



Hamilton  
Public  
Library

# Get A Card

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FREEDOM TO DISCOVER

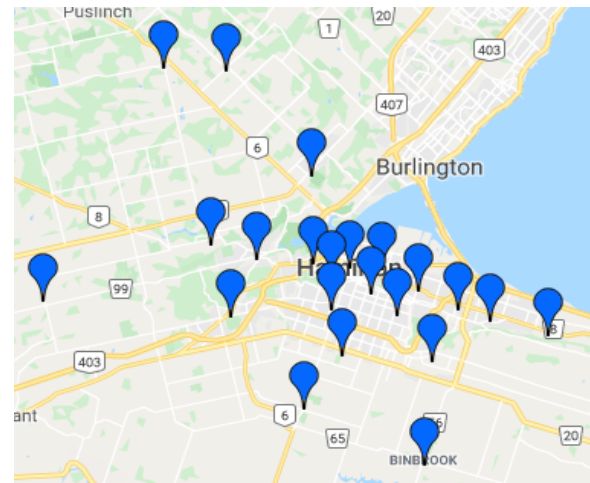
[HPL.CA](http://HPL.CA)

Vicki Berkeley  
Ida D'Amico



# About Hamilton Public Library

- 22 branches and 2 bookmobiles serve a population of over 570,000
- 167,441 active borrowers
- Over 5.3 million physical circulation (2019)
- Over 1.8 million digital circulation (2019)
- ILS is Polaris 6.0
- Went live with Online Registration in April 2019





# Why Online Registration?



- Offer all customers the opportunity to connect and use library resources
- Meet the customer where they are at any time, day or night
- Immediate access to online resources



# Options Explored

1. Polaris PAC self-registration form - too restrictive
2. Create a web form in-house using Polaris API – too resource intensive for us at the time
3. Third-party vendor – Quipu Group was best fit for HPL





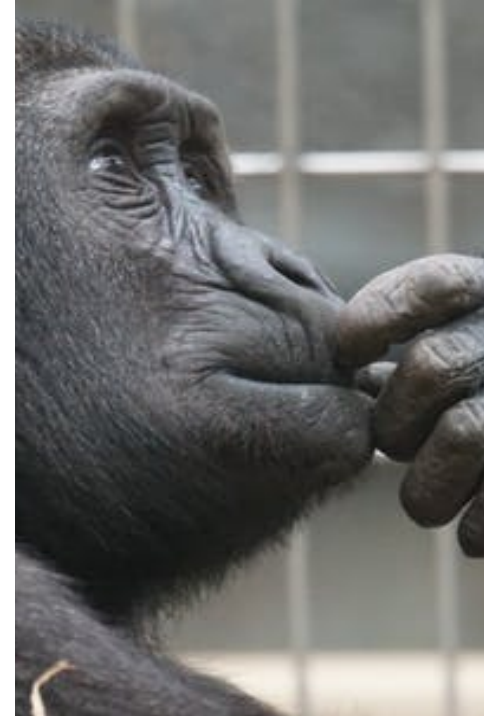
# Considerations

## Who should be able to apply?

- ❓ Adults only or include children
- ❓ Restrict to HPL service area or include those who work/attend school in Hamilton

## What should online registrants have access to?

- ❓ All online resources or limited resources
- ❓ Check-out of physical material
- ❓ Holds on physical material





# How it works

## General validation

- Block on invalid email addresses/unverified domains
- Block on IP addresses outside of Canada and USA
- Required fields and syntax rules
- Valid address
- Duplicate records (ILS checks)

## Different Validation rules apply

- HPL service area – City Address Database
- Name verification for residents of Hamilton
- For applicants who work/attend school in Hamilton, checks list of cities within commuting distance
- A third service area was defined for applicants who live in Six Nations (added mid November 2019)

### Online Library Card Registration



Use often. Expand your world.

For more information please read through the [Online Library Card Application FAQ page](#).

Register for a Hamilton Public Library card if you live, work or attend school in Hamilton.

Please select one of the following to continue registering:

☐ [Resident of Hamilton Ontario](#)

☐ [Live outside of Hamilton, but work or attend school in Hamilton](#)

☐ [Six Nations of the Grand River](#)



## If validation is passed...

- Record automatically created in Polaris
- Barcode within provided range assigned
- Patron code assigned based on birth date, type of registration, and name verification
- Confirmation screen including the soft barcode is displayed
- Confirmation email sent to customer with attached soft barcode that can be stored and used in place of a physical card

### Online Confirmation

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FELINUM MAXIMUS, welcome to the Hamilton Public Library.

Please complete your registration here: [Create Username](#)

Your new eCard number is 22022100058443.



Once registered, visit [HPL Online](#) to enjoy 24/7 access to digital collections including movies, music, graphic novels, bestseller e-books, and more.

Interested in attending programs and checking out books, DVDs and other resources? Visit your nearest [branch](#) or [Bookmobile](#). On your first visit, please stop at an information desk to activate your physical borrowing by showing your personal identification.

We look forward to seeing you soon.

- Team HPL



## Link to Discovery Layer

On-screen and email confirmations encourage customers to complete registration by creating an account in our discovery layer

### Welcome to Hamilton Public Library's Catalogue!

Step 1/2

We've retrieved the following information from your library account. If any of the information is incorrect please contact your library.

**First Name: \***

FELINUM

**Last Name: \***

MAXIMUS

[This is not me, start over.](#)

**Email Address: ⓘ**

idamico@hpl.ca

**Date of Birth:**

Jul 1995





# Benefits of Online Registration



- Data entered in online registration form is standardized
- Minimal staff intervention
- Restrict notification options to email, our preferred method of notification
- Easier to update customer records for physical borrowing



# Statistics

- Over 4,400 online library card registrations
- 25% of online registrants have visited a library to upgrade their card for physical borrowing
- Circulation of physical materials by online registrants is over 15,000
- Over 40% pass name verification
- Almost 200 customers rejected as duplicates have started using an existing card again



# Lessons Learned

- Monitoring of rejections is important
- Labels on registration form were ambiguous and caused confusion
- Purge inactive customer records before and ongoing (to decrease number of customers who are identified as already having a card)





# Challenges

- Would like some more information in online reports
- Would like to be able to resend confirmation email
- Address validation.....





# Looking Ahead

- Ability to enter a list of address exceptions
- Restrict number of attempts by same IP address
- Online update of contact information (1<sup>st</sup> half 2020)





# Contact Information

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URL for HPL Online Registration: <https://www.hpl.ca/online-registration>