<u>Over the Phone - New Library Card Registration Procedures</u>

1. Look up the patron in **Polaris** to see if they already have an account in the database.
    a. If they are already in the system, update the account with the **current barcode** (not a new one) and 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. If they are not in the database, check the address on **Lake County Maps Online** to make sure it's in our library district.
    a. If they are not in our library district, let the patron know which district they belong to.
3. If they do belong to our district, **create a new card** for the patron following regular Polaris procedures.
4. Set the **expiration date** and address check date to **10/1/2020.**
5. **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.
6. Print the patron registration page and place it in the **"Phone Library Cards"** folder.
7. Lock the folder in the **Lost and Found drawer** at the Circulation Desk.