Circulation Manual – Table of Contents

Opening/Closing:

Cash Register/Payments:

Charging/Discharging:

Computer:

Items:

(Continued on next page)

Patrons:

Security and the PA system:

UB:

Opening

1. Transfer the phone back to the Circulation Desk.

    a. Dial *14*.
    b. Wait for two beeps.
    c. Hang up the phone.

2. Turn on the computers, the printer and the VCR monitor in the Circulation Desk area.

3. Log on. See "Logging On/Off of the Computer," page 20.

4. Put the cash drawer in the cash register. See "Cash Register Information," page 6.

5. Turn on the copiers and make sure there is paper in them.

6. Check the book drops:

    a. Get key #74 from the key cabinet in the office.
    b. Check the two book drops:
        - The first book drop is inside the East library vestibule.
        - The after hours book drop located in the Grand Corridor.

7. Discharge books, reserve materials, and IMC materials from the book drop. Be sure to set the date back to the previous day.

8. Punch holes in the date due slips.

9. Clear materials that have been on the One-Day Hold shelf for more than 24 hours.

10. Take the gate count at the scheduled time.

Closing

1. Take gate count at designated times on clipboard.

2. Play the half-hour closing message at 30 minutes prior to closing time.

3. Discharge all pickup and sort on carts.

4. Play 15 minute closing message at 17 or 18 minutes prior to closing time. No charges should be done after 15 minutes prior to closing. For text of messages, see “"Text of Announcements to use on the PA System,” on page 50.

5. Close the cash drawer and put it away.

6. Shut off the typewriter

7. Discharge all of the books in the drop.

8. Log-off Circulation terminals.

9. Turn off the printer and VCR monitor.

10. Unlock the after-hours book drop in the Grand Corridor (key #74 in the key box in the supervisor’s office).

11. Turn off the CD player and the PA system.

12. Transfer the phone.

    - During vacations and interim, transfer the phone to the after-hours answering machine:

        - Dial 13 and wait for a couple of beeps.
        - Dial 36-601 and wait for a second or so and then hang up.

13. Turn off the lights behind the Circulation desk.

14. Punch out. Make sure that you are the last person to leave. Notify the custodian if you think that there may be someone left in the building.

Cash Register

Opening:

1. Remove the cash drawer from the middle drawer in the small tan cabinet in the supervisor's office*.

2. At the cash register, follow the posted log-on instructions.

3. Place the cash drawer in the register.

Logging On:

1. Press [**Special Functions**].

2. Press *2*.

3. Press [**Enter**].

4. Swipe the library card which is located on the right side of the drawer below the cash register.

Closing:

1. At the cash register, follow the posted log-off instructions.

2. Remove the cash drawer, receipts, and printouts that are located in the drawer below the cash register.

3. Place the cash drawer and receipts in the middle drawer of the small tan cabinet in the supervisor's office*.

4. Push the button at the top center of the cabinet to lock the drawer.

*The key for the small tan cabinet is located on the right side of the heater below the window in the supervisor's office.

<u>The following functions are performed by a supervisor only:</u>

Logging Off:

1. Print the drawer report.

    a. Press [**Special Functions**].
    b. Press *4*.
    c. Press [**Enter**].
    d. Swipe the library card.

(continued on next page)

2. Print the sales report.

    a. Press [**Special Functions**].
    b. Press *5*.
    c. Press [**Enter**].
    d. Swipe the library card which is located on the right side of the drawer below the cash register.
    e. Reset the register.

    Note: This will clear the totals and print only once. Make sure that the printer is turned on.

    f. Press [**Special Functions**].
    g. Press *6*.
    h. Press [**Enter**].
    i. Swipe the library card.

3. Log off.

    a. Press [**Special Functions**].
    b. Press *3*.
    c. Press [**Enter**]

To add currency:

1. Press [**Special Functions**].

2. Press *9*.

3. Press [**Enter**].

4. Swipe the library card which is located on the right side of the drawer below the cash register.

5. Press [**Cash**].

6. Type the amount.

    Example: 2500 for $25.00

7. Press [Enter].

Cash Register Information

- If you enter a wrong digit or a wrong code, press [**Clear**] and start over.
- If you discover an error *before* a transaction has been completed, press [**VOID**]. Place the printed receipt tape in the cash drawer.
- If you discover an error *after* an entry has been completed, mark the receipt tape "VOID." Place the voided receipt tape in the cash drawer.
- When the tape begins to show color, the tape is running low and needs replacing. New tape rolls are located in the drawer to the left of the Reserve book return. Follow the directions underneath the printer cover for loading new tape.
- Selecting the correct payment method key is very important when entering a transaction. Be sure to use the "Blugold" keys when you are entering a transaction that is being paid with a Blugold card: [**Cash**] for cash, [**Check**] for checks.

Reminders:

- The register is for fine and fee transactions *only*.
- All checks *must* be endorsed by the cash register upon receipt.
- Patrons' checks *must* be for the amount due only.
- Do *not* cash checks.
- Refunds are *not* given from the cash drawer; they are done by the Business Office (Schofield 110).
- The minimum fine amount accepted is $.25.

Making Change:

Do *not* make change for bills or coins. A dollar changer is located on 1st floor, near the photocopiers (Change $1 and $5)

Note: For bills of more than $5.00, have the patron visit the Service Center/Information Desk in the Davies Center.

Payments

If the patron is paying with cash:

1. Press the appropriate payment method key.

   Example: *Fines Cash/Ck* for a fine paid with either cash or a check.

2. Enter the amount of the transaction.

   Example: 2500 for $25.00

3. Press [**Enter**].
4. Press [**Cash**].
5. Enter the amount received.
6. Press [**Enter**].
7. The display will ask if you want a duplicate slip. This is for checks only, so select *No* by pressing any key *except 1*.
8. Insert the “Patron Payment Form” from the computer printer into the cash register printer to authenticate the transaction.
9. Press [**Enter**].
10. Place the authenticated slip into the drawer below the cash register
11. Give the receipt from the cash register printer and any change, as indicated on the register display and on the receipt, to the patron.

If the patron is paying with a check:

1. Press the appropriate payment method key.

   Example: *Fines Cash/Ck* for a fine paid with either cash or a check.

2. Enter the amount of the transaction.
3. Press [**Enter**].
4. Press [**Check**].
5. The display will ask if you want a duplicate slip. Press the *1* key for *Yes* in order to authenticate the back of the check.

