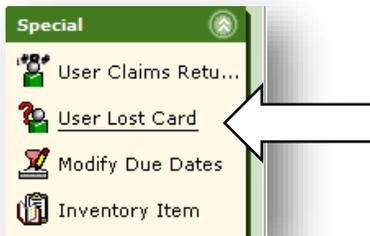
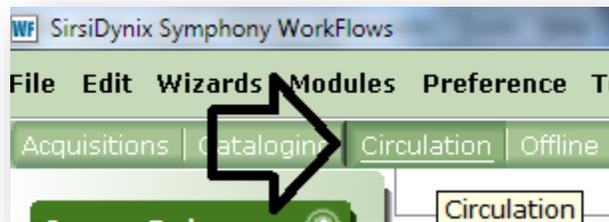


## REPLACEMENT LIBRARY CARD

1. Open Workflows
2. Click on the circulation tab
3. Expand the sidebar "Special" to choose "User Lost Card"



4. Type in name
5. Scan new user barcode  
**Then remove old card: IMPORTANT NOT TO SKIP THIS STEP**
6. Go to User sidebar
7. Remove User



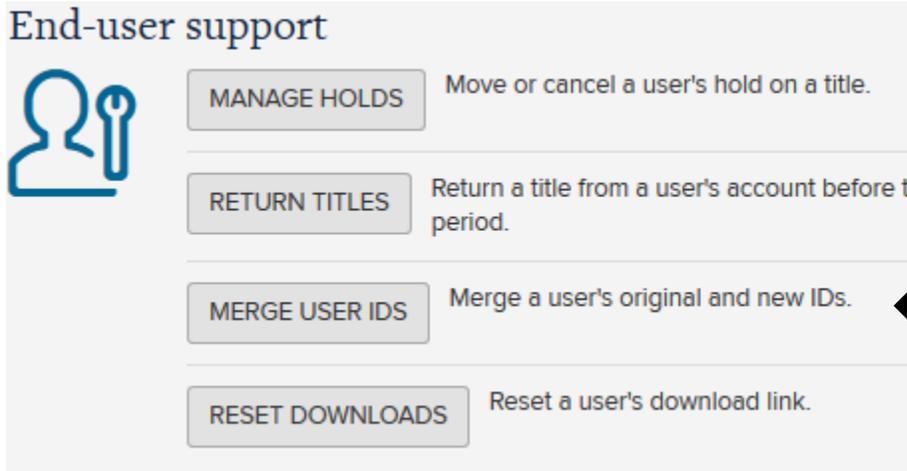
8. Search for patron (Make sure you choose the correct one!)
9. Remove this user

## Overdrive merge ID instructions

1. Login to Overdrive Marketplace <https://marketplace.overdrive.com/Account/Login>
2. Click on support



3. Click on Merge User IDs



4. Enter original barcode and new barcode and follow directions on screen.
- 5.

### Merge barcode activity

Search for a user's original and new barcodes (library cards or other IDs they use to sign into your site), then click **Merge**. This will allow the user to retain their account activity from their original card (checkouts, holds, wish list, etc.) when they switch to their new card.

Please note: For reporting purposes, historical activity associated with the original barcode will remain associated with that barcode. Any activity after this merge will be associated with whichever barcode the user uses to sign into your Public-facing website.

#### Original barcode

Enter and search for the user's original barcode. If your library uses a value other than barcode for user verification (e.g. record ID, username, token ID), search by that value.

#### New barcode

Enter and search for the user's new barcode (or record ID, username, token ID, etc.).

SEARCH

MERGE