

# California State University Walk-In User Policy

Submitted by:

The Fulfillment Functional Committee  
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## Introduction

Alma has gone through significant changes since we first migrated in 2017. Several updates have made it easier to share materials and to act as a unified library system for our patrons. Recent updates in Fulfillment and Resource Sharing concerning walk-in patron functionality made us feel it was time to update the [Visiting Patron policy](#) to allow for CSU+, clarify standards, and ensure a consistent experience for patrons across the CSU.

*\*Note: This policy does not apply to campuses who are experiencing special/extenuating circumstances.*

## Definitions

Throughout this document the following terms will be used:

- Home campus - the campus with which the Walk-in User has an ID.
- Host campus - the campus the Walk-in User is visiting.

## Services Offered to Walk-In Users

Walk-in users will be able to check out items from the library's regular circulating print collection\* through Circulation. We recommend the user group be configured to use the following loan policies to match CSU+:

- 16-week checkout
- Minimum limit of 20 simultaneous loans

The use of computer labs is allowed if possible and relevant to the campus.

*\*Special Collections, Media Items, LP Records, Equipment, Current Periodicals, Course Reserves, Reference Items, etc. are up to each campus' discretion.*

## Use of Physical Facilities

Walk-in users may use library facilities as if they were a standard patron at the library. This includes areas such as student-only extended hours. Access to areas only accessible using an automated system (such as an ID card swipe) that cannot accommodate other campus IDs may be limited for walk-in users. However, the task force recommends each library work with their campus to provide access to these areas for these students, if possible. Such use supports student learning and success by aligning CSU library services more closely with student needs regardless of campus of enrollment.

This does not apply to campuses who do not offer the use of physical facilities past regular open hours or where after-hours access is restricted for security purposes.

## Eligible User Groups

Current Staff, Faculty, Emeriti, Visiting Scholars, and currently enrolled students are considered affiliated with the CSU and are therefore eligible for walk-in privileges. To prove eligibility, they must show their university ID. Alumni may use the service if the library currently allows Alumni to use other library services. Public users are ineligible for walk-in privileges.

*Note: Distance learners are considered eligible for walk-in privileges. However, they may not have a physical University ID card. If your campus does not have a written policy requiring a physical University ID and a distance learning user wants to create a Walk-in User library account, a successful log in to their home campus OneSearch account and some form of a picture ID such as a passport, driver's license, or state ID should be sufficient to create the account with your campus.*

## Fines and Fees

The same rules apply here as they do for CSU+. The host library that checks out the item to the user is responsible for enforcing fines and fees associated with that item. All notifications go through the host campus.

If a Walk-In user accumulates fines for overdue items at the host campus and is not responding to overdue and billing notices, the host campus can contact the home campus to discuss methods for resolution.

## Courtesy Returns

Walk-in Users may return their checked-out items to any CSU library. Alma does not currently provide a method to track these items or a process for courtesy returns. However, to facilitate the item returning to its home library, it is suggested that CSU resource sharing staff do the following:

- Send an email to the resource sharing staff at the owning library explaining that the item was returned and is being shipped via courier.
  - The email sent to the owning library should include the book's barcode.
  - The email will also provide an unofficial record that the patron returned the item even if the item never shows up at the owning library.
- Upon receiving the item, the owning library should check it in to complete the loan cycle which will remove any potential fines or registration holds from the end user's account.
- If the item is not received at the home library, follow the Resource Sharing "CSU+ Items returned and not received at the lending library" procedures.

## CSU+ and Rapido

Walk-in Users should be configured to be able to use CSU+/Rapido for physical items, at least for items held at other CSU libraries. To limit the ability to request items to just within the CSU, staff can configure Rapido Borrowing Mediation Rules and Display logic rules.

To access electronic materials in Primo, patrons need a Single Sign On account. Walk-In user accounts are manually imported and do not have a Single Sign On username and password. Because of this, Walk-In patrons should be instructed to use their home library to access electronic resources or request articles or book chapter scans through Rapido. Staff can hide the digital Rapido Offer links from Walk-In patrons using a Display Logic Rule to reduce patron confusion.

Rapido Borrowing Mediation Rule and Display Logic Rule configurations will be posted on the Cal State Walk-in User (Visiting Patrons) Configurations pages on the Unified Library Management System (ULMS) wiki.

## Configuration and Workflow

Configuration and step-by-step workflow guides for walk-in users will be posted on both the Fulfillment Functional Committee (FFC) and the Resource Sharing Functional Committee (RSFC) wikis. These pages may be updated as additional Alma and Rapido updates are released.

### FFC

- Configuration: <https://calstate.atlassian.net/l/c/1Xaf6411>
- Workflow: <https://calstate.atlassian.net/l/c/mjZhFGmU>

### RSFC

- The RSFC wiki page will have links added that direct patrons to the pages on the FFC wiki for consistency.

## Conclusion

The CSU libraries have grown increasingly unified in the goal of filling the needs of all CSU patrons. Clarifying how to set up Walk-In user accounts and policies will help us improve our services and ensure a patron at one CSU library is a patron at all CSU libraries.