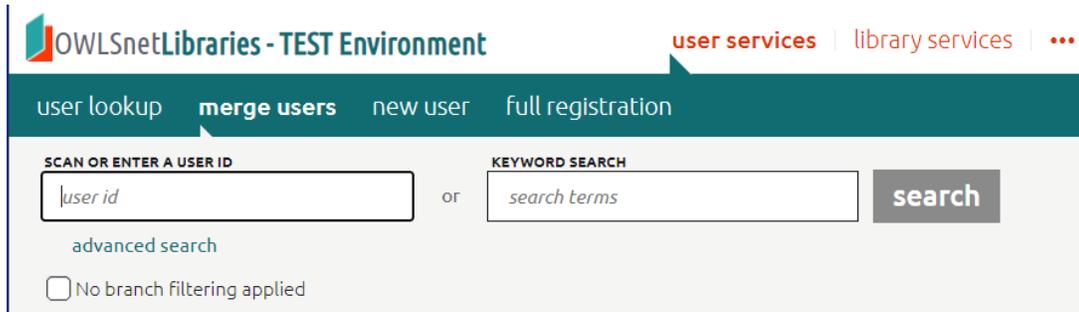


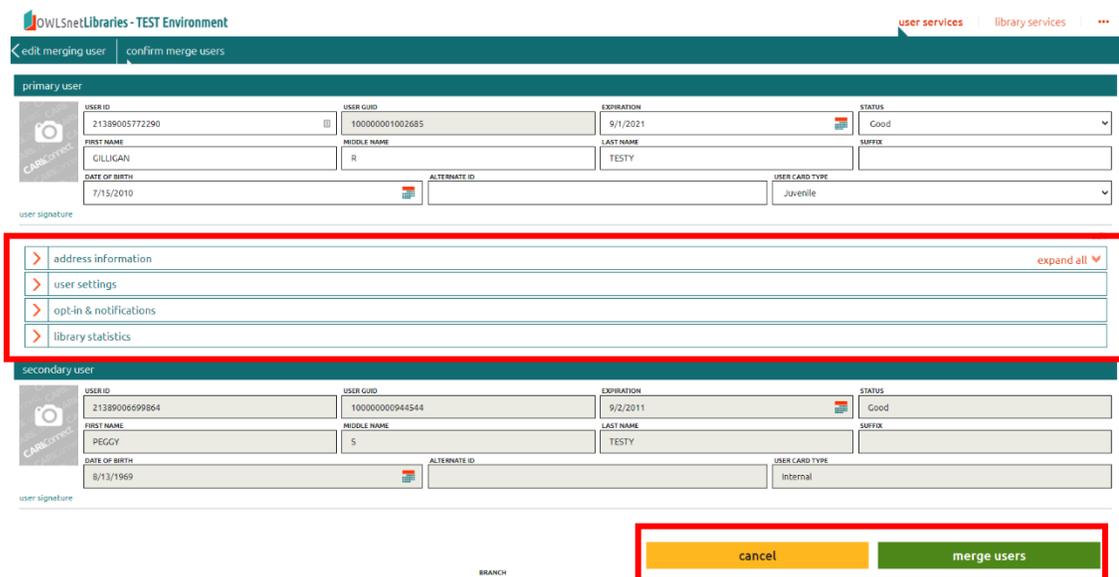
Merging Patron Records

If staff come across a patron with two accounts, they can merge these into one. This can only be done in CARL Connect. Staff should take any necessary screen shots or jot down any information from the accounts that would be needed in case any issues arise from merging.

1. Once logged in to CARL Connect, make sure to select “user services” near the top right corner, and then click on “merge users.”



2. Scan or type the patron barcode into the first field, OR search by name in the second field. If searching by name, select the patron account from the list of results. Whichever account searched for first will be the primary user used to merge the accounts.
3. Once the primary user account has been chosen, then scan/type in the second patron barcode, OR search by name again. From the list of results, select the secondary patron account that should not exist.
4. Once the secondary account is chosen, the next screen will show both records. Staff can make edits within the primary user information to the address, settings, notifications, and statistics as needed.



primary user			
USER ID	USER GUID	EXPIRATION	STATUS
2138900577290	100000001002685	9/1/2021	Good
FIRST NAME	MIDDLE NAME	LAST NAME	SUFFIX
GILLIGAN	R	TESTY	
DATE OF BIRTH	ALTERNATE ID	USER CARD TYPE	
7/15/2010		Juvenile	

secondary user			
USER ID	USER GUID	EXPIRATION	STATUS
2138900699864	100000000944544	9/2/2011	Good
FIRST NAME	MIDDLE NAME	LAST NAME	SUFFIX
PEGGY	S	TESTY	
DATE OF BIRTH	ALTERNATE ID	USER CARD TYPE	
8/13/1969		Internal	

5. Once all changes have been made and staff are sure the correct primary and secondary accounts were chosen, click on the green “merge users” button at the bottom of the window. Or “cancel” if you made any mistakes in selecting accounts.