DALNET Circulation Advisory Committee
Patron Record Recommendations

1. General
   Each DALNET institution should follow the Library Privacy Act and treat personal information in Horizon patron records as confidential.

   In Horizon, for each location, circulation rules are written based upon the type of item and the type of borrower. Circulation transactions are based on the patron record number and the item record number, not the bar codes, but the internal record numbers. One does not need to have a library card with them to check out a book. The bar code serves only as a fast and unique search of the patron file. Bar codes may be needed for patron authentication at a later time.

   DALNET has contracted with Ameritech Library Services for the development of a shared patron file. Included in the shared file will be a unique number for each borrower based upon the last four digits of the Social Security Number and the month and day of the borrowers birth. This number will be the match point for records entering the shared file. Because this file has not been developed, the borrower file in Horizon should be kept as generic as possible. It is the DALNET Office recommendation that while fields may be added to the patron record, DALNET sites should not remove columns from the borrower database.

2. Name
   It is recommended that personal names be entered in all upper case letters in the following format:

   LAST NAME, FIRST NAME MIDDLE NAME/INITIAL (optional)
   Example: SMITH, JOHN A.

in the appropriate field on the patron record. Names entered in any other order will affect retrieval.

It is recommended that corporate names be entered consistently within each DALNET institution.

The names for patron records created for internal library use should include an institution identification code as the prefix to the name. When the shared patron file is available, these internal patron records should be retained at the local level if at all possible.

   Examples of records for internal use:

   WSU Medical Library Interloan

CHM Circulation Department

UDM Bindery/Repair Technical Services

3. Social Security Number

Until such time as the shared patron file and the DALNET unique identification number is available, Social Security number will continue to be included in patron records. This number will be used by academic libraries in DALNET as the match point for file loads of patron records. If an individual does not wish to supply their complete Social Security number, the last four digits of the number should be input as these will be used to generate the unique number. At least the month and date of the patron's birth will also be needed as part of the input key for the unique identifier. Records for corporate bodies and for internal borrowers will not have such numbers.

DALNET libraries may add an additional column to the patron record for the purpose of adding an institutionally specific ID number.

4. Main Note Field

Since the information in the NOTE field displays on the charge screen the following recommendations are made for the use of this field:

1) Messages used in the NOTE field should be standardized within the institution but not necessarily all DALNET libraries;
2) DALNET libraries should make use of the "Note to patron" block to communicate the need for address or phone corrections to the patrons.
3) Blocks for address correction should be resolved by which ever DALNET library the patron next enters and the block removed.

5. Patron Addresses and Phone Numbers

At least one address is required for each patron record. Addresses entered in the system must contain a valid mail type code. Each address shall contain appropriate data in the proper fields. City, state, and zip code should be entered in the fields on the borrower record. The city/state codes button and table will not be used by DALNET libraries because of the large number of entries which would be required in that table.

Address data, shall, insofar as possible, conform to U.S. Postal Services standards for address information (attached). If a person's permanent address is not in the United States, the mail type should be F (foreign) and the appropriate country included.

Because the metropolitan Detroit area has multiple area codes, and because the same telephone exchanges are used in several area codes, the area code must be included as part of the phone number.

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6. Borrower Types (Btypes).

   a. Borrower Types or Btypes are used by Horizon in conjunction with item types (itypes) to generate circulation privileges. Each borrower must have a btype just as each item has an itype. There is a DALNET standard for formatting the btype code that is two letters for the institution and four characters of the standard abbreviation for borrower types. A seventh character (letters A-Z, except I and O, and the numbers 1-0) can be added, if needed, to subdivide any category. Borrower types are also used by the system to generate selected one type of circulation statistics.

   b. Borrower Statistical Codes (Bstats)
   Borrowers must be assigned at least one Borrower statistical code. This code should be the same as the btype code. Other borrower statistical codes may be assigned as needed by each institution. Borrowers may have multiple bstat codes. The codes may be added at the time of patron registration or by file load. Bstat codes are used only for the generation of circulation statistics and may be added after the library has begun to use Horizon. Codes added after Horizon has been implemented are effective the date they are entered.

7. Interlibrary Loan Patron Records (for lending purposes)
   The use of a separate patron record for each ILL library/patron is recommended so that overdues, fines, etc. are linked directly to the borrowing ILL library/patron. Two other ILL patron options are: a) Use of an ILL department pseudopatron record for all ILL activity. While this procedure reduces the number of patron records that need to be created for ILL, it also fails to provide a link between the borrowed item and the ILL library/patron resulting in the need for a paper file; and, b) A combination approach may be used in which separate ILL patron records are created for frequent ILL users and an ILL department pseudopatron record and corresponding paper files are used for all other ILL libraries/patrons.

   When pseudopatron records are used for ILL, the guidelines for pseudopatron records in Section 2 of this document should be followed.

8. Conflicts in Names
   The following guidelines should be used to resolve mismatches that do occur: a) The resolution of differences is at the discretion of each DALNET institution; b) When a choice must be made between two forms of a name, the most complete form of the name is preferred. When there is insufficient information to resolve a mismatch; 2) block any other patron records for the same patron with a message in a block to get the correct name. DALNET libraries are encouraged to keep their patron files as clean as possible.