(continued on next page)

6. Insert the validation part of the check (on the back) into the printer.

7. Press [**Enter**].

8. Insert the “Patron Payment Form” from the computer printer into the cash register printer to authenticate the transaction.

9. Press [**Enter**].

10. Place the authenticated slip into the drawer below the cash register.

11. Give the receipt from the cash register printer to the patron.

If the patron is paying with a Blugold card:

1. Press the appropriate payment method key.

   Example: *Fines Blugold* for a fine paid with a Blugold card.

2. Enter the amount of the transaction.

   Example: 2500 for $25.00

3. Press [**Enter**].

4. Press [**Blugold**].

5. Swipe the Blugold card.

6. On the “Patron Payment Form” from the computer printer, record the following in the bottom right hand corner:

   - BLUGOLD
   - Date
   - Amount
   - Transaction number from the receipt.

7. Place the authenticated slip into the drawer below the cash register.

8. Give the receipt from the cash register printer to the patron.

To perform a balance inquiry for a Blugold card:

1. Press [**Balance Inquiry**].
2. Press [**Blugold**].
3. Swipe the ID.
4. A receipt will print.
5. Give the receipt from the cash register printer to the patron.

Posting Fine Payments

Click on the *Dollar* icon ($) from the patron record. The *Fine/Fee* window will display.

1. If you want to post for a specific fine/fee, highlight it in the *Fine/Fee* window.
   To highlight more than one fine, hold down [**Ctrl**] and click on the specific fines. If you want the posting to apply to the total fines/fees, do not highlight any specific line items.

2. Click the **Post…** button. The *Post Against Fine/Fee* dialog box displays.

3. For either the *Selected* option or the *Total Due* option, select the appropriate radio button.

4. The posting type should be (*Payment*).

5. From the pull-down menu, select the appropriate method. For example: *cash*.

6. Type the payment amount.

7. Click in the *Description* dialog box to enter any additional information.

8. To exit and save, click **OK**. To exit without saving, click **Cancel**.

9. The computer record receipt will automatically print. Use this sheet to validate the payment on the cash register.

Making Payments on Selected Fines

1. Scan the patron’s card.
2. Click the *Dollar* icon ($).
3. Select the *Outstanding Fines/Fees* tab.
4. Select the first item that the patron wishes to make payment on. To select additional items, hold down [**Ctrl**] and click on the specific fines.
5. Click the **Post…** button. The *Post Against Fine/Fee* dialog box displays.
6. Choose the *Selected* option.
7. The posting type should be *Payment*.
8. Enter the payment amount in dollars and cents.
9. From the pull-down menu, select the desired method. For example: *cash*.
10. Click **OK**. This will generate the printout and remove the selected item(s) from the patron’s fine record.

Printer

To turn the printer on:

1. Press [**Special Functions**].
2. Type *12.*
3. Press [**Enter**].
4. Press *3*.
5. Swipe the library card, which is located on the right side of the drawer below the cash register.

To turn the printer off:

1. Press [**Special Functions**].
2. Type *12.*
3. Press [**Enter**].
4. Press *2*.
5. Swipe the library card.

To request duplicate slip prompting (for multiple receipts to print):

1. Press [**Special Functions**].
2. Type *21.*
3. Press [**Enter**].
4. Press *3*.

Charging/Renewing an Item

The patron *must* have their Blugold card or a Library Patron card to check out items.

1. Click on the first icon () or from the *Functions* pull-down menu, select ***Charge/Renew***.

2. Swipe the patron's Blugold card.

   - The top of the head on the photo should be at the bottom of the card pointing towards the computer.

   - The *Patron Information* box will display the patron's name, ID number, and "group" such as:

     - “Staff” for faculty/staff
     - “Und” for undergraduates
     - “Grad” for graduate students
     - “OFFC” for off-campus users.

3. Scan the barcode of the item to be checked out.

   - The system displays a message that includes the title, barcode, due date and time, and status "C" which means that the item is charged, or “R” which means that the item has been is renewed.

   - All items are allowed to be renewed only once.

   - Time is displayed in military time (i.e., 1315 is 1:15 pm).

4. Desensitize the item in the appropriate desensitizer.

   - For books, magazines, and all other media besides audiotapes and videotapes, use the desensitizer located below the desktop.

   - For audiotapes and videotapes, use the desensitizers located on top of the Circulation Desk, swiping the tape by the front label.

5. Give the patron a due date slip and inform them of when each item is due back.

6. To clear the existing patron, click the *X* icon in the *Charge/Renew* window.

Renew

All patrons must have their ID card in order to renew items.

Renewals are available online for UW-Eau Claire students/faculty/staff through the McIntyre Library website (http://www.uwec.edu/Library/) using their Personal ID number, which is available through the Blugold system (option #5).

If the patron has the item in-hand:

See “Charging/Renewing an Item,” page 12.

If the patron does *not* have the item in-hand:

1. Swipe the patron’s card or enter their ID number.
2. If the patron has items checked out, there will be a number below the *Charged Items* icon ().
3. Click on the icon to see all items the patron has checked out.
4. Click on and highlight the item the patron wants to renew.
5. Click **Renew** at the bottom of the display.
6. The *Due Date* should change, and the *Status* will say *Renewed* next to today's date.
7. Follow the regular charge procedures:
    a. Give them date due slips.
    b. Tell the patron when their renewed materials will be due.

Item Charged to Another Patron

When charging an item, if a window appears saying that the item “is charged to another patron”:

1. Click **Cancel**.

   Note: This is very important. If you click **OK**, the item will be checked out to the new patron and we will not know who had it checked out first and they may get a fine added to their record.

2. Click on the Item icon and scan the barcode.

3. In the item record, click on the patron icon.

4. Make a screen print of this screen.

5. On the sheet that was printed:

   a. Write “Already Checked Out.”
   b. Initial the form.
   c. Place the form on the supervisor’s desk.

6. Discharge the item.

7. Charge the item to the patron.

Changing the Discharge Time for the Current Discharge Session

1. Open the *Discharge* window.

2. Click on the C*lock* icon () to the left of the *Item Barcode* bar.

3. A popup box will appear titled *Backdate Discharge Time To…*.

4. When discharging items from the book drops, change the date to one day prior.

5. Click **OK**.

6. The new time will display next to the C*lock* icon with this message: "Discharge Date Override Set". Make sure the new date and time are correct.

7. To clear the changed discharge time, simply click on the C*lock* icon. The discharge time will change to the current date and time.

