<u>Over the Phone – Renewal Library Card Procedures</u>

1. Look up the patron in **Polaris** to make sure they already have an account in the database.
    a. Clear up any outstanding issues:
        i. If they have **overdue fines** ($50.00 or less) please waive them.
        ii. If they have **lost/damaged items**, send an email to Maggie, Alisha, and Jian with the account information. Let the patron know that you referring them to the Circulation Manager.
        iii. If they have a **collection fee** (but no lost/damaged items) please waive the fee and re-add it as a $9.99 misc. fee.
            1. Place a note in the patron account that we waived fees and the misc. charge is for a collection fee.
            2. When we reply, let the patron know that their card had fees removed but they are responsible for the collection fee.
        iv. If there is **any other issue**, send an email to Maggie, Alisha, and Jian with the account information. Let the patron know that you referring them to the Circulation Manager.
2. Set the **expiration date** and address check date to **10/1/2020.**
3. **Inform the patron** that when the library reopens to the public, they will need to come in person to the Circulation Desk to verify their account. They will need to bring photo ID, proof of current address, and their library card number.
4. Print the patron registration page and place it in the **"Phone Library Cards"** folder.
5. Lock the folder in the **Lost and Found drawer** at the Circulation Desk.