

Patron Registration Procedures

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Issuing a new OWLSnet borrowers' card

A library may issue a new OWLSnet borrowers' card to any eligible Wisconsin resident (please see [Eligibility](#) statement below) who does not already have an OWLSnet library card AND

1. Resides in municipality directly served by the library
OR
2. Intends to make this their primary OWLSnet library

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A form of identification and proof of address are required. Library staff are responsible for making sure that patrons do not receive duplicate library cards. It is OWLSnet policy that patrons can only be assigned one card, and each card must be assigned to only one person. If a patron wishes to change their home agency because they've moved or will be changing their primary library, they must re-register at their new home agency (please see [Home Agency Change](#) for details).

Eligibility

Any resident of, or owner of property in, the Outagamie Waupaca Library System (OWLS) area or the Nicolet Federated Library System (NFLS) area is eligible to receive an OWLSnet borrowers' card. This includes residents or owners of property in Brown County, Door County, Florence County, Kewaunee County, Marinette County, Menominee County, Oconto County, Outagamie County, Shawano County, Waupaca County, the City of Appleton in Calumet County, or the City of Appleton in Winnebago County.

Any resident of a Wisconsin public library system that has an intersystem on-site borrowing agreement in effect with either OWLS or NFLS is eligible to receive an OWLSnet borrowers' card. Because all public library systems in Wisconsin have intersystem on-site borrowing agreements with either OWLS or NFLS, all residents of the state are eligible to receive OWLSnet borrowers' cards.

Any OWLSnet library may choose to issue an OWLSnet card to an out-of-state visitor (someone who does not live in or own property in Wisconsin). OWLSnet libraries agree to serve these patrons, but if items are lost or damaged, libraries can bill the patron's home agency. Libraries are not required to give cards to out-of-state patrons.

A school, business, or other organization is eligible to receive an OWLSnet borrowers' card in accordance with the terms and conditions of the OWLSnet Institution Cards Procedure.

Any library that is not a member of OWLSnet that borrows materials from an OWLSnet library is eligible to receive an OWLSnet interlibrary loan borrowers' card.

Duplicate checking

It's important to be thorough when entering a new patron record to prevent patrons from having more than one card. The additional time it takes to search several variations of a name is well worth it.

- Ask if the patron has ever had a card in any area library.
- Even if they say no, still check to see if the patron already has a card in the system.
- In the barcode field enter **nlastname, first two or three letters of the first name**. Hit Enter or click the **Search** button.
- If the patron uses a nickname that is very different from the name on their identification, go back and search under that name as well.
- If there is a common nickname for their name, search under that name as well.

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- If there are spaces or punctuation marks in their last name, search for the name both with and without the spaces and punctuation marks.

Creating a new patron record

Please note: When creating a new record, if you have made a mistake or need to go back to a field, finish entering information in all of the prompts and then go back and insert or edit the information.

- Begin by clicking the **New** icon.
- Select the appropriate template for the patron and click **Select**.

The edit view of the patron record is divided into upper (fixed length fields) and lower (variable length field) sections.

The screenshot shows a window titled "View Patron Record - p12414906". It contains a table of fixed-length fields and a form of variable-length fields.

Fixed length fields (Table):

p12414906 Last Updated: 03-26-2008 Created: 02-28-2006 Revisions: 192					
Expiration Date	02-28-2009	Birth Date	08-13-1969	ILL Request	0
Gender	f FEMALE	Library Location	oa Appleton	Audiobooks checked out	0
Patron Code 2	- --	Patron Message	- ---	Software checked out	0
Patron Code 3	0	Manual Block	- ---	Municipality	205 Appleton (city) Outa
Patron Type	190 Training - Fine	Claims Returned	1	Home Agency	1 Appleton
Total Checkouts	23	Money Owed	\$0.75	Last Circ Activity	03-26-2008
Total Renewals	12	Videos checked out	0	Preferred Language	eng <input type="checkbox"/> English
Current Checkouts	0	Music checked out	0	Notice Preference	z EMAIL