Media Discharge

When discharging videotapes, audiotapes, and CDs, make sure that the call number on the box matches the call number on the actual item *before* checking the item in. Take the item out of its case to make sure that the item and box match before checking it in. Please do *not* check the item in if there is a mismatch.

If there is a mismatch, place the item on the supervisor's desk with a note including:

- the exact time and date it came in
- the problem
- your initials

Always count to make sure that all of the parts for a board game are returned. The total number of pieces will be listed on the cover.

How To Discharge an Item

1. Click on the *Discharge* icon () or from the *Functions* pull-down menu, select ***Discharge***.

2. Scan in the barcode of the returned item. The title, barcode, due date, status, and any fine will display in the pane below the barcode window.

To see who had an item checked out that you have discharged:

1. In the *Discharge* window, highlight the title of the book you want to find information on.

   Note: Even if the title is highlighted in blue, click on the line to get a “box” around the title.

2. Right click on the highlighted box. Choose **collect fines**. This will bring up the patron who had the book checked out even if no fines were assessed.

   Note: You can find this information *only* when the book is still listed on the discharge screen.

Item Information

This section will tell you the following:

- How to determine who has a charged item.
- How to determine when a charged item is due.

1. From the *Voyager Circulation* screen, click the *Item* icon ().

2. You will first be prompted for the barcode of the specified item.

   If you have the item in hand:

   a. Scan the barcode into the system.

   If you do *not* have the item in hand:

   a. Click on "**…**" to the right of the barcode line. A search screen will appear to let you search for the item.

   b. Scanning the barcode will bring up the record or you may search and select to bring up the item.

3. Item information will appear on the screen.

4. If the *Item Status* displays "charged" or "renewed", you may click on the *Patron* icon () in the *Item Record* window.

5. A *Charged To* window will appear giving you the patron's name, ID number, email address, and the item's charge and due dates. This screen will also tell you if the item has been renewed.

Items Marked As Lost

When discharging an item, if a window appears saying “ITEM MARKED AS LOST”, do the following:

1. Use Hypersnap’s “Capture Window” function to select the pop-up window. See “Printing with Hypersnap,” page 45.

2. In Hypersnap, print out the captured window.

3. Clear and close Hypersnap.

4. Navigate back to the *Voyager* screen.

5. Click **No** to not clear the lost status.

6. Discharge the item.

7. Place the printout with the item on the supervisor’s desk.

Logging On/Off of the Computer

Logging on to the computer:

1. In the *User name* text box, type **circuser**.
2. In the *Password* text box, type __________________.

Logging on to Voyager:

1. On the task bar, click the *Voyager Circulation* icon.
2. In the *Operator* text box, type your operator ID __________________.
3. In the *Password* text box, type your password __________________.
4. Click **OK** and maximize the screen.
5. Open Internet Explorer and HyperSnap (both have shortcuts in the taskbar).

Logging off Voyager:

1. Close any open windows.
2. Close the *Voyager Circulation* program.

Logging off the Computer:

1. Close any open applications.
2. From the *Start* menu, select ***Log Off***.
   The *Log Off Windows* dialog box appears.
3. Click **Log Off**.

Computer Failure

During normal business hours
(Monday – Friday 7:45 am to 4:30 pm):

Call the Automation Office at 36-4961. If no one answers, leave a message with your name, the time, location, and a description of the problem.

During weekday evenings
(Monday – Friday 5:00 pm to 10:00 pm):

Call Steve Elfstrand (the Automation Office contact person) at 855-0017. If no one answers, leave a message with your name, the time, location, and a description of the problem.

During late nights
(Monday – Sunday 10:00 pm to 7:45 am):

Call the Automation Office (36-4961) and leave a message with your name, the time, location, and a description of the problem.

During a weekend day or evening
(Saturday and Sunday 9:00 am to 10:00 pm):

1. Call Steve Elfstrand (the Automation Office contact person) at 855-0017. If no one answers, leave a message with your name, the time, location, and a description of the problem.

2. Call Dan Hillis (the Automation Office supervisor) at 456-4863. If no one answers, leave a message with your name, the time, location, and a description of the problem.

During a weekend late night
(Saturday and Sunday 10:00 pm to 7:45 am):

Call the Automation Office (36-4961) and leave a message with your name, the time, location, and a description of the problem. Leave a note for the supervisor to make calls during the day.

(continued on next page)

After the computers come back up:

1. Enter information for any patron registrations that were done when the computers were down. This must be done *before* you perform any other functions.

2. Key in all the manual transactions from the manual checkout sheets (charges and discharges). Be extremely careful to accurately enter patron names and material titles.

    - If you have a problem with a number that doesn't give you a match or a renewal that can't be done, clearly mark that item on the manual sheet so a supervisor can address it later. Key in all the items from the paper sheets before you do any discharges.

    - Be especially careful when interrupted. Do not lose track of which entries you were updating on the computer.

3. Save all of the manual checkout sheets and put them on the supervisor's desk with a note stating the problem and time.

4. Once all the manual charges are entered, slowly begin doing the discharges. If you tackle the discharges slowly, it will give the previously-entered charges time to file.

    Note: If you come across any items that give you the message "NOT DISCHARGED--ITEM NOT CHARGED," set that item aside and try to discharge it again later. It might just be a simple matter of a charge not being filed yet.

5. If any time remains, you can browse some items but don't rush this either.

6. You may resume normal Circulation Desk operations.

7. Clearly label any items you have problems with and put a note on the supervisor's desk.

Note: Always watch your screens. Make sure item numbers actually come up and that they always match the item you have in hand. During busy times like this, it is crucial that you be extremely cautious and pay even closer attention to what you are doing. The extra care you take during this cleanup process following a down time will save us a great deal of checking at a later date!

Copy Center Materials

Photocopies are brought to the Circulation Desk by Periodicals Staff and are arranged in the appropriate basket in alphabetical order by patron's last name.

When the patron comes to retrieve the copies they requested:

1. Enter each copy into the cash register by selecting the appropriate key (copy fiche, copy film, copy paper) and the amount for each copy.
2. Each copy should be entered separately, but they can be entered consecutively. The cash register will keep a sub-total so you know how much the patron owes for all the copies.
3. When the copies are paid for, validate one of the yellow cards on the cash register and paper clip the rest of the cards to that one. Leave the cards in the basket under the cash register.
4. Give the copies to the patron.

