



REGISTRATION OUTCOMES



CONGRATULATIONS!

The congratulations email signifies that the patron's information has been migrated over to Sierra. It will include their barcode, which can be used immediately for digital resources such as Libby/OverDrive, Hoopla, subscription-based databases, and also allows for patrons to access the library's catalog.



YOU ALREADY HAVE A CARD!

This email signifies that the patron's information has been matched to an already existing card. The top of the email will show the logo of the library the card is registered at, and the email will provide the barcode number and expiration date for the existing card. If they need to change their address, home library, or any other information, they will need to visit the new library.



UH OH! SOMETHING WENT WRONG.

This email signifies that something could not be verified with the application - it is typically either a glitch or the patron not actually living within your service area. We encourage rejected patrons to reach out in an attempt to figure out what went wrong.