

One Card, Many Libraries FAQs

Currently, member libraries of the Finger Lakes Library System (FLLS) can only see patron records for their county. Patrons can use a card within their county, but cannot use it in any of the other counties within FLLS. To provide better customer service to our patrons, a committee from FALCONS developed a process to allow patrons to use their library card anywhere within the system.

Beginning August 29, 2016, FLLS will identify duplicate patrons and place a “duplicate patron” block on patron accounts that meet the criteria. Member libraries will need to review patron records with a block to determine if the duplicate records need to be merged.

How are duplicate records determined?

- Patron first and last names
- Birthdate

What do I do when a Duplicate Patron block comes up?

- Check with patron: “Hi Mr. Smith. It looks like you have a card here at Seymour and also one in Seneca Falls. I just need to make sure both accounts belong to you before I can fix this - we’re setting up a new system to allow people to use their home library card at any library in the Finger Lakes system.”
 - If the duplicate patron block is in error, just remove the block.
- Look at the patron code on both patron records.
 - If the patron code is “Limited Access” on either patron record, do not merge the records - just remove the block.
 - If the patron code is anything other than “Limited Access”, merge the patron records.

Terms to know

- Primary record refers to patron record that will be kept.
- Secondary record refers to the patron record being removed. Items out and notes will transfer from this account to the primary record before the secondary record is deleted.

What prevents patron merge?

- If the secondary record has any of these conditions:
 - “Do not delete” option is checked
 - has a collection agency block
 - has any attached hold requests with a status of Held or Shipped
 - has ILL requests of any status

What information is lost during a merge?

If the secondary record has exemptions or preferences, these are not carried into the primary record.

What information is kept during a merge?

The following information is copied from the secondary record into the primary record:

- YTD and Lifetime use
- free text blocks
- library-assigned blocks

- items out
- notice history
- claimed items
- lost items
- patron account and transaction summary
- hold requests
- reading history
- notes
- notices

What happens with patron associations?

Records associated with the secondary record become associated to the primary record, and the links back to the primary record are added to the associated records. If both the primary and the secondary records are associated with the same patron record, the duplicate association is not copied to the primary record.

What fields on the patron record are mandatory?

- Barcode
- Registered Library (fills in automatically)
- Last Name
- First Name
- Patron Code (fills in automatically)
- Address
- Statistical Class
- PSTAT2 (school district)
- Birth Date
- Staff initials

What is the procedure for updating other libraries' patron records?

Patrons may update their registration information at any library in the system, but must visit their home library to renew their library card. Libraries may add a 30-day extension to patrons with expired registrations so that they can return to their home library and renew their library card.

How do we handle other libraries' fines?

The strictest policy prevails. Do not waive fines from other libraries unless permission is granted by the director or their designee of said library. The libraries will develop agreements as to how to distribute fines collected.