

# WRLSWEB Rules and Guidelines

Established by the Network Advisory Committee (NAC)

Note: The date in parentheses following each item heading indicates when the issue was decided. In most cases this is the date of the minutes that describe the Committee's actions.

## RULES

*The NAC has defined Rules as practices and procedures which all WRLSWEB members agree to follow except in extreme or unusual situations. Current Rules are listed below:*

**BOOK DROP CHECKIN (1/8/04):** WRLSWEB members will use book drop checkin for any items returned during the library's closed hours. Book drop checkin is defined as using a pre-set checkin feature of the software or by setting the checkin date as the last date the library was open.

**CHECKOUT LOCATION PARAMETERS, FOLLOWING (2/11/10; 4/8/10):** ILS profiles will be set up so that checkout location parameters will be in effect for all checkouts, regardless of which library owns the item.

**COMMUNITY NAME ON BARCODES (11/16/00):** Item barcodes will identify members by using the name of the community rather than the library. If there is space on the barcode, and the library's name includes the name of its community, the full library name will be printed.

**COMMUNITY NAMES AS HOLDINGS INDICATORS AND OTHER IDENTIFIERS (7/17/02):** For WRLSWEB purposes generally, the community's name will be the lead identifier and, if space permits, a memorial name may be attached. Example: Mauston (Hatch).

**CONVERSION PROCESS (3/29/01 ; 1/5/15):** The conversion process for a library joining WRLSWEB will be to directly search the WRLSWEB database and:

1. If a matching bibliographic record is found, the library will add their holding to that record.
2. If no match is found the library will use the MARC Requests procedure currently in force to request a record: <https://bit.ly/3s6pKvK>
3. The library will attach its item(s) to new records as soon as possible after they appear in the catalog.

**eCARDS, ISSUING (4/9/21):** eCard data can be submitted using the WRLSWEB form or an outside form such as an app or a library's own form provided that data privacy and security can be assured. It is up to local staff to a) vet the patron and assess whether the submission is valid b) create a full patron record with all required data fields as specified in REGISTRATION INFORMATION, MINIMUM REQUIRED c) assign an expiration date based on local policy or practice d) determine requirements for converting an eCard into a permanent patron card. Libraries may choose to forgo the eCard process entirely by using the eCard submission data to contact patrons directly and register them for a permanent card.

**FINES, HANDLING OF (10/13/16)** Given the movement of patrons from one library to another the collection of fines and fees issued by one library could be a collection concern at another library. To avoid unwieldy recordkeeping, all fines collected for overdue materials will be retained by the collecting library, regardless of what library issued the fine or the amount of money collected. Libraries may also waive overdue fines or accept partial payment, at their discretion. These rules apply only to charges for overdue material. All charges assessed for lost or damaged items or for fees related to collection will be forwarded to the owning library. See also [PAYMENTS FROM DELINQUENT PATRONS](#).

**HOLD LIMITS, PATRON (5/15/14; 6/8/2017):** All libraries agree to abide by a limit of 100 holds for all regular patrons and to not override that limit except in rare and unusual situations. Special patron groups can be given higher limits to meet a specific need. For example, caregivers or educators.

**HOLDS, LOCAL VS. NETWORK (7/8/04):** The next available item will always be used to satisfy the next hold in the queue, regardless of ownership or pickup location.

**HOME LIBRARY, DETERMINING FOR THE PATRON RECORD (9/9/04):** A patron's Home Library in the patron record will be the WRLSWEB library where he or she registers, unless the patron prefers to make another choice

**ITEM BARCODE ORDERS (6/7/07):** Item barcode orders will be placed twice a year, in April and October.

**ITEMS WITH HOLDS, TREATMENT OF PATRONS WITH THE ITEM IN HAND (1/8/04):** If a patron approaches the circulation desk of any WRLSWEB library with a book in hand which they wish to check out but which has a hold, the hold should be overridden and the patron allowed to check out the item. Likewise, if a patron wishes to renew an item, and there are other available copies, the patron will be allowed to renew. The only time a checkout or renewal would be denied is if the patron is returning the item with the intention of renewing it and there are no other available copies in the system. In that case holds will take precedence over renewals.

**LENDING RESTRICTIONS and OPEN ACCESS (4/7/05):** All WRLSWEB members are expected to lend all circulating materials to all patrons. If a library chooses not to lend any category of materials, its patrons cannot borrow those types of items from other libraries.

**LENDING RESTRICTIONS – RENTAL, LUCKY DAY, AND OTHER POPULAR PRINT AND MEDIA COLLECTIONS (12/8/16):** As an exception to the Open Access rule, libraries will be allowed to institute restricted collections of popular print and media items which are reserved for the exclusive use of patrons at their own library. Such collections will only be allowed if each item of a specific title in a restricted collection is matched by at least one item of the same title available to all patrons without restriction.

