**How to renew an existing Community Borrower record in Alma**

You have come to these instructions because a user has told you they would like to renew their existing borrower card or you have determined through a name search the user is an existing expired Community Borrower card holder.

1. Verify that the user continues to have proof of Iowa residency or proof of their continuing attendance at an Iowa university or college. As proof of residency we accept State of Iowa driver licenses, Johnson County Community IDs, rental agreements, voter ID cards, utility bills. Almost any bill with a patron name and an Iowa address will do. Iowa residency for our purposes is proven by possession of a current ID from an institution of higher learning in Iowa. If the user attends a FastTrac institution they can use their ID to check out books and no longer need a Community Borrower card.

   *Some patrons may have donated to the Friends of the Library organization and we make Community Borrower cards for those individuals regardless of where they live. These borrowers will provide you a letter confirming their donation.*

2. You will either scan the users existing Community Borrower card or look them up by name at Manage Patron Services > Scan patron’s ID or search for patron

3. Click on the user’s User ID number and verify information in the tabs General Information and Contact Information is correct. Corrections can be made directly in the Alma record. Update the expiration date in the General Information tab for 1 year.

4. Change the expiration date on the User’s card using white correction tape.

If the user needs a new card or has lost or damaged their old card, use the double-dumb pink barcode stickers. Scan the new barcode at the Identifiers tab over their old barcode number. You can also change their user id number to match the new barcode IF they have an ID number that begins with 983. *Please do not change user ID numbers if they are UI numbers.* Change the password to match the User ID number (Uix83xxxxxx where “X” replaces the “9” from the number embedded in the barcode).

Test the card to make sure it works (and to ensure that the expiration date is set to a year in the future).

If they have filled out a new form, place the second sticker in the space provided on the form.

Notify Donald Baxter of renewals and changes. You may print the record directly from Alma and forward that page to Donald Baxter, or by e-mail to donald-baxter@uiowa.edu. Please note any changes on printed page or e-mail sent.

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