REVISED: U of M Student Staff and Faculty with NO record in ALMA Procedures

Case:
Patron barcode does not retrieve an ALMA record;
AND
patron indicates that the card is a replacement card.

Procedure:
1. Inspect the photo on the ID to verify that the patron is the cardholder.
2. Note the patron’s UMNet ID, and the barcode on the patrons current ID.
3. Access the patron’s account in ALMA via the patron’s UMNet ID.
4. Serve the patron (barring other irregularities, e.g. blocks).
5. E-mail the *patron’s full name, old barcode, new barcode and UMNet ID* to Val.Pawlicki@umanitoba.ca

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