

AAC meeting minutes 2/8/2024

Present:

Jane, Jill, Lisa, Amy, Nate, Phil, and me. Special guest: Judith Wines.

We discussed Patron Registration, as we have for several meetings. I don't remember if we went over things we've discussed already, but Judith attended with a specific recommendation that could affect our project, so I'll just outline what I think we talked about in the meeting and what Judith and I have discussed since.

Judith floated the idea that we ask people who register online to email a photo of their driver's license to Rob, and if the license matches the information entered on the online registration form then Rob would give them a three year Expiration Date.

My first reaction was that Rob doesn't have the time to take on what could be (or maybe not) a big project. So Judith suggested that we split the work between Rob and Anne Myers, who works with Judith. We get about 1,000 online registrations a month, many of them duplicates, and some clearly not eligible for a UHLS card. Rob regularly deletes Patron Records of people who obviously don't belong and those who registered online and have not visited a library in 30 days.

Judith contacted SALS, Mid-York Library System, and probably others. Mid-York receives about 200 online applications a month and about a third of those email a photo of their license. Mid-York mails a physical library card to the patron and they're not able to use any resources, online or otherwise, until they receive it. Mid-York's procedures are [here](#), and their email to online registrants is [here](#). SALS's procedure is [here](#).

I was concerned about the [privacy/security issues](#) related to emailing driver's licenses, but NYPL does it, Mid-York, SALS, and probably many other libraries and systems. We should discuss this concern.

A possible workflow:

1. A patron registers online and receives a temporary barcode and instructions for emailing a photo of their driver's license to, say, online_registrations@uhls.org.
2. That email must contain the temporary barcode and an accepted proof of residence, probably a driver's license photo.
3. Anne and Rob monitor the online_registrations@uhls.org email address and divide the emails equally (I'm thinking by male and female registrants' names).

4. They use the temporary barcode to look up the Patron Record in Sierra. If the address on the Patron Record matches the address on the emailed proof, and the registrant lives in our service area, then Rob or Anne use the method described next (#5) to notify their best guess at what should be the patron's home library.
5. Years ago I set up a procedure where a greater-than sign (>) followed by a library code (e.g. >EGRN) in a *Patron Message* field would trigger an email to that library the following day with instructions for updating the record to make it theirs. Rob and Anne would need only to add that *Patron Message* and they'd be done. The next day, EGRN (in this case) would get an email saying, "This patron registered online but lives in your area. Please update the record (Patron Type, Agency, Home Library, etc.)." If the receiving library disagrees (e.g. "No, this is a NGRN address"), then they could just change the *Patron Message* to ">NGRN" and the next day NGRN would get the "Please update" email.
6. The target library would then update the record and ... what? Mail (USPS) a library card to the patron? Email the patron with the real barcode and ask if she wants a physical card, which would be mailed if the answer is yes?
7. The "driver's license" emails would be deleted after 30 days.

Some issues:

- How do we monitor whether Anne and Rob processed an email?
- How do we monitor whether a library issued a card?
- Do the libraries have the staff to manage this process? Mid-York handles about 70 online registrations a month where the patrons email drivers licenses. That's about a third of their total online registrations. We get about 1,000 online registrations a month. If 25% of those emailed their licenses to us then we'd receive about 12 a day to be processed. Is that manageable? I don't know.
- Should we disallow access to any resource, digital or otherwise, until the official barcode is issued? This would prevent abuse by people who live outside our area, but it would delay access for eligible users, and it might discourage some people completely if they don't want to email sensitive information.

Next: AI in libraries:

We had a brief discussion about our new topic "AI in Public Libraries." I did some minimal work and saved two documents:

- [from ChatGPT](#), which is exactly what its title says.
- [ULC \(Urban Libraries Council\) Recommendations](#)

After that, Nate took the lead since he's doing real public library work with AI. He described some of the things he's doing with it, and we agreed to continue the discussion at future meetings.