



GETTING STARTED WITH...

PATRON POINT



IMPLEMENTATION

Implementation will be easy! Lakeland has your forms hosted on their website, so we provide you with your library's link, which then has both the adult and minor forms linked.

- OR -

We can provide you with the code so you can embed it on your own library's website.

- THEN -

Publish the link or the form in a public space that patrons can access, train staff, and begin promoting your new online registration option!



GETTING STARTED WITH...

PATRON POINT



TRAINING - STAFF

In order for staff to properly utilize and direct patrons to utilize patron point, they will need to:

- Be familiar with the location of the forms
- Be familiar with the information requirements of the forms
 - This will be the same information required from someone applying in-person
 - For Adults- Email, first name, last name, address, birthdate, phone number, ID
 - For Minors - Parent/Guardian: email, name, address, birthdate, phone number, minor: first name, last name, birthdate
- Be familiar with the emails patrons will receive
 - See the "Email Outcomes" flyer
- Be prepared to change digital cards over to physical cards where necessary
 - Essentially, swap barcode numbers out and make a note that this was done
- Be prepared to answer Frequently Asked Questions
 - See the following FAQ page - we will add onto it as patron questions come up!



GETTING STARTED WITH...

PATRON POINT



TRAINING - STAFF

- Be prepared to flesh out patron point accounts as necessary

Patron Point Record

EXP DATE	08 - 09 - 2025	HOME LIBR	af Fennville Dist Library	CUR ITEM D	0
PCODE1	- FIX DECADE OF BIRTH	PMESSAGE	- NO MESSAGE	PCODE4	0 -
PCODE2	--	MBLOCK	--	PAT AGENCY	
PCODE3	0 None	CL RTRND	0	CIRCACTIVE	MM- DD - YYYY
P TYPE	11 AF Resident Adult	MONEY OWED	\$0.00	Notice Preference	- NONE
TOT CHKOUT	0	CUR ITEM A	0	Total Registrations	0
TOT RENWAL	0	CUR ITEM B	0	Total Programs Attended	0
CUR CHKOUT	0	ILL REQUES	0	Waitlists on Record	0
BIRTH DATE	01 - 01 - 1990	CUR ITEM C	0		

PREFERRED NAME: Wayne, Bruce

ADDRESS: [Redacted] Fennville, MI [Redacted]

TELEPHONE: 6[Redacted]

P BARCODE: 2[Redacted]

EMAIL ADDR: t[Redacted].com

PIN: *****

Fully Filled Record

023825820 Last Updated: 07-31-2022 Created: 03-12-2022 Revisions: 33

EXP DATE	03 - 12 - 2025	HOME LIBR	0a Allendale Twp Library	CUR ITEM D	0
PCODE1	1 BORN 1990-1999	PMESSAGE	- NO MESSAGE	PCODE4	3 OA - TALLMADGE TWP
PCODE2	a ADULT	MBLOCK	--	PAT AGENCY	33 Allendale Township Library
PCODE3	0 None	CL RTRND	0	CIRCACTIVE	07 - 31 - 2022
P TYPE	146 OA Resident Adult	MONEY OWED	\$0.00	Notice Preference	- NONE
TOT CHKOUT	14	CUR ITEM A	0	Total Registrations	0
TOT RENWAL	6	CUR ITEM B	0	Total Programs Attended	0
CUR CHKOUT	0	ILL REQUES	0	Waitlists on Record	0
BIRTH DATE	03 - 21 - 1992	CUR ITEM C	0		

PREFERRED NAME: M [Redacted]

LEGAL NAME: M [Redacted]

ADDRESS: [Redacted] GRAND RAPIDS MI [Redacted]

TELEPHONE: 616-482-9600

MICH ID: M2 [Redacted]

P BARCODE: 21 [Redacted]

EMAIL ADDR: M [Redacted] @M [Redacted]

PIN: *****

INITIALS: OA/TES 3/12/22



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PATRON POINT



TRAINING - PATRONS

- Publish the link or forms to a public space that patrons can easily find
- Advertise your new online registration
 - In the library with signs, flyers, bookmarks, etc
 - On your social media
 - On your website's homepage
 - By word of mouth
- Patron's shouldn't need a lot of hand-holding through the actual application process - the forms and emails are very straightforward. It will mostly be getting the word out that this resource exists, and displaying it in an easily-accessed space.
- Make sure patrons receive assistance when their applications don't go through
 - Good customer service and troubleshooting when they reach out
 - Have answers to FAQ readily on hand



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FREQUENTLY ASKED QUESTIONS

- How long will it take for me to get my card?
 - It depends on the servers, but it usually takes between five minutes and an hour to receive the email with the outcome of your application.
- Why was my card application rejected?
 - It could be any number of things! The most common reason for applications being rejected is their address not falling within that library's service area. To figure out what's going on, please contact the library!
- I moved and need to change my address - how do I do that?
 - To change libraries, please contact your new library to see what their procedure is - usually you'll have to go in and swap the cards out with proof of your new address.
- I need to apply for cards for all of my kids, how do I do that?
 - A Minor Application Form should be filled out for each child.
- I live in one city but would like to have a library card for another - can I do that?
 - Your library card will work at any library within the Lakeland Library Cooperative. If you would like an additional card in order to get access to their digital resources, please contact that library.
- I applied to the wrong library and got rejected - can I still apply to the right library?
 - Yes!
- I messed up my phone number/email/etc. in my application - how do I fix it?
 - Please contact your library to fix and incorrectly entered information.