Variable-length fields (Form):

Name: TESTY, PEGGY S
 Name: OWLS TEST CARD
 Address: street address 225 N ONEIDA ST
 city state zip APPLETON WI 54911
 Telephone: 920-832-6365
 ATHID: TEST081369
 Barcode: 21389006699864
 Email: owls@mail.owls.lib.wi.us
 PIN: JokXYa7VignUU

Fixed Length Fields

Patron records and item records in Millennium contain both fixed length fields and variable length fields. Fixed length fields are entered by selecting from a list of possible entries. Fixed length fields appear first in each record.

Expiration date

Hint: Type the letter **t** for today's date, backspace one space and then type in the year. Please note: An expiration date of up to three years is required for all cards.

Birth Date

Please note: Birth date is required. All patrons must supply date of birth to be given a card. Enter the patron's birth date with the two digit month, two digit day, and four digit year.

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Gender

Type **f** for female or **m** for male.

Library Location

Enter your library's 2 letter code.

<u>Library</u>	<u>Code</u>	<u>Library</u>	<u>Code</u>	<u>Library</u>	<u>Code</u>
Algoma	ka	Green Earth	ng	Oconto Falls	cf
Appleton	oa	Hortonville	oh	Oneida	no
Baileys Harbor	db	Iola	wi	Peshtigo	mp
Birnamwood	sb	Kaukauna	ok	Scandinavia	ws
Black Creek	ob	Keshena	ek	Seymour	oe
Bonduel	so	Kewaunee	kk	Shawano	ss
Clintonville	wc	Kimberly	oi	Shiocton	ot
Coleman-Pound	mc	Lakewood	cl	Sister Bay	di
Crivitz	mr	Lena	ce	Sturgeon Bay	ds
Egg Harbor	de	Little Chute	ol	Suring	cs
Ephraim	dp	Manawa	wm	Tigerton	st
Fish Creek	df	Marinette	mm	Washington Island	dw
Florence	ff	Marion	wa	Waupaca	ww
Forestville	do	Mattoon	sm	Wausaukee	mw
Fremont	wf	New London	on	Weyauwega	we
Gillett	cg	Niagara	mn	Wittenberg	sw
Goodman-Dunbar	mg	Oconto	co		

Municipality

Please note: Be sure to assign the correct municipality code, as circulation statistics (and often county reimbursements) depend on this data.

The list of patron municipality codes should be consulted when assigning a code to a patron record. Generally, a patron record is assigned the code for the city, village, or town where the patron lives. However, more specific guidelines have been developed:

1. A resident of the NFLS or OWLS system areas should be assigned the code for the specific jurisdiction where he/she lives.
2. A resident of the NFLS or OWLS system areas who owns multiple dwellings or properties within the NFLS or OWLS system areas should be assigned the SCAT for his/her primary domicile.
3. A nonresident of the NFLS or OWLS system areas who owns a dwelling or property within the NFLS or OWLS system areas should be assigned the code for the jurisdiction where he/she owns property.
4. A nonresident of the NFLS or OWLS system areas who does not own property within the NFLS or OWLS system areas should be assigned the code for the jurisdiction where he/she lives, e.g., other Wisconsin counties/systems, other states.

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Patron Type

Please follow the OWLSnet Ptypes Procedure in assigning patron types. For more information, see [Creating Cards with Specific Patron Types](#).

