your Library Name Here], you will be asked to show (*a photo ID / identification you require*) to verify that it is your library card. (*If applicable: "Please note that Pasco County keychain cards are not acceptable" or other restrictions.*) Library staff will add a second barcode sticker to your card so that it can be used in both library systems.

Your library card number is: 20000001234567

With this card number, you can use Alleycat to search the catalogs of over 20 libraries and have materials delivered directly to [Your Library Name Here]. You can request books right now and pick up your library card along with the materials you have requested.

To use Alleycat, go to this address: <http://alleycat.tbhc.org/>

If patron has been registered with netLibrary:

As you requested, we have created a netLibrary account in your name. You can now check out and read e-books on any computer.

To use netLibrary, go to this address: <http://www.netLibrary.com/>

Your netLibrary user name is: *patrons@email.address*

Your netLibrary password is: (*last four digits of phone number*)

netLibrary will send you email explaining how to use e-books and how to change your password.

If you have any questions or comments, please contact [Your Library Name Here] at 727-555-1212 or library@email.address .

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Registered successfully as a new patron

Please save this message! It contains important information.

Thank you for applying for a library card from [Your Library Name Here]. We have created a library card in your name. You may pick up your new card by bringing (*identification you require*) to [Your Library Name Here] during the following hours: (*your hours*). Please remember to bring identification so that we can give you your new library card.

Your library card number is: 20000001234567

With this card number, you can use Alleycat to search the catalogs of over 20 libraries and have materials delivered directly to [Your Library Name Here]. You can request books right now and pick up your library card along with the materials you have requested.

To use Alleycat, go to this address: <http://alleycat.tbtc.org/>

If patron has been registered with netLibrary:

As you requested, we have created a netLibrary account in your name. You can now check out and read e-books on any computer.

To use netLibrary, go to this address: <http://www.netLibrary.com/>

Your netLibrary user name is: *patrons@email.address*

Your netLibrary password is: (*last four digits of phone number*)

netLibrary will send you email explaining how to use e-books and how to change your password.

If you have any questions or comments, please contact [Your Library Name Here] at 727-555-1212 or library@email.address .