Learn how to create and update patron records in Relais ILL.

**Patron authentication**

Patrons can be authenticated in one of the following ways:

1. **Lookup in the library’s local institutional system** (e.g., using an LDAP server)
   - See [Patron authentication via a third party system](#).
   - The result of this lookup is passed through to Relais via OpenURL.
   - The patron data may then be retrieved from a lookup (via NCIP, ESIP, or SIP2) against a local ILS or from a patron record in Relais.

2. **Lookup in the library's local ILS**
   - The patron enters a login and password. These credentials are checked against their patron record in the local ILS (via NCIP, ESIP or SIP2).
   - In this case, only skeletal patron information is stored in Relais. Complete and current patron information is provided from the ILS for each request.

3. **Relais Login**
   - The patron enters a login and password. These credentials are checked against their patron record in Relais.
   - This requires that patron records exist in Relais.

**Create and update patron records**

When required, **patron records** can be created and updated in the following ways:

<table>
<thead>
<tr>
<th>LOAD/UPDATE OPTIONS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relais Patron Load</td>
<td>Relais application to load and update patron records in batch.</td>
</tr>
<tr>
<td>Add Request Web Service</td>
<td>Relais web service which adds requests and can also be used to create a patron record if one does not already exist.</td>
</tr>
<tr>
<td>Relais Staff Patron Registration forms</td>
<td>Staff may register patrons as required.</td>
</tr>
<tr>
<td>Relais Patron Self-Registration forms</td>
<td>Relais forms which allow your patrons to register themselves online.</td>
</tr>
</tbody>
</table>