Ptypes Procedure Created on 1/19/2007

Number	Name	Description
0	Adult	Should be used for most patrons age 18 and above.
1	Juvenile	Age limit defined locally, but should be under age 18.
3	Community Card	Used by certain libraries for patrons who are limited to fewer checkouts at a time. If your library wishes to use Community Cards and has not in the past, please contact OWLS. Community Cards are only valid at those libraries who have requested them.
5	Employee	Used for currently employed library staff.
6	Walking Books	Used for materials checked out to patrons who cannot get to the library.
7	Institution	Used for schools, daycares, businesses, etc. For more information see Institution Cards policy .
8	Internal	Used for internal library locations such as technical services.
20	Internet Only	Used for patrons who cannot check out items, but have a card for internet purposes only.
30	ILL other libraries	Used for non OWLSnet libraries for purposes of ILL.
190	Training – Fines	OWLSnet staff use only – please do not assign cards to this Ptype.
199	Web OPAC staff	OWLSnet staff use only – please do not assign cards to this Ptype.

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Home Agency

Enter your library's home agency code.

<u>Library</u>	<u>Code</u>	<u>Library</u>	<u>Code</u>	<u>Library</u>	<u>Code</u>
Algoma	0	Green Earth	9	Oconto Falls	34
Appleton	1	Hortonville	18	Oneida	35
Bailey's Harbor	2	Iola	19	Peshtigo	36
Birnamwood	3	Kaukauna	20	Scandinavia	37
Black Creek	4	Keshena	21	Seymour	38
Bonduel	5	Kewaunee	22	Shawano	39
Clintonville	6	Kimberly	23	Shiocton	40
Coleman-Pound	7	Lakewood	24	Sister Bay	41
Crivitz	8	Lena	25	Sturgeon Bay	42
Egg Harbor	10	Little Chute	26	Suring	43
Ephraim	11	Manawa	27	Tigerton	44
Fish Creek	12	Marinette	28	Washington Island	45
Florence	13	Marion	29	Waupaca	46
Forestville	14	Mattoon	30	Wausaukee	47
Fremont	15	New London	31	Weyauwega	48
Gillett	16	Niagara	32	Wittenberg	49
Goodman-Dunbar	17	Oconto	33		

Notice Preference

Please choose **Print** if the patron does not want to receive notices by email. The notice codes are **a – Print** and **z – Email**. If a patron prefers to receive notices by email, place an E after the telephone number.

Example: 920-555-1212 E

Please note: If a patron wishes to receive notices by email, you will also need to enter their email address in the variable-length email address field.

Variable Length Fields

Patron records and item records in Millennium contain both fixed length fields and variable length fields. Fixed length fields appear first in each record, followed by variable length fields. Variable length fields are free-form – any information can be typed into these fields.

Postal Guidelines

The postal addressing guidelines ask for the use of uppercase characters throughout the address with no punctuation.

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Name



Insert a non-MARC field

n Name TESTY, RONALD

Next Cancel New Record Creation

- Enter the name and address in **ALL CAPS**.
- The patron's name should be entered **LASTNAME, FIRSTNAME M** (comma after last name and no period after initial).
 - All last names should be entered with no spaces.
 - Compound last names should be entered with dashes
EXAMPLE: MARTIN-ERICKSON
 - Last names with apostrophes should be entered with no space and no apostrophe
EXAMPLE: OBRIEN
 - Last names with spaces should be entered without the spaces
EXAMPLE: Van de Hei should be entered as VANDEHEI
EXAMPLE: Vande Hei should also be entered as VANDEHEI
 - Last names beginning with St or Mc or Mac should be entered with no spaces, but the last letter of the prefix should be entered with a small letter
EXAMPLE: St Albins should be entered as StALBINS
EXAMPLE: Mac Duffy should be entered as MAcDUFFY
 - The primary name should not include JR or SR, although this should be created as second name field with the suffix added after the last name, without a comma.
EXAMPLE: John F Buchanan, Sr should be entered as
1st NAME FIELD: BUCHANAN, JOHN F
2nd NAME FIELD: BUCHANAN SR, JOHN F
 - Be alert to the use of nicknames. In the case of a patron wanting a card with a nickname, enter two name fields and make the top one the name on their patron card.
EXAMPLE: Marjorie M(Muffy) Fitzwilliams should be entered as
1st NAME FIELD: FITZWILLIAMS, MUFFY
2nd NAME FIELD: FITZWILLIAMS, MARJORIE M

