Proposal for Self-Registration Form Options

This proposal outlines three options for an online self-registration form via Grove that will allow patrons to obtain a library card with varying levels of validation and staff involvement. The goal is to provide convenient access to library resources while balancing security and administrative oversight.

Option 1: Full-Use Card Without Photo Validation
- After completing an online self-registration form, a full-use card is issued immediately upon submission, with an automatic expiration of one year.
- No photo validation or staff review is required.
- Provides the most seamless user experience but carries a higher risk of fraudulent registrations.
Why not use a service like Ekata (used for auto renewal)?
- Approximately 40% of the population would miss the opportunity to obtain a card due to the current auto-renewal rate, which could disproportionately impact those without established credit or homeownership.
- Additional costs and logistical challenges: Grove requires direct contracting with Ekata, introducing another vendor and potential point of failure.

Option 2: Limited-Use Card with Automatic Upgrade After 48 Hours
- After completing an online self-registration form, a limited-use card is issued immediately upon submission, with an automatic expiration of one year.
- Staff have 48 hours to review submissions and delete any suspected fraudulent accounts.
- If no action is taken within 48 hours, the limited-use card automatically upgrades to a full-use card.
- Balances ease of access with some level of staff oversight to mitigate potential abuse.
- Over the last 6 months, an average of 527 OPR records were created per month (329 of which were MPL only) – with these numbers we would expect ~11 or less new accounts needing approval per day per library

Option 3: Limited-Use Card with Staff Approval Upon Photo Validation
- After completing an online self-registration form, a limited-use card is issued immediately upon submission, with an automatic expiration of one year.
- Patrons must show up in person to show photo ID and staff must manually approve the registration to update the account to a full-use card.
- Most like our current process and provides the highest level of security but requires more staff involvement.

Additional Notes:
- Expiration date: Regardless of the selected option, expiration dates will be prepopulated to one year to minimize risks from bogus accounts and automatically place patrons through the auto-renewal verify process sooner (thereby acting as built in address verification)
- Address verification: Regardless of selected option, form will validate the address is within MKE county
- Database maintenance: MCFLS will automate additional patron clean up to assist with removing possible fraudulent accounts from the system.
- Grove will not assume the risk of handling patron photos/IDs for the sake of security.