

## Changing a member's library status in Polaris

1. Click the link on desktop to "Remote Desktop Connection"
2. Click "connect"
3. Username: cancirc1 | Password: bakrel1\*
4. You are now logged into Polaris, which is our library software where we keep patron records and book records.
5. In the grey toolbar click "Patron Services" then from the small dropdown menu pick "Patron Records"
6. Search for person by last name, first name. This database is picky and will not yield results if a "," or a space is missing. The easiest way to search I find is Lastname, First initial ie: Vroman, L
7. You may see a list of names that are options, double click the one you want to edit (**note\* if a family is taking out a family membership and has listed all children in household you must do this for each person.**)
8. A new box pops up. This is a patron record and has all the vital info about a patron. All you need to look at is the "Patron Code" option in the upper right hand side of said pop up box. It should be default set at "juvenile with restrictions, or regular." If it already says CAN Friends then you do not need to do anything. Close box and move onto the next person on your list. If it does not say that then choose CAN Friends from drop down, click save and you are done!
  - a. (**\*note If the Patron Code says FTP Friends do not override that with CAN Friends. Instead choose the CAN/FTP Friends option. Fort Plain Library also sells memberships where you receive fine free privileges. Our database works so that if you are a CAN Friend you get no late fines if you return items to this library. If a person buys both a membership from us and one from Fort Plain then they are a CAN/FTP Friend and can return items fine free to both locations. (there are less than 10 people in this category at the moment)**)
  - b. (**\*note If a patron status says anything other than "CAN Friends, CAN/FTP Friend, Regular, Juvenile w Restrictions please consult with library director. There are some places like the Saratoga Springs library where if you change a patron code that person cannot borrow certain items from their library)**)

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