Procedures when photocopies are not picked up:

1. Once a month, a lead worker will send an email message to the patron
2. Mark the photocopy request card with a notation to indicate the date the message was sent.
3. At the end of the semester, before final notices are generated, the Supervisor will add a $4.00 fee assessment for each item not picked up by the requestor. Requests which are received after Dec. 1 or May 1 will have a 30 day grace period before the $4.00 fee will be assessed. No grace period will be available for Summer Session requests.

Graduate Room Locker Rentals

To rent a graduate room locker:

1. Have the patron fill out a “Graduate Locker Rental Form” from the small black box in the drawer.
2. Have them sign it after reading the conditions.
3. The Circulation Desk employee should complete the rest of the form.
4. Inform the patron that a one-semester renewal is available and that a $1.00 per day fine is assessed if the key is not returned on time.
5. Have the patron pay the $5.00 fee.
6. Ring up the payment on the cash register with the Graduate Locker keys and validate the back of the white copy of the form.
7. Give the yellow copy to the patron.
8. Take the key out of the envelope and check it out to the patron using the barcode on the envelope.
9. Clip together the envelope and the white form. Put them in the holder on the small desk.
10. Give the key to the patron.

To renew a graduate room locker rental:

1. Have the patron fill out a new rental agreement and sign it.
2. The Circulation Desk employee should complete the rest of the form.
3. Have the patron pay the $5.00 fee.
4. Ring up the payment on the cash register and validate the back of the copy of the form.
5. Give the yellow copy to the patron.
6. Pull out the key envelope and check in the barcode. Check out this barcode again to the patron.
7. Clip together the envelope and the new white form. Put them in the holder on the small bookcase or on the supervisor’s desk.
8. Complete the old form (key returned date filled in as “renewed” + date). Leave this form on the supervisor’s desk.

(continued on next page)

When the key is returned:

1. Pull out the envelope and rental agreement.
2. Place the key in the envelope. Check in the key using the barcode on the envelope.
3. On the rental agreement, indicate that the key was returned.
4. Leave the key envelope and the rental agreement on the supervisor's desk.

If patron loses the key:

1. Write "lost key" on the form and place in on the supervisor's desk.

Maps

If there is a barcode on the back of the map, check it out to the patron on the computer.

If there is no barcode, proceed as follows:

1. Have the patron fill out a separate green card for each map. The cards are available in the basement map area or in the bottom drawer below the telephone.

   Note: Make certain the patron's handwriting is legible.

2. Ask to see their ID or McIntyre Library patron card to verify the ID number.

3. Check that all the map information is complete and accurate. Be sure to include the map number, especially on Canadian maps.

   - US maps have numbers like N4537.5-W9137.5/7.5 or 36118-E8-TF-024 under the map name (i.e., Nobleton, Wis) in the lower-right corner. The year is located under the number. The scale appears in the middle, under the map and is something like 1:24000.

   - Canadian maps have a name in the lower-right corner (i.e., Split Lake) under which is a number like 64 A/1 edition 2. The year is often near the name and number in the lower-right corner. It often appears after a © sign. If you find the © year but there is a more recent year near it, use the more recent year. The scale appears in the middle under the map and is something like 1:50000.

4. Determine the due date:

   - For undergraduates and off-campus users, the item is due in 4 weeks (28 days) with one renewal allowed.

   - For graduates and faculty/staff, the item is checked out for the semester with one renewal allowed.

5. Be sure the date borrowed and date due are accurately recorded on the green card (use the stamp for the date due).

6. Place the card in the holder on the small desk.

7. Stamp the date due on the sheet attached to the map tube.

8. Cross out any previous due dates on the sheet.

(continued on next page)

9. Carefully roll the map(s) and place in a map tube. Several maps can be placed in the same tube, but each map must have a separate green card.

10. Make certain the patron knows when the map(s) is/are due and that they must be returned in the tube.

When maps are returned:

a. Use the barcode to discharge the map.
b. Put maps in John's office for re-filing.
c. Place the empty tube back on the shelf.

Music Concert Tapes

The entire list of tapes currently on reserve can be accessed by an instructor search for music concert tapes. Music concert tapes are sent to Reserve for processing a few days after the concert. They are processed onto Reserve and placed in a special section called “Music Concert Tapes.” The tapes have a two-hour reserve checkout.

At the end of each semester, the current tapes are returned to the Music Department. If a patron wants to buy a copy of a tape, they should contact:

Larry Glenn
TLTDC
36-5505
glennlr@uwec.edu

Newspapers

If a newspaper needs a barcode, it should be charged and discharged manually after receiving a barcode. Use the purple sheet at the Circulation Desk to manually check out newspapers.

Only the entire newspaper can be charged (no individual sections should be checked out).

Charging a newspaper:

1. Place a barcode on the newspaper.
2. Record all information on the lavender manual checkout sheet by the terminals.

   Note: Make sure you include the title and date of the newspaper.

Discharging a newspaper:

1. Locate the charge on the manual checkout sheet.
2. Cross out the information.
3. Place the newspaper on the Periodicals shelf.

Reserve and DVDs

Reserve materials and equipment behind the Circulation Desk circulate for varied periods of time. Double-check the due date and time for each item checked out.

Photocopies on Reserve:

The photocopy collection is for copies and very small items which are processed into brown envelopes.

The call numbers are a series of letters that are divided with slashes

Example: ABU/OF/EQ/R for “Abuses of Equal Rights for Men and Women.”

They are located in the metal filing cabinet behind the Circulation Desk and are filed alphabetically, but appear without slashes.

DVDs:

These are kept behind the Circulation Desk since there is currently no good way to sensitize them. They circulate for the same checkout periods as videos (2 weeks for Faculty/Staff and Graduate students, 1 week for undergrads and other categories).

Library Patron Cards – Missing or No Record

This section will tell you how to proceed in the following situations:

- The patron has a Library Patron Card, but their number does not bring up a match on the computer, or
- The patron does *not* have a current Library Patron card.

If a patron comes to the desk to check out materials with their Library Patron Card, but their number does not bring up a match on the computer, check the patron processing record by their *name* to see if they are on the system with another number and/or category.

