

## **New reader registration**

### **Service Definition**

Upon receipt of a completed reader registration form and presentation of their NHS staff card, an account will be created for the new reader on the library management system within two working days.

New readers are entitled to borrowing rights at the point of submitting the paper registration form. Should they wish to borrow books immediately, a note of the books they borrow will be made on their registration form and will be recorded on their account once it is created.

All new readers will be offered a short orientation session to introduce them to library facilities. There is also the opportunity for new library users to attend a 90 minute induction session which focuses on online information skills.

A welcome email will be sent to new readers within two working days.

### **Monitoring Process**

A new account will be created, in our Library Management System, unless a person has registered previously, and still has a record on the system, in which case the existing record will be updated. All details from the reader registration form will be stored in our Library Management System. Reader codes will be generated from our Access database and the communication preferences a person has chosen will be recorded. An email will be sent to new readers once their account has been created and the library welcome guide will be attached.

### **Performance Indicators**

Data collected through the annual library satisfaction survey should indicate how people found the registration process and how useful they found the information that was given to them when they registered. Evaluation forms will be used for the longer induction sessions.

### **What we expect from our users**

To [complete the registration form online](#) or using the paper form available in the library. If the paper form is chosen then this should be completed in clear, easy to read, hand-writing.

To read the welcome email that we send.

### **Policy Reference**

New reader registration v10

**Review Schedule**

Every 6 months.

Next review date: May 2021