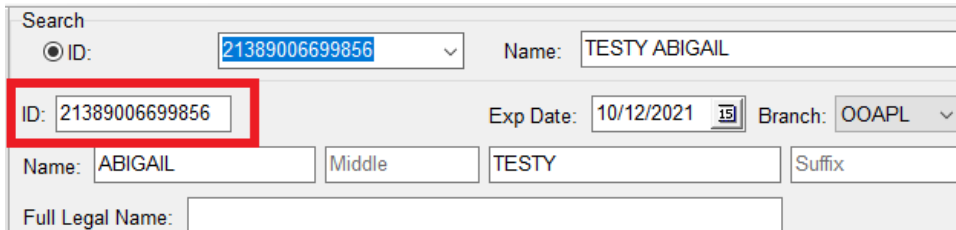If a patron loses their card, staff can give them a new one. This can be done in CARL-X and Connect. First replacement cards can be free if a library chooses. After that, we ask that libraries charge the $3 fee per card.
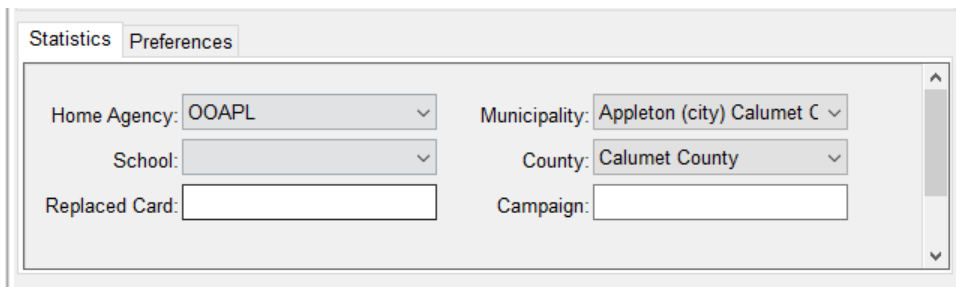
Lost/Replacement Card in CARL-X

1. Bring up the patron record by searching for their name/birthdate.
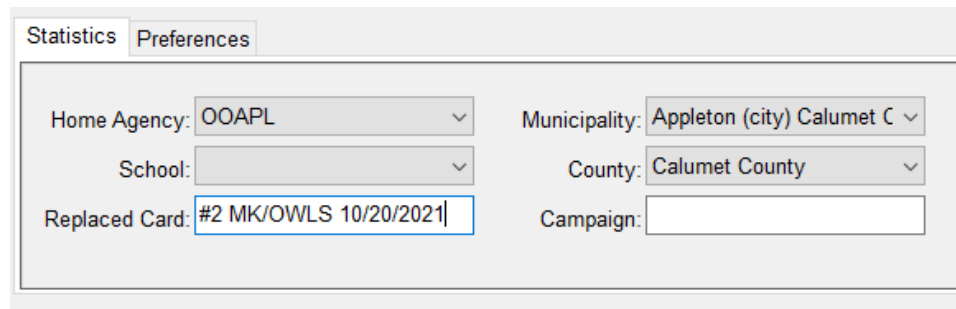2. Scan the new barcode into the ID field seen below.

3. Then locate the Statistics section of the account. This is near the bottom of the record.

4. Within the "Replace Card" field, type in the number (1, 2, 3, etc...) in which this replacement card is. If it is the first, then put in "#1 MK/OWLS MM/DD/YYYY". Do this with each Replace Card you give.
5. Every time a replacement card is given, this field should be updated with the appropriate card number and staff information. If you go into an account and see this field says "#3 MK/OWLS MM/DD/YYY" then you would want to remove that and put in "#4....." Make sure to include your initials, library branch and the date.

6. If your library requires more information than this, please enter it into a Note field and keep the Replace Card field to the above instructions.
7. Click Save.
8. If it is your library's policy to give a free card, then please do so. If local policy warrants it, add a note field indicating a free card was given on the current date.

Lost/Replacement Card in Connect

1. Bring up the patron record by searching for their name/birthdate.
2. Scan in the new barcode into the User ID field.

3. Then locate the Library Statistics section of the account.
4. Within the "Replace Card" field, type in the number (1, 2, 3, etc...) in which this replacement card is. If it is the first, then put in "#1 MK/OWLS MM/DD/YYYY". Do this with each Replace Card you give.

5. Every time a replacement card is given, this field should be updated with the appropriate card number and staff information. If you go into an account and see this field says "#3 MK/OWLS MM/DD/YYY" then you would want to remove that and put in "#4....." Make sure to include your initials, library branch and the date.
6. If your library requires more information than this, please enter it into a Note field and keep the Replace Card field to the above instructions. *Notes can only be added in CARL-X.
7. Click Save Information.
8. If it is your library's policy to give a free card, then please do so. If local policy warrants it, add a note field indicating a free card was given on the current date.