If you find a computer record for them:

1. Have the patron complete a new "Patron Registration Form." Find the previous registration form in the black boxes on the bookcase in the Reserve area. Pull the form from the box.
2. If the patron already has been assigned a 900 number, use the same number again. If they do *not* have a 900 number, assign one from the notebook and write the patron's name in the notebook next to the number. On the back of the "Patron Registration Form," write the 900 number as the Library ID number and fill out the rest of the information including the date and your name.
3. Follow procedures for "Editing a Patron Record," page 40. Make sure the New Barcode is the 900 number. Make any other necessary changes (expiration date, name spelling, etc.). Make sure the patron's address matches the address on the form they just filled out. If the computer information is incorrect, update it.
4. If needed, type a new patron card with the 900 number.
5. Clip together the old card, the old registration form, and the new registration form and place them in the holder on the desk.

If you do *not* find a computer record for them:

1. Have the patron complete a new "Patron Registration Form." Find the previous registration form in the black boxes on the bookcase. Pull the form from the box.
2. If the patron already has been assigned a 900 number, use the same number again. If they do *not* have a 900 number, assign one from the notebook and write the patron's name in the notebook next to the number. On the back of the "Patron Registration Form," write the 900 number as the Library ID number and fill out the rest of the information including the date and your name.

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3. Follow procedures for “Adding a Patron Record,” page 39.

4. Type a new patron card with the 900 number.

5. Clip together the old card, the old registration form, and the new registration form and place them in the holder on the desk.

If the patron comes to the desk to check out materials with an expired Library Patron card:

1. Have the patron complete a new “Patron Registration Form.”

2. Search by their name on the computer. If a match is found, proceed with step 4. If no match is found, proceed as follows.

3. Assign a 900 number from the notebook and write the patron’s name in the notebook next to the number. On the back of the “Patron Registration Form,” write the 900 number as the Library ID number and fill out the rest of the information including the date and your name.

4. Follow directions for “Adding a Patron Record,” page 39.

5. Type a patron card with the 900 number. A $5.00 replacement fee is charged if the patron has lost their card. (If we are replacing their old card with a new number, we do *not* charge them the $5.00 fee.)

6. Give the patron their card and cash register receipt, if any. Put the new “Patron Registration Form” in the holder on the desk.

Patron Registration

This section will describe what the different patron categories are and how to issue patron cards to each type of patron:

- Off-Campus User
- Faculty/Staff
- Faculty/Staff Spouse
- Student Spouse
- Student with One Class
- Adjunct Faculty/Staff
- Alumni
- Emeriti Faculty/Staff or Spouse
- High School Student
- Temporary Courtesy (Special Groups)

Off-Campus User:

Registering a new patron and making an Off-Campus User card:

1. Ask the patron for a picture ID such as a driver's license or other ID card.

2. Have them fill out a “Patron Registration Form.”

3. Complete the information needed on the back of the registration form including the library ID number (900 number) and register the patron on the system.

4. Follow procedures for “Adding a Patron Record,” page 39.

5. Type a patron card using the typewriter labels by the typewriter.

6. Collect the $10.00 refundable library fee from the patron using the “Off Campus Cash/Ck” key, and ring up on the register. Validate the registration form with the cash register printer, and put it in the holder on the desk.

7. Give the patron a copy of the “Library Borrowing Privileges Brochure.”

8. Tell them that if they want the $10.00 refund, they will have to turn in their library patron card.

Refund of an Off-Campus User card:

1. Have the patron fill out and sign the “Refund Claim” form.

2. Clip the user card to the form and put it on the holder on the supervisor's desk.

   Note: The Business Office will send the refund within about 10 days.

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Renewal of an Off-Campus User card:

1. Have the patron fill out a new “Patron Registration Form.”

2. Pull the old patron registration form out of the black “Off-Campus Users” filing box and clip to the new registration form.

3. Assign a 900 number if the patron’s previous card did not already have one.

4. Change the expiration and purge dates on their computer record to 2 years from the current date. Check for any other information that needs updating, such as their address or telephone number.

5. Type a new Off-Campus User card for the patron with the new expiration date.

6. Clip the old library card to the “Patron Registration Form” and put them in the holder on the desk.

Replacement of a lost Off-Campus User card:

1. Ask the patron for a picture ID such as a driver's license or other ID card.

2. Verify that they are on the system.

3. Pull out their old registration form from the black “Off-Campus Users” filing box.

4. Have the patron fill out a new “Patron Registration Form.” Attach a note stating that this is for the replacement of a lost card.

5. Collect a $5.00 charge for replacing the lost card, and ring it up on the register.

6. Validate the registration form with the cash register printer, and clip the old and new forms together. Put them in the holder on the desk.

Faculty/Staff:

These are people currently employed at UW-Eau Claire. They must have a UW-Eau Claire picture ID. The card will indicate Faculty/Staff. If they do not have this form of ID, they must obtain one at the Blugold Card Office before they can check out library materials.

1. They should have an ID from the Blugold Card Office for charging items from the library.

2. LTEs must purchase a patron card unless they have worked at least one year. If they have worked for at least one year, they will be issued a Blugold card -- their category is Emeriti. See “Emeriti,” page 35. On the back of the registration form note "LTE in (Dept.)". Ask a supervisor to determine their expiration date. To verify employment, call Human Resources at 36-2018.

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Faculty/Staff Spouse/Partner:

These are spouses or partners of people currently employed at UW-Eau Claire. They must have a UW-Eau Claire picture ID card with the designation Spouse/Partner.

1. They should have a UW-Eau Claire picture ID card from the Blugold Card Office.
2. Have them fill out a "Patron Registration Form." On the back of the form, indicate the name of their spouse/partner.
3. Assign a 900 number and record it as the library ID on the back of the form, as well as any other information requested.
4. Follow procedures for "Adding a Patron Record," page 39.
5. Type a patron card.
6. The expiration date will be 2 years from the date issued. At that time we will update their status and other information.

   Note: They will have ILL privileges. The supervisor will add a note to the faculty/staff member's record stating "Spouse/Partner Card for [spouse name]."

Student Spouse/Partner:

These are spouses/partners of current students at UW-Eau Claire.

1. They should have a UW-Eau Claire ID card from the Blugold Card Office.
2. Have them fill out a "Patron Registration Form." On the back of the form, indicate the name of their spouse/partner.
3. Assign a 900 number and record it as the library ID on the back of the form, as well as any other information requested.
4. Follow procedures for "Adding a Patron Record," page 39.
5. Type a patron card.
6. The expiration date will be the end of the current semester.

Note: They will have ILL privileges.

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Student with One Class:

They should have a UW-Eau Claire ID card from the Blugold Card Office. If they do not have this ID, they must obtain one at the Blugold Card Office in order to check out library materials.

