

Session 19: Homework Answers

SESSION 19 : HOMEWORK ASSIGNMENT BLOCK PROCEDURES

On a separate sheet of paper for the **DO NOT MENTION** and **MAY NOT BORROW** write the reason why we tell the patron this.

Billing notice	Do not mention
Book has been recalled	Explain (new due date in block detail)
Claimed return	Do not mention
Fine	Do not mention
Hold cancelled by Library	Do not mention
Hold expired	Checkin book to cancel the hold. Book can be checked out to the recaller or to another borrower (if no other recalls)
Long overdue replacement charge	MAY NOT BORROW until long overdue/lost books are returned or renewed.
Long overdue recall	MAY NOT BORROW
Message to borrower	Take appropriate action
Overdue recall	MAY NOT BORROW
Overdue still out	Remind borrower to renew book(s)
Recalled book on hold	Check out book (or tell where book is being held)
*If "Maximums exceeded" box appears	MAY NOT BORROW

Claimed Return Block placed when borrower claims to have returned a book and it has not yet been found

Fine Blocked placed by system when a recall fine or reserve fine has been generated
Note that the fine amount shown may be reduced or waived by the staff member who processes the fine notices each day.

Hold Cancelled by Library
Hold may have been cancelled because it was not picked up in time, or borrower may have notified us that book is no longer needed.
Only stays on patron record until DayEnd

Long overdue Replacement Charge
Block placed when book is long overdue OR borrower informs us that book has been lost.

Long Overdue Recall
Block placed when recalled book not returned within XX days of recall due date and it is now assumed to be lost

Overdue Recall
Block placed when a recalled books is not returned by the recall due date specified.

Maximum Exceeded Box Appears
Fines are over the \$50.00 maximum **Limit has been reached for the amount of books allowed out to that borrower**

FIPPA – Homework

Write down how you would handle this scenario:

Professor Teal has requested the name of the student who has 5 particular books out. She also would like to know what other items this student has signed out. She has the name of these books in question and is upset. She is looking into a possible plagiarism issue with this student's essay.

As much as we would like to assist the professor in a plagiarism case the fact still remains that we must respect each student's right to privacy. Therefore the Act must be followed in this scenario. We must explain to Professor Teal that we cannot release that information because it is confidential. If she is unhappy with this answer your next step is to have her speak to your supervisor.

Racer/Interlibrary Loan: Homework Questions

1) Who can use Racer?

Faculty, students, staff & alumni

2) Is there a limit to the number of items a patron can request?

No.

3) A patron comes to the desk to pick up his Racer item but you cannot locate it on the Racer pick up shelf. List the steps you would take next.

- **Ask patron if s/he has the number of the request so that you can check the details of the request in VDX.**
- **If not, ask patron to retrieve the number from their email.**
- **Make sure that the email sent said 'received'.**
- **Call Thode Library to see if the item is there.**
- **If it is in neither place tell the patron that you will continue to look for the item and that you will contact them ASAP.**
- **ILL staff will resubmit the request on behalf of the patron if the item is not found.**

4) List the steps to resetting a Racer password.

HOW TO CHANGE A RACER PASSWORD FOR A PATRON

Login to RACER: <http://racerstaff.scholarsportal.info/vdx/index.html>

Barcode: ohm.casual01 (zero, one)

Password: racer

Click on Login

Click on User

In the Search box and from the drop down menu choose either barcode or last name

Search
for
Match Exact Any part First part Last part

In the For box enter the last name or the barcode of the patron

Always have the radio button at Any Part

Click on Submit

Determine which patron's record is to be edited

Click on Edit (right side)

Enter the patron's barcode as the new password. Enter it twice

Tick the Update Password box

Click on Submit.

Once logged into RACER, the patron can now change/edit this password.