

## Session 20 – Homework Questions

### Cards

1. List the types of ID cards.
  - **Students**
  - **Faculty & Staff**
  - **Sessional Instructors**
  - **Health Sciences Staff**
  - **Courtesy**
  - **Reciprocal**
  - **Redeemer**
  - **External**
  - **External Alumni**
2. Name the three different external cards & explain who receives each type of card.
  - **General Public – the community, someone who has not graduated from McMaster, College students (Mohawk, Sheridan etc...)**
  - **Redeemer – Redeemer College students, faculty & staff**
  - **Alumni – McMaster Alumni**
3. Issue yourself an external card & list the steps below. Use the same ID & barcode provided to you in class. When you meet with your mentor, delete the record.

**(see next page)**

## ISSUING NEW EXTERNAL BORROWER CARDS

Ask patron if he/she is affiliated with McMaster in any way, or if a student or staff member at another university in Canada.	
Give out the application form. Mention the annual fee. Visa, M/C, Debit or cheque <b>NO CASH</b>	
Ask patron to complete the application form.	
Personal reference not necessary if there is a full work address and phone number	
Personal reference can be at same address only if patron living at home with parents.	
Alumni card is not essential - we will take their word for it that they are a graduate (can be checked later if necessary). Check for blocks on old student number if student graduated in past year or two	
Verify the address and make sure that it is legible. Include postal code, phone # and email address. Verify Photo ID. Health Card, Drivers License or Passport.	
New cards have ID number labels on them.	
Put expiry sticker on back of card to right of barcode.	
Write card number and barcode number on application. Put an expiry sticker on form.	
Add borrower to system (brief record - F5) <i>btype - external</i>	
Indicate method of payment and amount of payment on form. Initial box. Write ID number and surname on top of charge slip. This slip goes into the brown "close" envelope. Cheques go in small brown envelopes and fill out info on envelope.	
Give card to patron and remind: Card valid for 12 months until end of month one year from current month. Bring card in for renewal each year. Replacement charge for lost or damaged card is \$5.00 Limit of 20 books on loan, 2 renewals for each book (online renewal available)	
Leave application form in tray at the Circ Desk	

## Other Services

4. What information does the My Account/Book Renewal provide for the patron?

- **Items signed out**
- **Hold Requests**
- **Profile**

5. List the types of Request Forms.

- **Recall a Book**
- **Request Retrieval from Storage**
- **In-Process**
- **In-Transit**
- **On-Order**
- **Unable to Locate**
- **Course Reserve Request**
- **Racer Request**

6. Explain why we would use the following forms:

-In-Transit Request Form

- **The item is in between the Library it was returned to & the Library who owns the item.**

-Recall a Book Request Form

- **The item is currently “checked out”**

-Course Reserve Request Form

- **A McMaster instructor wishes to place items on Reserve or is requesting we remove items off his/her Course Reserve.**

## -In-Process Request Form

- **The Library has the book but has not been catalogued yet.**

## **Guest Accounts**

7. What are Guest Accounts?

- **Same day guest internet proxies**

8. Who can apply for a Guest Account?

- **Non McMaster individuals only.**

9. A student from Columbia College would like access her hotmail account. Write down your steps.

- **Students from Columbia College cannot apply for a Guest Internet account as high school students are excluded from this list. Instead offer the student an alternative such as going to the public library to access their email account.**