

Online Patron Registration (eCard) Procedure

Approved July 20, 2023

Patrons may have either a NWLN-member library card with full privileges, or an eCard for access to online resources only. Library and / or system staff will make a reasonable effort to delete or merge any record created online via patron registration which:

- Is a duplicate of an existing patron record based on name and birthdate
- Does not include a residential address in Wisconsin

System staff will provide libraries with a list of eCard registrations monthly. In a note field in the patron account, you may find the Township and County that the patron listed. This may help the process of verifying info. Library staff will verify address, home library, township and check for duplication.

Patrons who register online may later get a NWLN library card with full in library privileges by completing the standard registration process as outlined in [NWLN Patron Registration Recommendations](#). Library staff will verify the information provided.

If library staff find more than one patron account, staff will submit a ticket to helpdesk@northernwaters.org with both barcode numbers for merging.

Examples:

- A patron registers for an eCard, but they already have a physical card, email the helpdesk with barcode numbers to merge.
- Patron has more than one eCard and wants a physical card, email the helpdesk with barcode numbers to merge.
- Patron has one eCard and wants a physical card, replace the barcode in the patron record.
- Patron needs to replace their card with a new barcode number, replace the barcode in the patron record.