Address

Name	OBRIEN, PEGGY
Name	OBRIEN, MARGARET M
Address	1900 MEET ME IN ST LOUIS AVE APPLETON WI 54911
Telephone	920-832-6365
AltID	OBRI012776
Barcode	21389003564277
Email	jhocking@mail.owls.lib.wi.us

- Use standard abbreviations for the address (AVE, DR, PO BOX, etc) with no punctuation. See the information on postal abbreviations and information on the next page.

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- If a patron has multiple addresses, use a second Address field. Make sure that the correct mailing address appears above the second address. To do this, right click on the address field that should appear first and select “Move to Top of Group.”

PO Box

- If a patron has a PO Box, **a street address is also required**. There are two options for entering addresses. The first is to follow the procedure above for entering multiple addresses (make sure the PO Box is the first address). The second option is to include both the street address and PO Box in one address field. The post office will deliver the mail to the address that is directly above the city and state line. Accordingly, if the PO Box is the correct mailing address, the following format should be used in the address field:
 - 124 W SUNNY ST #102
PO BOX 527
YOUR TOWN WI 55555

Standard postal abbreviations

#	APT/LOT
AVE	avenue
BLVD	boulevard
CIR	circle
CT	court
CTY	county
DR	drive
HWY	highway
LN	lane
PL	place
PO	post office, i.e. PO BOX
RD	road
ST	street
TER	terrace
TRL	trail

Swapped # with
APT/LOT

Email address

- Enter the email address in lowercase characters.

Driver's License Number

- DO NOT add drivers license numbers to any account, or SS #, Passport #, school ID #, or any other kind of identifying numbers!

AltID

- The AltID is the first four letters of the patron's last name followed by the birth date in the six digit form MMDDYY; e.g. OBRI012776. If a patron has a last name that is less

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than four digits an asterisk will need to be put in place of missing letters; e.g. LEE*052181.

- Entering the AltID correctly will improve duplicate patron record checking.
- It is unnecessary to use an AltID for corporations or schools.

Finding a duplicate record

If another record is found that matches the name or the AltID, the duplicate record will pop up on top of the new patron entry form. When this happens:

- Check the duplicate record to see if this is the same patron.
- If you wish to use the old record and stop creating the new record, click **Use Patron Record**.
- If this is not the same person (for instance, the AltID will be duplicated for twins), click the **Close** icon and continue entering the patron data.
- When you are done entering the information, click the **Save/Close** icon.

Creating cards with specific patron types

Adult cards

No special procedures

Juvenile cards

Add variable length field g (Parent) to record. Include the parent's full name, birth date and phone number. Set fixed length field Juv Internet Access to I if parent/guardian allows juvenile to use the Internet, or N if juvenile is not allowed to use the Internet.

Community cards

Community cards are currently only in use at Appleton and Shawano. Community cards will only work at those libraries. Community cards have a lower limit of checkouts per patron (determined by the library).

Employee cards

Employee cards should follow all procedures for creating standard patron cards, including the expiration date, birthdate, and employee address. Currently, employee cards do not accrue fines; however, employees are expected to follow all OWLSnet policies and procedures as well as adhere to their local library policies. Employees are expected to return materials on time. Note: Items used for library purposes must be checked out on *Internal* cards, not Employee cards.