Adjunct Faculty/Staff:

Usually these people supervise UW-Eau Claire students engaged in field experiences. They will have a card containing the following:

- their name
- the university name
- the expiration date
- the title Adjunct Faculty/Staff

1. Ask for a valid Adjunct Faculty/Staff card with a current expiration date.

2. Have them fill out a “Patron Registration Form.”

3. Assign a 900 number and record it as the library ID on the back of the form, as well as any other information requested.

4. Follow procedures for “Adding a Patron Record,” page 39.

5. Type a patron card.

Note: Checkout privileges for adjunct faculty are the same as for students, but they do *not* have ILL privileges unless they talk to the ILL librarian. The Provost’s Office issues Adjunct Faculty Cards (36-2320).

Alumni:

Alumni do not have special library privileges. Recommend that they purchase an Off-Campus User card. See “Off-Campus User,” page 33.

Emeriti Faculty/Staff or Spouse:

These are retired UW-Eau Claire faculty and staff. They must have a Blugold card; if they do not, they must obtain one at the Blugold Card Office before they can check out library materials.

1. Ask to see their Blugold card from the Blugold Card Office.

2. They should already be on the system, so they will just need to have the Emeriti status added to their existing record.

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3. Have them fill out a “Patron Registration Form.”

4. Follow procedures for “Editing a Patron Record,” page 40.

5. Use the same number that is on their ID card with the addition of two leading zeros.

6. Fill out the information requested on the back of the form.

Note: They will have ILL privileges.

High School Student:

1. High school students must present:

    a. The honor card issued from their high school (currently only Memorial, North, and Altoona high schools). Be sure that the card is for the current year. If it is after Feb. 15, be sure the card has a hologram sticker indicating that the card is good until the end of the school year.
    b. A valid driver’s license or other ID with a picture and a permanent address.
    c. Social Security Number.

2. Follow procedures for “Adding a Patron Record,” page 39.

3. Register the student as HIGH:

    a. Have the student fill out a “Patron Registration Form.”
    b. Assign a 900 number and fill out the information required on the back of the form. The expiration date is posted. Currently, the schools are using a hologram sticker to extend the validation of these cards to the end of the school year.
    c. Type a patron card for the student.
    d. Give the student a copy of the “Library Borrowing Privileges Brochure,” and explain the fine system.

    Note: They do *not* have ILL privileges.

Temporary Courtesy:

This category includes special groups such as Upward Bound, English as a Foreign Language, Summer Science Institute, auditors, visiting scholars, etc.

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1. They might already be on the system. They may have either a UW-Eau Claire ID card from the Blugold Card Office or a patron card that was sent to them.

2. If they are not already on the system, check with the supervisor to verify their eligibility.

3. Have them fill out a “Patron Registration Form.”

4. Follow procedures for “Adding a Patron Record,” page 39.

5. Assign a 900 number and record it as the library ID number on the back of the form, as well as any other information requested.

6. Type a patron card.

Note: They do *not* have ILL privileges unless they talk to the ILL librarian.

Adding a Patron Record

If you have already performed a patron search and received no matches, you will need to add a patron record.

1. Select the *Patron* icon ( ). From the *Patron Record* pull-down menu, select ***Patron » Add Patron***.

   Note: Make sure the [**Caps Lock**] key is on. Information should be entered in all capital letters.

2. Complete the *Name* tab.

   a. Fill in the patron's last name, first name, and middle initial.
   b. From the *The Patron Type* pull-down menu, select ***Personal***.
   c. In the *Institution Id* field, type the patron's 900 number.
   d. In the *Expires* text box, enter the patron's expiration date. Clicking **…** brings up a calendar to select the month, day, and year.
   e. In the *Purge Date* text box, type the same expiration date from Step d.

3. Complete the *Barcode* tab.

   a. In the *New Barcode* field, type the patron's 900 number.
   b. In the *Patron Group* pull-down menu, select the appropriate patron group.

4. Complete the *Address* tab.

   a. Complete lines 1-5 (a minimum of one line is required).
   b. In the *City* text box, type the patron's city.
   c. In the *State/Prov.* text box, type the patron's two-letter state abbreviation.
   d. In the *Zip/Postal* text box, type the patron's zip code.
   e. The *Country* text box is not required.

5. Complete the *Phone* tab.

   a. Type the patron's phone number (i.e., 715-555-1234).

6. To save the new record, click **Save**.

7. To exit *Add New Patron Record*, click **OK**.

Editing a Patron Record

To change the patron’s information:

1. Select the *Patron* icon (). From the *Patron Record* pull-down menu, select ***Patron » Edit Patron****.*

2. Click on the appropriate tab(s) you want to change.

3. Correct the desired information.

4. To add additional addresses, barcodes, and phone numbers:

    a. From the items from the *Patron Record* list on the right side of the window, select the desired item (in red).
    b. Click **Addresses <new>**, **Barcodes <new>** or **Phone Number <new>**.
    c. From the *Type* and *Patron Group* pull-down menus, make the appropriate selections.

5. To save the changes to the patron record, click **Save**.

To add a new category and use the same 900 number:

1. Click **Barcodes <new>** on the right side of the screen.

2. In the *New Barcode* text box, type in the current 900 number.

3. From the *Patron Group* pull-down menu, make the appropriate selection.

4. Click **Save**.

5. Click the previous category that uses the same 900 number (listed on right side of the screen).

6. From the *Status* pull-down menu, select ***expired***.

7. Click **Save**.

8. Click **OK**.

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To add a note to a patron's record:

1. In the P*atron Record*, click **Note**.
2. In the *Notes* dialog box, click **New**.
3. From the *Note Type* pull-down menu, select ***Pop-Up***. (This note will now appear each time the patron record is brought up.)
4. In the *Notes* text box, type the message.
5. Click **Save**.
6. Click **OK**.

Notes: The note will appear each time the patron checks out materials or the *Note* icon will appear when the patron record is looked at. To delete the note from the patron record, click on the *Note* icon and click **Delete**.

Reading the History Tab of a Patron's Fine/Fee Record

1. To survey a patron’s fine history, bring up the patron's record and click the *Dollar* icon ($). If the patron has outstanding fines or fees, the dollar amount will appear below the icon.

