

Good Morning, RPLS.

This message is to serve as a gentle reminder to all that our combined LLSAP target is “one card per person” for all public libraries in the RPLS. We may have lost sight of our goal lately, because many duplicate accounts are sprouting up throughout our collective patron database. In order to prevent this very thing from happening, our User Group Policy Manual (1.13) asks us to convert a patron’s old account to reflect their new location should a patron change library districts. This necessitates we overwrite the previous library’s entries, something we try never to do between libraries. But in this case, we should. In fact, this is essential to maintaining a clean patron database and creating consistent patron records which include the patron’s history.

To demonstrate how this plays out in the real world, let us say Ms. Patron moves from the city of Taylorville to the city of Decatur. When Ms. Patron presents herself at the circulation desk in Decatur, the circulation clerk should locate and open her old Taylorville account. The Decatur clerk should then help her clear up any fines or overdue material owed to Taylorville, if necessary, and disable the old Taylorville barcode. To disable the account, he should enter the current date in the “date lost” blink in the patron’s record. To assign a new Decatur barcode, the clerk should click “new” in the barcode blink and enter the new Decatur barcode number. He should then change the location from “tayptay” for Taylorville to “decpdpl” for Decatur and complete the conversion by filling in the required fields with Ms. Patron’s new address and phone number. When finished, Ms. Patron has a new card for the district she lives in, one entry in the collective patron database, and her Taylorville history is intact, should either library need it. That completes the transaction.

And since we are discussing required fields, please remember to always fill in all LLSAP required fields (Policy Manual 1.8) to assist in communication between districts and patrons.

Respectfully,  
Your LLSAP Policy Committee