ILL cards

Loans to non-OWLSnet libraries are considered Interlibrary Loans, so ILL cards are issued to any libraries that wish to borrow materials from any OWLSnet library. The name should be entered in the following format:

- (1st name field) LIBRARY, NEW AUBURN HIGH SCHOOL
AND (if applicable)

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- (2nd name field) LIBRARY, BILL & MELINDA GATES HIGH SCHOOL

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Internal Cards

Internal cards are used for internal library locations such as technical services. Internal cards should include the library's full address as well as an expiration date of three years or less. The name should be entered in the following format:

- (1st name field) NEW AUBURN PUBLIC LIBRARY TECH SERVICES DEPT
 - The word "Public" is optional
 - The department name is optional
- (2nd name field) LIBRARY, NEW AUBURN PUBLIC
OR
- (2nd name field) LIBRARY, BILL & MELINDA GATES PUBLIC

Note: Items used for employee's personal use should be checked out on *Employee* cards, not Internal cards.

Institution cards

Institution Cards Procedure Created on 1/19/2007

OWLSnet libraries may issue Institution cards to schools, businesses and other organizations, but not other libraries. Individual libraries can determine if these cards accrue fines, but the institution is responsible for any lost or damaged material. OWLSnet libraries may choose to issue Institution cards under the following conditions:

1. The President, Director, Principal, or individual with signing authority for the institution must sign for the card, agreeing that the institution accepts responsibility for all materials checked out on the card.
2. The card should be given an expiration date of one year from the date the card is issued. When this card expires, the President, Director, Principal, or signing authority should sign for the card again in order for the card to remain valid.
3. The use of the card must be for materials which support the institution and not for personal needs.
4. Bills for any materials checked out on the Institution card must be sent directly to the Institution.
5. When entering data for the Institution card, please use the following procedures:
 - a. Enter the name of the Institution in the name field.
 - b. Enter the address of the Institution in the address field.
 - c. Enter the name of the person who has signed for the card in a note field, along with their title.

Internet only cards

These cards are only eligible to use the Internet. Generally, a patron is issued an Internet only card because they only want to use the Internet. Patrons are not allowed to have a regular card and an Internet only card – only one card may be issued per person.

Walking books

Walking books cards are used for the homebound. In some libraries, the card is assigned to the name and address of the homebound patron, and staff or volunteers select and deliver books. In other libraries, the card is assigned to the staff or volunteer who delivers the books, often to multiple patrons. Walking books cards do not receive fines.

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Editing patron records

Patron Record Update Form

Whenever any changes are made to a patron record that was created by another library, use the *Patron Record Update* form to inform the other library.

Inserting a message in a record

After you have entered information in all of the prompts, you can return to a fixed or variable length field and edit the information.

- For example, if the patron's emailed bounced, then double-click on the **Patron Message** fixed length field and select the **Email Bounced** message.
- To select the message, click on it and click **OK**.
- The next time the patron card is scanned, the **Email Bounced** message will pop up.
- The email can be changed and the message can be removed the same way it was put on: click on the **Edit** icon and then put a hyphen in the **Patron Message** field or double-click in the block field and select **No Message**.
- When you are finished entering all the information, be sure to click the **Save/Close** icon.

Lost Cards

Replacement Fee

There is a \$3.00 charge for a lost/damaged OWLSnet card. Libraries may decide to provide a first replacement card for free. If a card needs replacement because of defect, normal wear, or the patron wishes to replace an older card with an InfoSoup card, there is no charge.

Lost card procedure

- If a patron loses a library card and needs a replacement, call up the patron record and click the **Edit** icon to get the edit view of the patron record.
- Click the **Insert** icon to insert a new barcode field.
- Scan in the new barcode.
- Click at the end of the old barcode and type in a brief note indicating that it has been lost. Remember to include the date, your initials and library location.

Name	LOST, LARRY L	
Address	street address	OWLS TEST PATRON
	city state zip	APPLETON WI 54911
Telephone	920-832-6365 E	
AltID	LOST122855	
Barcode	21389003564020 lost April 1, 2005, GM/OWLS	
Barcode	21389003564251	

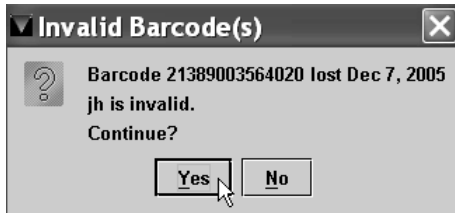
- If it is your library's policy to give a free card, insert a **Replace Card** field and enter the replacement information.

