Context: Patrons who have been issued multiple UM staff or student ID cards during their time at UM may have a barcode on their current ID card which does not retrieve their account when swiped. These patrons may have recently a) claimed their UMNet ID (leading to a reversion to a previous barcode in the ALMA account) or b) been issued a replacement ID with a new barcode (for instance after changing their name, or losing a previous card).

Usual conditions which prompt the use of this procedure:
Patron barcode does not retrieve an ALMA record;
AND
Patron's UMNet ID retrieves a record with an additional ID that differs from the patron's ID card barcode only in the 6th and 14th digits.

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, new barcode and UMNet ID to Val.Pawlicki@umanitoba.ca