**LIBRARY CARDS FROM NON-WRLSWEB LIBRARIES:** Winding Rivers provides a standard library card for use by libraries which are WRLS members but not members of the WRLSWEB consortium. These cards are identical to the cards used by WRLSWEB members, except that they have a light blue background.

When staff at a WRLSWEB library encounter one of these cards they should scan the barcode printed on the back. If the patron has been entered into the WRLSWEB database, his/her account will come up and staff can proceed with the checkout. If no patron account is found, the patron should be registered as a new patron, using the printed barcode on the back of the blue card. See [REGISTRATION INFORMATION, MINIMUM REQUIRED](#). If there is another barcode on the back of the card, leave it in place. It may be required at the patron's non-WRLSWEB library.

**LOST AND DAMAGED MATERIALS (3/20/02; 9/11/14):** All WRLSWEB libraries agree to do whatever they can to protect other member libraries from loss of their materials. This includes taking all reasonable measures to recover borrowed items or to secure payment from the borrowing patron for lost material. All libraries will carefully examine returned items for damage and missing pieces before checking in. If damage or missing pieces are discovered, all libraries agree to follow the official Damaged Items Procedure approved by the NAC to attempt to recover or secure payment from the patron for missing pieces or damaged material: <https://bit.ly/3d9RNGo>

**MAXIMUM FINES (6/10/10):** Libraries will adopt a universal maximum overdue fine of \$5.00 per item for all routinely circulating item types.

**MUNICIPALITIES, TOWNSHIP LEVEL (8/7/08):** *Municipalities* designations for all legal jurisdictions in all counties in or adjacent to WRLS have been entered into the ILS software. The NAC has agreed that:

1. In every applicable situation one of the specific township *Municipalities* designations set in the ILS software will be utilized.
2. When registrations are entered, reviewed, or renewed the township level *Municipalities* designation will be added or adjusted as necessary.
3. Each patron's accurate jurisdiction will need to be determined by library staff and entered properly in the registration record by assigning the correct *Municipalities* designation.

**PAYMENTS FROM DELINQUENT PATRONS (7/8/04):** When taking payments from delinquent patrons, the following procedures will be followed:

1. If a library attaches a note to a patron record in the WRLSWEB database requesting unique handling of a delinquent patron, this notice will be adhered to in every case. This is especially important if the note indicates the patron is in collection.
2. Any library collecting payments for loss, damage or collection fees from delinquent patrons will forward those payments to the library which issued the charge. WRLS has a standard payment envelope which members may choose to use. If not, the following information should be sent:
  - a. Item barcode
  - b. Title of the item
  - c. Author (if applicable)
  - d. Format
  - e. Patron barcode
  - f. Patron's name

- g. Name of the library transmitting the payment (Collecting Library)
- h. Name of the staff person handling the transaction.
- i. Payment information, including:
  - i. Amount of payment
  - ii. Date of payment
  - iii. Amount cleared from the patron's record

### **PASSWORDS, SIERRA ACCESS (6/21)**

*Generic accounts* - Periodic password resets will occur at regular intervals for Sierra accounts shared by multiple staff or volunteers including generic circulation accounts. WRLS staff will assign new passwords every six months. Those passwords will be given to the director or an appropriate manager for dissemination to appropriate staff or volunteers.

*Named accounts* - Named (personalized) user accounts will be exempt from periodic password resets at this time. However, if a staff member or volunteer with a named account exits the employ of a member library, it is the responsibility of the director or applicable manager to contact the ILS administrator as soon as possible to have account access blocked and the account purged.

At any time outside of the six month reset, directors or appropriate managers may request a password reset of named or shared accounts associated with their library.

**PIN PROTOCOLS (1/23/02):** A Personal Identification Number (PIN) will be assigned to each patron at registration, under the following rules:

1. A PIN is required for patrons to access personal information.
2. The PIN will be the last 4 digits of their primary phone number, unless the patron specifies another PIN at the time of registration.
3. Patrons can change their PIN at any time, either by accessing their account directly or with the assistance of staff.