Clarified.

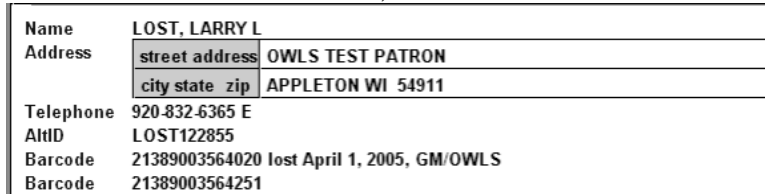
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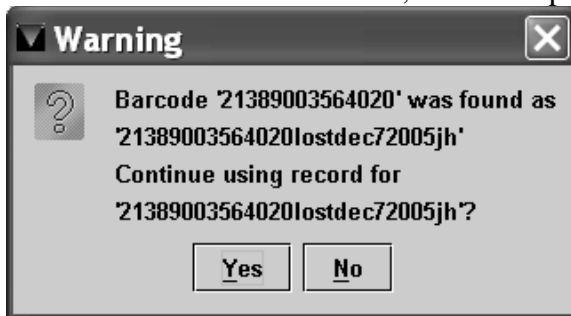
- When you save the patron record, the old barcode field will register as invalid. This is correct.



- The new barcode needs to be listed first (above the old barcode). If, by chance, the old barcode is above the new one, click to select the old barcode field.



- Right click the field and select **Move down** or **Move to Bottom of Group**.
- The old barcode will move below the new barcode.
- If the old barcode is scanned in, this is the popup:



- To use the patron record that has this note on it, select **Yes**. Keep in mind that the patron account (record number) remains the same - only the barcode changes.
- Because each patron in OWLSnet may have only one card, if the invalid card is scanned, the invalid card should be confiscated.

Parental Permission to Use the Internet

The fixed length field *Juv Internet Access* is used to allow or deny juveniles access to the Internet. Libraries that have a signed permission slip on file may also enter information into the Internet field.

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Renewing Cards for your Home Agency

At each expiration, verify all information. Record any changes to the patron's computer record and renew the card to the next expiration date. Edit the paper copy according to your library's procedures. This is a good time to tell patrons about overdue materials and fines on their account.

Renewing Cards for Another Home Agency

If you are renewing a card for another agency, verify all information. Renew card according to the standard renewal period for your library. Fill out the online [Patron Update Form](#) and send it to the patron's home agency. (The home agency may change the renewal to their standard renewal period once they receive the Patron Record Update form.) This is a good time to tell patrons about overdue materials and fines on their account.

Address Changes

Take current address information from the patron and update the computer record accordingly. If you are updating an address for another agency, fill out the online [Patron Update Form](#) and route to the home agency.

Home Agency Change

Libraries must assign patron's home agency to their own library. If a patron wishes to change home agencies, they must re-register at the new home agency. If you are the correct home agency library, ask the patron to complete an OWLSnet registration form to begin the patron registration process. A form of identification and proof of address is required.

Note: Do not change the home agency of a patron whose account has been sent to collection.

While, generally, a patron requests a home agency change, a library may require a patron to re-register at their library under the following circumstances:

1. Patron is using the library where they reside, but are registered at a different home agency (usually this will occur when they move).
2. Patron is exclusively using a library (which is not the library where they reside), but is registered at the library where they reside.

Note: Patron blocks (total number of holds, checkouts and checkouts of media) are determined by home agency. Circulation counts for online renewals are also determined by home agency.

When changing a patron's home agency, inform them that their hold pick up location will default to the new home agency.

