

Action Item 2: Privacy Waiver

Proposed Change to Policy:

An upcoming new feature in Evergreen 3.3 (we are currently on 3.2.3) provides the option to allow patrons to designate other patrons to use their account.

Example: Jane Doe has a hold ready for pickup but is unable to come into the library. Her husband John Doe goes to the library to pick up the hold on her behalf. His name is listed on Jane's account, so library staff know it's okay to check out the book on Jane's account and give it to John (rather than checking it out on John's account).

A new widget in Patron Edit and My Account allows staff or patrons to enter one or more names and indicate which functions the person is allowed to access for their account. Patrons can review and update this information through My Account.

Survey Results:

The following summary is based on survey results from 43 PINES Subcommittee members and Directors representing 28 library systems. One question was asked:

Should PINES implement this feature when we upgrade to Evergreen 3.3?

Summary of All Responses:

	Responses	Percentage
Yes	30	70%
No	11	26%
Not Sure	2	4%

Responses by Circulation Subcommittee Members Only:

	Responses	Percentage
Yes	7	78%
No	2	22%
Not Sure	0	0%

Responses from Other Subcommittee Members and Directors:

	Responses	Percentage
Yes	23	68%
No	9	26%
Not Sure	2	6%

Comments

Comments For:

- I think this is a good idea. It would make my staff a lot more comfortable about letting someone pick up their wife's books or check out books for an elderly parent. And it would put the burden on the patron rather than letting the staff make the decision.
- I've used this in other systems and it is a great feature.
- Library card should be required.
- Person (not requestor) picking up book for wife, or whoever requested book, should still present the requestor's card (or picture of card on phone). Must have bar code to scan.
- The patrons need to understand if they opt for this service they need to notify the library to opt out. (I'm thinking divorce or child custody issues.)

Comments Against:

- Creates inconsistency in Pines policy
- If the husband has the wife's library card, he can check out her book without the use of a note. No card, no action.
- It's not needed because if someone has the library card they are able to check out/pick up holds and renew items.
- Proxy borrower should not be allowed to check out materials without PINES card in hand.
- This creates such a hassle when we require a library card in hand (or electronically) to check out if you are the card holder. We need to decide is a card necessary or not. Double standard policies lead to frustrated patrons and staff.

Other Comments:

- I can see some challenges in the future if allowed.
- My librarians and branch managers were unanimous in saying that it should be limited to spouses and/or parents of underage children.