**REGISTRATION INFORMATION, MINIMUM REQUIRED (1/25/01; 10/12/12; 12/8/16).** The following data is the minimum that must be provided, or the applicant cannot receive a library card:

1. *Expiration date.* Libraries will set an expiration date one (1) year from the date the card is issued or renewed. At the time of renewal, all information in the patron record will be reviewed for accuracy and corrected as necessary.
2. *Patron Type.*
3. *Home Library.* See [HOME LIBRARY](#) .
4. *A Municipalities designation identifying the applicant's place of residence (city, village, township).* See [MUNICIPALITIES, TOWNSHIP LEVEL](#) .
5. *Barcode*
6. *Name.* Applicant's name, entered in all capital letters, with no punctuation except a comma to separate last and first names. Names should be entered as follows:

- i) Last name
  - ii) First name
  - iii) Middle initial, if known
  - iv) Suffixes like Jr. or III, if applicable
  - v) Example: JONES, JOHN P JR
7. *Address*. Applicant's Address, including City and State.
  8. *Address2*. If the applicant has an address that is different from or additional to their primary address it should be entered on this line. See also #10 below.
  9. *Telephone*. Applicant's primary telephone number (if he or she has a telephone). Phone numbers should be entered with no punctuation or spaces (e.g. 6087897132).
  10. Name and (if different) address of parent or guardian for children applying for library card, entered on the *Alternate Contact/Guardian* and *Address 2* lines.
  11. Information to verify the applicant's identity, entered on the *Alternate ID/Photo* line. Each library can determine what will be acceptable for verification of identity, although a driver's license or other official identification number is strongly recommended. Enter the number as it appears on the document, followed by information specifying the kind of document used for identification (e.g. U.S. passport). If a driver's license is used, enter the number followed by the state abbreviation (e.g. C123-4567-8910-01 WI).
  12. *PIN* See [PIN PROTOCOLS](#).
  13. Signature of the applicant.
  14. Signature of an adult who has responsibility for a child who is applying for a library card. Local policy will define 'child'.

**RENEWALS, STANDARD PRACTICE FOR (6/4/09 - 10/1/09):** WRLSWEB members will adopt the following parameters:

1. Up to three renewals will be allowed for all circulating materials, using the initial loan period as the loan period for each renewal.
2. No renewals will be allowed on items with reserves and no available copies.
3. Renewals will be allowed on overdue items.
4. No overrides, extensions, or exceptions will be allowed after the three renewals have been used.

## **GUIDELINES**

*The NAC has defined Guidelines as practices and procedures that are strongly recommended as advisable, but not required. Current Guidelines are listed below:*

**BARCODE PLACEMENT ON ITEMS (11/16/00):** The preferred location for item barcodes will be horizontally in the upper right corner of the back of the item.

**CLAIM RETURNED, HANDLING (6/7/07):** Because Claim Returned is not used universally and each library has different desires as to how their items should be designated, it is recommended that a library receiving

a claim for an item they don't own should call the owning library before designating the item Claim Returned. If the library is closed at the time of the claim, use email to explain the situation.

**CONVERSION FOR JOINING WRLSWEB, COMPLETION OF (9/11/02):** From the date that a library has access to the WRLSWEB software it will have nine (9) months to migrate 60% of its holdings and add them to the WRLSWEB database. From the date that the library begins using the WRLSWEB software for circulation control it will have six (6) months to complete conversion of all item and patron records.

**FINE FREE (LATE FEES) PRACTICES (6/2018):** When checking out at a late fee-free library, patrons should be made aware of their fines - although it should be noted that they do not have to pay at that moment and at that location. If they choose to pay, the late fee-free library will accept the fine. At a library's discretion, late fees can be forgiven to move a patron below the \$10 blocking threshold (note that replacement fees and collection fees should not be forgiven). Late fees that can be forgiven should not exceed \$10. Replacement fees can be collected and distributed as normal, while late fees can be collected and should be distributed to the library with the largest fine in a patron record.

**FINE FREE (LATE FEES) PURGING FINES (6/2018):** During the late fee-free conversion process, libraries can retroactively purge overdue fines for patrons sharing the library's patron type on all items irrespective of owning location.

**FINE THRESHOLDS, UNIFORMITY OF (7/7/08):** Each library is encouraged to set its fine threshold at \$10.00, although this is ultimately a local decision under the control of a local library board. Other members are encouraged to refuse service to patron exceeding this threshold until the matter is resolved with the library assessing the charge.

**NOTICES, HANDLING (5/13/04):** It is recommended that all members choose one of the following two options for handling patron notification:

1. The library may choose to have all notices handled centrally, using email, telephone, or mail according to the patron's preference. Under this option all notices for overdues, bills, and reserves will be handled by the ILS software.
2. The library may choose to handle its own notices.

**PATRON RECORD PURGE (2/2018):** To keep the database as current and efficient as possible, patron records should be purged on a regular basis (five years after expiration).

**REGISTRATION FORMS, ARCHIVING OF SIGNED (3/29/01):** WRLS will provide a single part registration form for those libraries which choose to use it. Each library will decide whether and how it will retain its registration forms.