



**DOWNTOWN LIBRARY**  
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Date: December 11, 2023  
To: RCPL Board of Trustees  
From: Sean Minkel, Assistant Library Director  
Re: Registration Policy

**Motion:** Move to approve changes to the Registration Policy as presented.

**Background:** The Registration Policy defines the registration and renewal requirements for all types of library accounts available at RCPL.

The primary changes to the policy include:

- Rules for several categories were moved to the Lending and Fees Policy where these rules are already located for other categories
- A Provisional account type was created for patrons unable to provide address verification
  - This account type also eliminates the need for computer access cards for adults
- Acceptance of only an annual fee for non-resident accounts, not accepting pro-rated monthly fees
- Clarification that campers, recreational vehicles, and campsites are not considered a physical residence for the purposes of address verification
- Removal of language explaining why a photograph is taken
- Elimination of procedural information for Home Delivery and Institutional accounts
- Simplification, clarification of language, and removal of repetitive information

The library has accepted letters from local agencies attesting that an individual receives mail, at no cost, at a local agency that assists people who are homeless or living in transitional housing. The recommended provisional account would remove a barrier for individuals who are unsheltered or in transitional housing; research found that many libraries provide a provisional or limited access card to individuals who can't provide address verification.

Non-resident accounts have been available with payment of an annual or pro-rated monthly non-resident fee, as defined in the Lending and Fees Policy. The pro-ration has allowed individuals to have a month's use of the library's materials for \$9.25. Unfortunately, this service has been frequently abused, as indicated below:

As of November 30, 2023	Number	Materials outstanding	Fees outstanding
Current non-resident accounts	45	34	\$704
Expired non-resident accounts	569	328	\$9,071
Total non-resident accounts	614	362	\$9,578

These outstanding amounts compare to \$4,402 in non-resident fees collected in 2022, and \$3,901 to date in 2023. By eliminating the pro-ration of non-resident fees, we hope to minimize the loss from very temporary use.