<u>To Update a Patron Record</u>

Log in as a supervisor in Circulation

Under **ADMIN (not Fulfillment)**, **MANAGE USERS,** look up the patron

If the account is "External" this means the patron is a student and the patron information was downloaded from an external source (SIS). Student records expire the last day of the semester. If the account is "Internal", I think that would mean they are a Community Patron and the record was created by library staff (internal).

Click on the patron name.

Now click on **OPEN FOR UPDATE**, found in the upper right corner of the screen.
A box will open asking if you want information to be protected from override. Student patron records are overridden the next time a patron load is downloaded. Select NO.

Now you can change the fields that need changed, such as expiration date.

SAVE

12-17