



Duplicate User Deletion Form Guide

Last updated: September 22, 2025

Background

When a library registers a patron for a library card, check all other libraries to see if that patron has a card anywhere else. It is RSA policy that in most cases users should only have one card. The Duplicate User Deletion form was previously the *Reciprocal Deletion form*.

Using the Duplicate User Deletion Form

The Duplicate User Deletion form was created to help libraries when registering users who have moved from another RSA library. The form when filled out contains important information to the user's original home library so duplicate cards can be deleted from the system. This form is a fillable PDF which can be emailed, or it can be printed and mailed, to the original library. The Duplicate User Deletion form can be found [here](#).

It's important to check for duplicate cards and notify the previous home library in a timely manner. It is also important for the previous home library to remove these cards as soon as possible.

When library staff find a duplicate user, use Modify User to edit the original card (the one that needs deleting) and change the User Cat 11 to say RCIP-DEL. RSA can run a report to find these users and remind libraries to delete them. More information on User Cat 11 can be found starting on Page 2 of this guide.

Basic Info	Privilege	Demographics
User cat1:		
User cat3:	APPROV-DUP	
User cat5:	CONF-DUP	
User cat7:	PRIMARY	
User cat9:	RCIP-DEL	
User cat11:	SUS-DUP	
	RCIP-DEL	

User Cat 11 Meanings and When to Use Them

To help the RSA Operations Department with their ongoing project to clean up the User Database, new options have been added to all libraries' User Cat11s.

These options are APPROV-DUP, CONF-DUP, PRIMARY, RCIP-DEL & SUS-DUP.

The screenshot shows a web interface with tabs: Basic Info, Privilege, Demographics, and Add. Below the tabs, there is a list of user categories and their corresponding User Cat11 values. A dropdown menu is open for User cat11, showing the following options: APPROV-DUP, CONF-DUP, PRIMARY, RCIP-DEL, and SUS-DUP. The dropdown is currently set to 'U'.

User Category	User Cat11
User cat1:	
User cat3:	APPROV-DUP
User cat5:	CONF-DUP
User cat7:	PRIMARY
User cat9:	RCIP-DEL
User cat11:	SUS-DUP

What do those mean?

APPROV-DUP is to be used on a patron account that the patron owning library designated as an approved duplicate account, for example a child of multiple households or a taxpayer in multiple districts.

The screenshot shows a user management interface with a dropdown menu for User cat11. The dropdown is currently set to 'APPROV-DUP'.

User Category	User Cat11
User cat11:	APPROV-DUP

CONF-DUP is to be used on a patron account that the patron owning library designated a duplicate patron account and is ready for deletion.

The screenshot shows a user management interface with a dropdown menu for User cat11. The dropdown is currently set to 'CONF-DUP'.

User Category	User Cat11
User cat11:	CONF-DUP

PRIMARY is to be used on a patron account that the patron-owning library has confirmed is the correct card for the patron.

The screenshot shows a user management interface with a dropdown menu for User cat11. The dropdown is currently set to 'PRIMARY'.

User Category	User Cat11
User cat11:	PRIMARY

RCIP-DEL is to be used on a patron account that the patron owning library, or the library issuing the patron a new card when the patron has relocated to a new library service area, has confirmed is a card in a previous library area that the patron no longer lives in and can be deleted.

User cat11:	<input type="text" value="RCIP-DEL"/>	U
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SUS-DUP is to be used on a patron account that the patron owning library is unsure if that account is the primary or a duplicate. RSA may also use it to let libraries know that we believe they have accounts we suspect are duplicate users and they need to investigate.

User cat11:	<input type="text" value="SUS-DUP"/>	U
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Contact the RSA Help Desk at help@rsanfp.org or 866-944-4083 if you have any questions on dealing with duplicate users.