

# HOW TO RENEW A COMMUNITY BORROWER ACCOUNT IN ALMA

*Community Borrower accounts are active for 1 year. Community Borrowers are eligible to renew their account up to 4 weeks before the account expiration date.*

## Search for the Community Borrower's Account

**Search** for the user record in the **Manage Patron Services** tab using their last and first name or by scanning the pink barcode on their Community Borrower library card.

## Verify Renewal Eligibility and Documentation

- **Proof of Iowa residency:**
  - **Iowa-issued photo ID:** No additional proof needed.
  - **Other photo ID:** Out-of-state ID or federal ID, and proof of Iowa residency (e.g., lease, utility bill, bank statement, or voter registration).
  - **Out-of-state college/university students:** Current college/university ID and proof of Iowa residency (e.g., lease, utility bill, bank statement, or voter registration).
  - **Friends of the Library:** Donors must provide a confirmation letter to renew their Community Borrower account, regardless of residency.
- If the user attends a **FastTrac** institution (listed below) they can use their student ID to check out items and no longer need a Community Borrower card.
  - Creighton University
  - Drake University
  - Grand View University
  - Hawkeye Community College
  - Iowa State University
  - St. Ambrose University
  - University of Northern Iowa
  - Wartburg College
  - Grinnell College

## Confirm Contact Information & Update as Needed

1. Go to the **Contact Information** tab.
  - a. Confirm address, email address, and phone number and edit as needed.
2. **Save!**

< User Details Toggle Account Type Cancel **Save**

General Information **Contact Information** Identifiers Notes Blocks Fines/Fees Statistics Attachments Proxy For Courses History

Addresses

1 - 1 of 1 Add Address

Preferred	Address	Created By	Creation Date	Type	More actions
1. ✓	123 Example St Example EX 12345 USA	01558716	12/13/2024 09:57:14 AM CST	Home	<div> Edit Delete Duplicate </div>

Phone Numbers

1 - 1 of 1 Add Phone

Preferred	Phone Number	Created By	Creation Date	Type	More actions
1 ✓	123 456 7891	01558716	12/13/2024 09:57:14 AM CST	Mobile	...

Email Addresses

1 - 1 of 1 Add Email Address

Preferred	Email Address	Created By	Creation Date	Type	More actions
1 ✓	example@example.com	01558716	12/13/2024 09:57:14 AM CST	Personal	...

## Renew the Account

1. Go to the **General Information** tab
2. Update the expiration date to **1 year from the current date**.
3. **Save!**

User Details
Toggle Account Type
Cancel
Save

General Information
Contact Information
Identifiers
Notes
Blocks
Fines/Fees
Statistics
Attachments
Proxy For
Courses
History

First name \*

John

Last name \*

Doe

Preferred middle name

Primary identifier \*

983123456

PIN number

Generate

Job description

User group \*

Community Borrower

Website URL

Status

Active

Birth date

Purge date

Purchase request library

Cataloger level

[00] Default Level

Selected Patron Letters

Middle name

Preferred first name

Preferred last name

Title

Job category

Please select a value

Gender

Campus

Preferred language

English

Status date

12/13/2024

Expiration date

12/13/2025

Resource sharing library

Send message

Compose