How can I find out how a patron was created?

Symptom

• You have Patron accounts that you want to find out how they were created

Applies to

• ILLiad

Resolution

Here are some clues about how a patron account was created:

1. If there is no expiration date in the patron record, that means it was created in the ILLiad Client. Whenever anyone is created on the Web, they have an expiration date by default.

2. If you search the Event log by clicking on the first record, and then pressing the Ctrl+F keys to find a record, you can then look up the username that was added. It will say, "New User Added." You can also extend the period by changing the Entry in the "Show Event After" box to a new date. If the Event log shows the account only Cleared, then it was created on the Web.

3. You can check your DLL logs if the person was created in the past day or two and see if the patron signed in on the Web. If it is a new person created, they will show up in the logs.