There have been some cases coming to my attention in recent days in which circ staff have changed barcodes or input UMNet IDs in existing student, staff or faculty records. *Doing this will almost always cause problems.* In one case, the barcode of a patron had been changed to that of another student with the same name.

Please advise your staff that whenever they are dealing with University student, staff or faculty records, all patron information (barcode, UMNet ID, contact information) needs to be corrected in Aurora (for Students) or VIP (for Faculty/Staff).

– *none of those fields should be adjusted at the circulation desk.*

If your staff run into problems with incorrect or inconsistent data in any of these fields, they should do the following:

1. **Verify** that they have the right account by checking the UMNet ID (and if in doubt, contact information) as well as the barcode.
2. **Ensure** that the patron has claimed their account in Iridium.
3. **Forward** unresolved cases to my attention (including patron’s full name, UMNet ID, barcode and contact information).

Thanks again for your cooperation and patience as we improve our databases and procedures.

Maximilian Fleischman  
Systems Librarian  
University of Manitoba Libraries

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