

PATRON POINT IMPLEMENTATION

01

CHOOSE A METHOD

There are two ways to display your patron point registration forms:

Host them on your Library's Webpage

- OR -

Ask Lakeland to host them for you on the LL Webpage

02

INSTALL METHOD

Take your chosen method and install it onto your library's website.

Installation method basics are outlined here.

If you need further assistance, reach out to amber@llcoop.org or your library's IT professional.

03

TRAIN STAFF

Train staff on the different aspects and processes involved in Patron Point.

Training Topics

include:

1. The Application
2. How to Fill Records
3. Monthly Reports
4. How to Help Rejected Patrons

Lakeland will provide training material and FAQs for staff.

04

ADVERTISE

Lastly, advertise that that Patron Point is available for use. Utilize your Library's website, social media, and in-person advertising spaces.

Lakeland will provide some marketing material such as flyers, bookmark templates, and social media graphics.

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CHOOSE A METHOD

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OPTION 1: *LIBRARY-HOSTED*

If you choose to host the forms on the Library's own website, reach out to Amber at Lakeland to get the code, which you can then embed.

There are three kinds of codes that will be provided: iFrame, JavaScript, and HTML.

You will only need to choose one of these code types. iFrame and JavaScript update with form changes automatically, while HTML will need to be replaced with each change.

OPTION 2: *LAKELAND-HOSTED*

If you choose to ask Lakeland to host the form, reach out to Amber at Lakeland and let her know. She will set up the pages and go over them with you and give you the direct link to your library's page.

It is advised that you still link to this page on your Library's website, as your prospective patrons will be looking there first.

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02

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OPTION 1: *LIBRARY-HOSTED*

Install *both* parts of your code on your page. Otherwise the form will not function correctly.

You may have both forms on one page, or a page for each form.

I would advise having each form on its own page to minimize the risk of patrons using the incorrect form to apply.

OPTION 2: *LAKELAND-HOSTED*

Contact Lakeland and ask for your forms to be hosted on their website.

You will then be provided with a link to your library's application landing page.

This landing page can be linked on your website and social media pages.

PATRON POINT IMPLEMENTATION

03

TRAIN STAFF

Train staff on the different aspects and processes involved in Patron Point.

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TRAIN STAFF

Training Topics include:

- Where to Find Applications
- Information Needed for Applications
- Email Results
- How to Help Rejected Patrons
- How to Fill Records
- Monthly Reports

Training Options With Lakeland

- Text Guides
- Video Tutorials
- Live Webinars and Meetings

Still Have Questions?

- Amber is the Patron Point project manager - reach out!
- amber@lcoop.org

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ADVERTISE

On Social Media

- Makes Posts About What Patron Point Is
- Make Posts About What Point Can Do
- Make Posts About Where PP Can Be Found

On Your Website

- Make a Visible Announcement
- Post the Forms Visibly (a Button or Header, Ideally)

In the Library

- Post Flyers
- Hand Out Bookmarks
- Etc

IMPLEMENTATION NEEDS

HAVE YOU CHOSEN
YOUR FORM TYPE?

HAVE YOU PROVIDED
PATRONS WITH
INSTRUCTIONS?

HAVE YOU INSTALLED
YOUR FORM?

HAVE YOU ADVERTISED
THAT PATRON POINT IS
HERE?

READY

HAVE YOU CHECKED THAT
YOUR FORM IS INSTALLED
CORRECTLY?

ARE YOU PREPARED
TO ANSWER PATRON
QUESTIONS?

HAVE YOU TRAINED YOUR
STAFF OR REACHED OUT
FOR TRAINING?