

Municipality Information

The Municipality field in a patron's record is located under the "Statistics" tab in CARL-X and under "library statistics" in Connect. This NEEDS to be correct for reporting purposes and county funding. Please look at the information and resources below to help staff determine the correct municipality for patrons.

OWLS guidelines for Municipalities:

Generally, a patron record is assigned the municipality for the city, village, or town where the patron lives. However, more specific guidelines have been developed:

1. A resident of the NFLS or OWLS system areas should be assigned the municipality for the specific jurisdiction where he/she lives.
2. A resident of the NFLS or OWLS system areas who owns multiple dwellings or properties within the NFLS or OWLS system areas should be assigned the municipality for his/her primary domicile.
3. A nonresident of the NFLS or OWLS system areas who owns a dwelling or property within the NFLS or OWLS system areas should be assigned the municipality for the jurisdiction where he/she owns property.
4. A nonresident of the NFLS or OWLS system areas who does not own property within the NFLS or OWLS system areas should be assigned the municipality for the jurisdiction where he/she lives, e.g., other Wisconsin counties/systems, other states.

******For those libraries who receive many visitors who own property or vacation in their area (Door, Marinette, etc.), the municipality should match where the patron **owns** property; if they own multiple properties, it should match the address of the local property. PO Boxes **cannot** be used as a reference for municipality. ******

Tips for Verifying a Municipality:

- Use county websites to locate the address/municipality. Make sure to check for leading or following spaces in search terms.
 - Depending on the resource being used, searching can be key in locating an address. Using abbreviations, spacing, etc. Can all determine if you get results or not.
 - Each resource is different in how they navigate to the appropriate search tool and how they display results. It could take some practice before staff feel comfortable using online resources.
- Use credible resources such as GIS maps, myvote.gov, USPS, Wisconsin Land Information, etc. To locate an address for the municipality.
- If all else fails, Google can be used to search for the city which most times will give the county it is in, which would let you know which county site to use. OR, at times, a quick Google search for the address will indicate the municipality for it.

Questions on Municipalities:

1. If staff are not sure of the municipality, can they just use the "unassigned" municipality?

Municipality Information

- a. Never use the “Unassigned” municipality. When this is used, circs are not attributed to any library, creating bad data for reports as well as a shortage in funding to the appropriate libraries.
2. How do staff know which county website to use?
 - a. A quick Google search of the city should give you the county it is located in.
3. If there is a municipality listed for a county in a different library system but also a municipality for the library system itself, how do we know which one to use?
 - a. OWLSnet needs to know about the individual counties that are in our system AND adjacent to our system. There are adjacent systems with counties that are adjacent to our system, BUT also counties that are not. In the instance when the county is NOT adjacent to our system, use the system code. When the county IS adjacent, use the municipality code for that county/address.
4. Should staff change a patron’s municipality when they come in to update their account?
 - a. Yes, if it is needed. Whenever you are in a patron’s record making changes, especially the address, staff should be verifying the municipality is correct, too.
5. If a patron lives in an unincorporated town, which municipality should be used?
 - a. Unincorporated towns have no municipal government, and no library. For funding purposes, OWLS is only concerned about those towns, cities and villages that DO have a municipal government. If you come across an unincorporated town, locate the town in which it IS located in (EX Ellison Bay, WI is unincorporated but located within the Town of Liberty Grove, which has a municipality listed in CARL). Use this code for your patron.
 - b. If the unincorporated town is located outside of the OWLS/NFLS system, then use the system code if necessary.
6. If my patron only has a PO Box, what municipality do we use?
 - a. Staff CANNOT use a PO Box for determining a municipality. PO Boxes are not the physical address in which a patron lives and doesn’t give us any information. Even if the PO Box is local and there is a main address not located in our system/state, staff cannot use this PO Box to determine municipality. Patrons must have an address in addition to the PO Box. Please contact the OWLS office if you have more questions about PO Boxes.
7. What municipality do staff use if a patron only has a boathouse address?
 - a. If a patron has a secondary address, please use this in determining the municipality. If, by chance, they only have the one boathouse address, are you able to determine if they are paying any local property taxes? If so, please use this to determine the municipality. This may only be pertinent to Door County patrons, in which case, Door County is consolidated and may not bill adjacent counties. But always inquire with OWLS if you are unsure as to what municipality to use.
8. What’s the harm in adding in the municipality later on, after registration has been completed?
 - a. The harm in this scenario is that once a card is made, patrons can use it immediately. If there is no municipality in the record and a patron checks out 75 items, then those circs will not get attributed to the owning library. Depending on if staff put in the wrong municipality or if they left it blank, the circs would go to the wrong library or no one.