

## New reader registration

<b>Service Definition</b>		<b>What we expect from our users</b>
<p>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.</p> <p>New readers are entitled to borrowing rights at the point of submitting the 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.</p> <p>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 60-90 minute induction session which focuses on online information skills.</p> <p>A welcome email will be sent to new readers within two working days.</p>		<p>To complete the registration form either online at <a href="https://www.educationairedale.co.uk/registration-form.html">https://www.educationairedale.co.uk/registration-form.html</a> or using the paper form available in the library. If the paper form is chosen then this should be completed in clear hand-writing.</p> <p>To read the welcome email that we send.</p>
<b>Monitoring Process</b>	<b>Performance Indicators</b>	
<p>A new account will be created, in our Library Management System, unless a person has registered previously 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.</p>	<p>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. Separate evaluation forms will be used for the longer induction sessions.</p>	<p><b>Policy Reference</b></p> <p>New reader registration v7</p> <p><b>Review Schedule</b></p> <p>Every 6 months.</p> <p>Next review date: June 2019</p>