Technology, Competency 10

Competency
10. Assist and train users to operate public equipment, connect to the Internet, utilize library software applications and access library services from remote locations.

Portfolio Development Suggestions
10.2 Create a library user guide that would assist users to become comfortable with a library technology service—for example, a user guide for those with removable media (e.g. a flash drive) so that they are able to insert it into a PC, save and download content and remove it appropriately.
Competency 10. Assist and train users to operate public equipment, connect to the Internet, utilize library software applications and access library services from remote locations.

As the Horizon Circulation lead I created this booklet on how to manage your patron account online. I wanted to create something instructions for numerous tasks in a booklet that patrons could hopefully keep in one place near their computers. It is now given out to all new borrowers as part of their new borrower packets. The response has been excellent. Our IPAC check ins are up and patrons feel more comfortable with managing their accounts.
Using and Managing Your Online Account
How to Renew Items Online

Step 1. ACCESSING YOUR ONLINE ACCOUNT

- Go to our website at XXXX
- Click on the “Online Catalog” link, located under the blue “Law Community” tab on the left side of the page.
- Click on “Login” on the top right side of the page.
- Enter all 14 digits from the back of your library card, without spaces, in the “Library Card Barcode Number” field.
- Enter the last 4 digits of the phone number you used to set up your account in the “PIN or Last 4 Digits of Work Phone” field. The last 4 digits of your phone number is your default password.
- Click on “Login.”

Step 2. AFTER LOGGING IN

- Select the “My Account” tab on the top of the page, if it is not already open.
- Select the “Checked Out” tab to view and renew items checked out to you.
- Check the box to the left of the titles you wish to renew. Click on the “Renew” button.
- Confirm the new due dates. If an item could not be renewed (someone else has placed the item on hold, or you have already renewed the item the maximum number of times) the due date will not have changed.
- Click on “Logout” on the top right side of the page.
How to Place Items on Hold Online

Step 1. ACCESSING YOUR ONLINE ACCOUNT

- Go to our website at XXXX
- Click on the “Online Catalog” link, located under the blue “Law Community” tab on the left side of the page.
- Click on “Login” on the top right side of the page.
- Enter all 14 digits from the back of your library card, without spaces, in the “Library Card Barcode Number” field.
- Enter the last 4 digits of the phone number you used to set up your account in the “PIN or Last 4 Digits of Work Phone” field. The last 4 digits of your phone number is your default password.
- Click on “Login” on the top right side of the page.

Step 2. AFTER LOGGING IN

- Select the “Search” tab on the top of the page.
- Using the search box, find the item you wish to place on hold.
- Click on the name of the item you wish to request.
- Scroll down under the turquoise “Copy/Holding Information” bar. Click on “Request Copy” to the right of the copy you wish to check out. Noncirculating items will have a (NC) next to the collection code. These items cannot be placed on hold.
- A request confirmation will appear. Select either of the “Main Library” options as your pick up location. Add any comments you would like, and click on “Request.”
- You will get a message letting you know that your “request has been successfully placed.”
- Click on “Logout and Return.”
How to Change Your Online Profile

Step 1. ACCESSING YOUR ONLINE ACCOUNT

- Go to our website at XXXX
- Click on the “Online Catalog” link, located under the blue “Law Community” tab on the left side of the page.
- Click on “Login” on the top right side of the page.
- Enter all 14 digits from the back of your library card, without spaces, in the “Library Card Barcode Number” field.
- Enter the last 4 digits of the phone number you used to set up your account in the “PIN or Last 4 Digits of Work Phone” field. The last 4 digits of your phone number is your default password.
- Click on “Login.”

Step 2. AFTER LOGGING IN

- Select the “My Account” tab on the top middle of the page, if it is not already open.
- Select the “Profile” tab on the top right of the page.
- Your profile is made up of three parts:
  - Personal Information: including your name, address and phone. This can only be updated by library staff. However, you can click on “Request Change” and this will alert staff that you have changes to be made the next time you are in the library.
  - Email Information: update your email and click on “Update.”
  - Personal Identification Number (PIN): enter your old PIN and your new PIN twice. Click on “Update”
- Click on “Logout” on the top right side of the page.

If you have any questions about any of these procedures please call the circulation desk at XXXX