Duplicate checking

It's important to be thorough when entering a new patron record to prevent patrons from having more than one card. The additional time it takes to search several variations of a name is well worth it.

- Ask if the patron has ever had a card in any area library.
- Even if they say no, still check to see if the patron already has a card in the system.
- In CARL Connect Staff under "user services" and "new user" type in the patron's information as required. Click "register."
- In CARL-X, under "Patrons", type in the patron's name in the 'Name' field and Search.
- If the patron uses a nickname that is very different from the name on their identification, go back and search under that name as well.
- By including the patron's birthdate in the search, it is more likely to catch duplicate accounts. This can be done in both Connect and CARL-X.