Take the patron's old card and give them a new card with the new barcode number. If you are able to destroy the old card, you may delete the old barcode and replace it with the new one. Otherwise, enter the words "replaced mm/yy" and add your initials and library code after the old barcode. Add a new barcode field and enter the new barcode, moving it up to the top of the

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barcode list. Change the home agency and library location to your library. If the patron has moved, make sure you change the municipality code, as well as the address. Inform the previous home agency library using the online [Patron Update Form](#).

Note: If the patron's OWLSnet card is in good condition, the barcode may be reused. On the Patron Update Form, enter the barcode as both the old and new/current barcode. Note that the barcode is being reused.

Name Changes

Have the patron fill out a new registration card. Issue a new card and take the old card.

If the patron wants to keep their original card, have them fill out a new registration card. Keep the original name on the account and add in the new name, moving it to the top. Put a note on the account indicating the reason for the second name field.

Mail Returned

If a mailed notice is returned, the library (who may not be the home agency) should put a *mail returned* manual block on the patron's record and insert the following text in the first line of the address field:

*** MAIL RETURNED (MANUAL BLOCK) ***

OWLS has created a macro in library logins to make it easier to keep the text consistent. To insert the text in the address field, open up the patron field for editing. Position your cursor at the very beginning of the address field and choose CTRL+F2.

Replace the zip code with 99999. Save the record.

If there is additional information, please put it in a note on the record with the date and your initials. The next library to check out to the patron should verify and correct the patron's address, remove the manual block and send a patron update form to the home agency.

Questions and Answers

Q: Can staff at one library persuade a patron to change the home agency?

A: The patron must choose the home agency, which is either the library that the patron uses the most, or the library where the patron resides. Staff may require a patron to re-register under certain prescribed circumstances.

Q: What is the consequence of changing the home agency?

A: Patron blocks, which stipulate the maximum number of checked out items, maximum number of videos and CDs and maximum number of holds, are set by home agency. Hold pick up location will default to the home agency.

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Q: Will it change my library's circulation statistics?

A: Possibly. Renewals are assigned to the patron's home agency, so it makes sense for a patron's home agency to be their library of primary use.

Q: Can libraries change the patron's home agency for other OWLSnet libraries?

A: No. The consortium has agreed that the patron has to register at the home agency library. Patron registration procedures may vary slightly from library to library, such as requesting a driver's license number.

Q: Can libraries check out to registered patrons that require a home agency change?

A: Yes. Place a stop on the patron's card and note in the delinquency notes field that the patron is required to reregister at a new home agency library. Inform the patron to reregister at his/her library of choice.

Merging patron records

Note: Merging patron records requires director/supervisor level authorization.

Only the home agency should merge patron records. If one of the patron records has a different home agency, please contact that library before merging.

- To merge patrons, get the **.p** record number from each record (the .p number is displayed in the upper left corner of each patron record when in view or edit mode.)
- Click the **Merge Patron** button in the navigation bar and fill in the patron numbers in the **Merge Duplicate Patrons** form. Be sure to put the source record number (the one to be deleted) and the destination record number (the one all transactions will be moved to) into the correct fields and click the **Merge Patrons** button.
- The information confirmation screen showing the records to be merged will appear. If the records are correct, click the **Merge Patrons** button again.
- The destination record will have a note containing the merged patron information, including the old barcode.
- If you have destroyed this card, you may delete the old barcode number or, if the source card (for the record that has been deleted) has not been destroyed, be sure to type **merged** next to it.
- To include the name that the merged card had been under, insert it in a second **Name** field.

Deleting Patron Records

Only the home agency library may delete a patron record. Patron records with outstanding transactions may not be deleted. Outstanding transactions must be cleared before deleting. Undesirable patrons should not be deleted from the database. Place a Stop on the card and an explanation in the Delinquency Notes field.

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Note: Deleting patron records requires director/supervisor level authorization.

- Open up the patron record and select the **Edit** button.
- From the edit screen select the **Delete** button.
- You will receive a confirmation that you want to delete the patron record. Select **Yes** and the patron will be deleted from the system.