2. Select the *Fines/Fees History* tab.

3. There are two lines for each fine/fee cleared from the patron's record.

4. The top line includes the title of the item and the reason for the charge, such as “overdue.” Click on the top line.

5. The following details appear in the bottom part of the window:

   - the date the item was checked in
   - the charge and due dates
   - who checked it in and at what location

6. Clicking on the empty field below the title line will make a box in the lower-right area will display the time and initials of the person clearing the fine. Any notes attached to the fine will appear in the *Description* box.

Refunding or Reimbursing a Patron Card

When a patron returns their library card and requests a $10.00 refund:

1. Have the patron fill out a “Refund Claim “form.

2. Attach the patron card to the form with a paper clip. Do *not* staple the card to the form.

3. Place the form on the supervisor's desk and inform the patron that a check for the refund will be sent from the Business Office. (This usually takes an average of 10 days.)

   Notes: If a patron wants the refund immediately, explain that once the form is filled out, a check is done to determine if the patron has any outstanding obligations. Once the amount of the refund is determined and other paper work is done, the patron's computer record is updated to show that they are no longer an active library user.

Searching Patron Records

Searching for a Patron:

1. Click on the *Patron* icon ( ). The *Patron Search* dialog box displays.
2. Choose a searching method by clicking either **Name** or **Barcode**.
3. Enter the information required. Click **OK** to begin your search, and click **Cancel** to exit without searching.
4. If you search for a patron and the patron has more than one active barcode, the multiple barcode list displays. Select a barcode to use.

   Note: If you wish to abort the search and try to find a different patron, you can use [**Ctrl** + **S**].

Searching Charged Items for a Patron:

1. Click the **Charged Items** button in the patron record.
2. You can sort by *Title*, *Due Date*, or *Status* by clicking on the appropriate bar.
3. To print from this screen, click **Print**.
4. To select all items, click **Select All**.
5. To discharge from this screen, select the item you want to discharge or select all. Then, click **Discharge**.
6. To renew from this screen, select the item you want to renew or select all. Then, click **Renew**.
7. To exit this screen, click **OK**.

Searching Fine Records for a Patron:

1. Click on the *Dollar* ( ) icon in the patron record.
2. To look at current fines, click the *Outstanding* tab. To look at previous fines, click on the *History* tab.
3. To print from this screen, click **Print**.
4. To post payments from this screen, see “Posting Fine Payments,” page 9.

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Searching Hold/Recall Information for a Patron:

1. Click on the **Patron Hold/Recall** button in the patron record.

2. *Requests Pending* lists all holds/recalls the patron has placed. *Items Available for Pickup* lists all holds/recalls available for the patron to pick up.

3. To print from this screen, click **Print**.

4. To charge an item, select the item from the *Items Available for Pickup* list and click **Charge**.

Printing with Hypersnap

If you do not see a **Print** button, you can print using Hypersnap:

1. Open Hypersnap.
2. Click **Capture** from the menu bar.
3. From the menu choices of *Full Screen*, *Window*, or *Region*, Select *Window.*
4. Move borders to include only the portion you want to print.
5. Select *File.*
6. Select *Print.*

Proxy Service

Proxy authorization permits faculty and academic staff to send a student assistant to the library to pick up materials to be used by the staff member. The following terms apply:

- Faculty and academic staff currently employed at UW-Eau Claire may designate up to two people per semester to have proxy checkout privileges.
- Proxies must be currently enrolled or employed at UW-Eau Claire.

Proxy Procedures:

1. When proxies arrive at the Circulation Desk they will present their Blugold card and indicate that they are checking out the material for a specific staff member.
2. Blocks on personal records will invalidate (cancel) the proxy privilege.
3. Proxies may *not* use the proxy privilege to charge materials for their own personal use.
4. All normal due dates will apply.

   Note: The faculty member must submit a completed "Proxy Authorization Request Form" to the Circulation Desk before sending a student to pick up materials. A supervisor will enter the information and notify the faculty member by email that the proxy has been added.

The proxy authorization form is available online or in the circulation counter drawer.

Security System, VCR, and Monitor Procedures

Tapes:

If a tape needs to be viewed for some reason (such as theft), contact a supervisor immediately, or contact someone on the “Emergency Contacts” list underneath the telephone.

The following information applies to all videotapes. These procedures are done by separate employees and should not be done without proper training:

- Tapes should be T-120.
- The tape speed setting should be 40, which gives us 30 hours of recording on each tape.
- Clean videotapes at least once a month during use. This will help keep the tapes and the machine clean. Discard tapes that have been used for more than 2 months.

Troubleshooting:

If the security system lattice corridors are not operating correctly, check the troubleshooting guide (p. 6-7 to p. 6-12 of the 3M Materials Flow Management Training and Operator’s Manual) on the bookcase in room 1010 in the library before calling for service.

Call Norm Card (836-6003) or Don Schleicher (836-5088) for questions about operation of the system.

When the Security Alarm Is Activated

Always watch for the following:

- items being held above the security gate
- items being handed around the ropes
- people stepping over/under the ropes

The detection system is virtually free of false alarms. Occasionally the alarm will go off and you may find that the patron does not have unauthorized library materials. If the following items have active security strips, they may cause alarms:

- books from another library or the bookstore

  Note: This is the most common reason for the alarm.

- audio and video cassettes, CDs, and DVDs from video rental and music stores
- other items from retail stores (laptops, phones, PDAs, etc.)

Because it is not possible to distinguish between unwanted alarms and actual theft, all responses to alarms must be consistent and follow the library's policy:

1. When the audible alarm goes off, the light at the top of the panel will indicate which gate that the alarm occurred in.

2. Ask the patron to return to the counter.

3. You should say something like "Excuse me, did I forget to check out one of your items?" OR "Did you perhaps pick up one of the library's books with your own things?"

   Note: These are courteous questions, and they don't accuse the patron of theft. Ask the questions in a friendly, non-threatening manner.

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If you decide that an active strip on an item from outside the library has caused the alarm, follow these steps:

1. Explain the problem to the patron.

2. Verify that all of the patron's library materials are properly checked out.

3. If the item setting off the alarm is not media, de-sensitize the item. Remember to *never* put media (such as videotape or items from another library) on our sensitizer/desensitizer.

4. If a media item is causing the alarm, have the patron exit without the item and then hand the item to the patron on the other side of the exit gates.

5. Tell them to hand it around the next time they enter or exit the library.

If the patron has a McIntyre Library item that is not properly checked out, follow these steps:

1. Ask for the patron's ID card.

2. Record all necessary information on the yellow "Security Gate Violations Form."

3. Inform the patron that he/she will receive a mailing explaining the seriousness of leaving the Library with materials that have not been checked out properly.

