

Patron Record Merge Request Instructions

The Evergreen Helpdesk does not accept individual requests for patron merges. One weekly patron merge request should be sent to the Evergreen Helpdesk using the Patron Merge Request Form.

Merge requests will be processed once a week each Monday. Merges submitted by 11:59 p.m., Sunday, will be processed on the following Monday. Requests received after such time will be processed the following week.

Since the helpdesk does not allow for attachments, please email the spreadsheet to Mike Peters at mrpeters@library.in.gov . Do not fax or mail the spreadsheet.

Use the following subject line exactly as follows. The email account will be set to filter the merge requests and if the subject line is incorrect, the request will not get picked up.

The following format is required for the subject line:

SHORTNAME - Patron Merge Request - MM/DD/YYYY
Ex: ISLI - Patron Merge Request - 08/24/2009

If multiple libraries are involved, be sure to include the necessary authorization on the spreadsheet (staff name and email).

Instructions for completing the Patron Record Merge Request

Column A, B and C list the barcodes that will be merged (deleted) into the resulting barcode. The final surviving barcode should be listed in Column D. **The resulting barcode should never be listed in any column other than Column D.**