4. If the item has been damaged in any way (i.e., torn cover, missing barcode or label), fill out the yellow "Security Gate Violations Form." Put both the form and the item on the supervisor's desk.

   Note: You must reset the alarm on the VCR unit whenever the alarm is activated. To do this, press **Alarm Reset**.

Texts of Announcements to use on the PA System

Instructions for using the PA are located on the PA System. To use, turn the system on and press the button on the base of the microphone to speak.

30 minutes before closing:

- “May I have your attention please? The library will close in one half hour. You have 15 minutes to check out library materials.”

15 minutes before closing:

- “May I have your attention please? The library is now closing. You must leave the library at this time.

At closing:

- “May I have your attention please? The library is now closed. Anyone remaining in the building will be reported to the campus police.”

In case of a severe weather warning:

- “May I have your attention please? The weather service has issued a (tornado, storm, etc.) warning for Eau Claire. Everyone should immediately go to the basement of the building.”

In case of a building evacuation:

- “May I have your attention please? There is a building emergency. Everyone must evacuate the building immediately. Take your things with you. Everyone must leave the building at this time.”

Universal Borrowing (UB) Guidelines

To determine if a patron is eligible:

1. Only specific groups are eligible for UB. These groups include UW-Eau Claire faculty and staff, undergraduate and graduate students, and emeriti faculty.

2. A patron who is blocked for any reason on their home campus is *not* eligible for using UB. (i.e., If a UW-Eau Claire student has more than $10.00 in fines at McIntyre Library, they could not request or check out material on UB from another UW library.)

3. *No ID, No checkout*. We will hold the items for 24 hours to allow time for the patrons to get their ID cards and return to check out their materials.

4. If a UB patron's ID does not bring up a patron record, you will not be able to check any items out to that patron using that ID.

   Note: Some ID cards from other campuses can't be "swiped"; instead, scan the barcode or type in the number or name to see if you can get a match. If there is *not* a match, they will not be able to check out items using that ID. They may instead purchase a $10.00 Off-Campus User card. (Since the UB system connects directly to the home institution's patron database, we assume the UB patron is not in good standing on their home campus library system and therefore would not be eligible for UB at UW-Eau Claire.)

5. Periodicals, reference books, special collections items, maps, and reserve materials do not circulate on UB.

6. Most items that circulate on UB have a 28-day circulation period. Some items, such as videotapes, CRIM textbooks, multimedia, pictures, and CDs, only circulate for 14 days.

7. The following UW-Eau Claire patron groups are *not* eligible for UB privileges. These groups will continue to follow the existing off-campus circulation policies and must still use the McIntyre Library patron card:

   - Off-Campus (OFFC)
   - Adjunct Faculty (ADJF)
   - High School (HIGH)
   - Spouse Faculty (SPFA)
   - Spouse Student (SPST)
   - Temporary (TEMP)

8. UB materials may only be renewed one time. The patron needs to renew the materials online, *not* at the Circulation Desk.

Universal Borrowing (UB) Charging

To charge UB materials to UW-Eau Claire students:

Items to be checked out are on the hold shelf in alphabetical order by patron name. You will be able to distinguish UB items from regular UW-Eau Claire holds by the yellow band around the item.

1. Determine the institution from which the book has been borrowed.

   Note: The name of the holding library should be on the bottom portion of the yellow UB band. If not, check the barcode label or look for a property stamp on the edges of the book or inside the item.

2. In the *Charge* screen, bring up the patron's record by scanning in their UW-Eau Claire ID card.

3. In the *Item* area, using the pull-down menu, select the institution from which the book has been borrowed.

4. Click on the barcode line to put the cursor in place.

5. Scan in the barcode from the book.

6. Inform the patron of the due date and write it on the yellow wrapper on the *Due Date* line.

   Note: Do *not* desensitize these materials. Never pass any audiovisual items over a desensitizer (i.e., videos, audiocassettes, CDs, computer disks)

To charge UB materials to other UW System students:

- Patron groups from other UW system schools may request books from other UW libraries participating in UB and have the books *delivered* to UW-Eau Claire for pick up here. These books will be on our regular hold shelf and will be identified by the yellow UB band. These patrons will have to present their ID card from their home library before you may retrieve books from the hold shelf for them.

- Students, faculty, and staff from other UW campuses may also come *in person* to McIntyre Library and select books from our collections to check out. Although these books would not have a yellow UB band on them, you should still follow the UB checkout procedures.

- On the *Charge* screen, select the name of the institution where the patron is registered as a patron and scan in their home campus ID number.

  Note: Every institution has some unique feature to their ID card. For instance, UW-La Crosse does not have an eye-readable ID number but it does have a

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barcode and a magnetic strip on the ID. The magnetic strip does not work in our ID scanner. Instead, place the barcode ID under the barcode reader to get the patron's ID number to read into our system.

If the patron is picking up a book requested from another library:

1. In the item area, choose the name of the owning library.

   Note: If the patron is checking out UW-Eau Claire materials, you will not have to select a different library name in the item field.

2. Scan in the barcode.

3. Inform the patron of the due date and write it on the yellow band if the item has one. If it is a UW-Eau Claire item, insert a properly marked date due slip.

Universal Borrowing (UB) Discharging

1. When an item is returned to the desk and it has a yellow UB band on it, take the item and place it on the designated UB return shelf.

   Note: Do *not* do a normal discharge.

2. When discharging items from the book drop you might occasionally find a UB item without a yellow UB band. You will not know if it is a UB item until you have done the discharge. In *Discharge* screen, the *FYI* column will indicate that the item should be routed.

3. The discharge process automatically prints the routing slip.

4. Take the routing slip out of the printer and put it in the UB item.

5. Place the item on the UB return shelf.

6. You will be able to distinguish UB items from regular returns by the yellow band on the item. Look at the bottom of the yellow band to determine which library the item came from.

   Note: Before doing any discharge, verify contents. Account for all parts before discharging. If parts are missing or the wrong video is in a case, do not discharge the item. Notify the borrowing patron.

To discharge UB materials:

1. Determine the name of the library that owns the book and select that name using the *Library* pull-down menu.

2. Scan the barcode from the book.

3. The *Discharge* screen will register the discharge and display information about where the book is to be routed. A routing slip will print out automatically.

4. Put the routing slip in the correct book.

5. Prepare the item for routing back to the holding library or for reshelving at UW-Eau Claire.