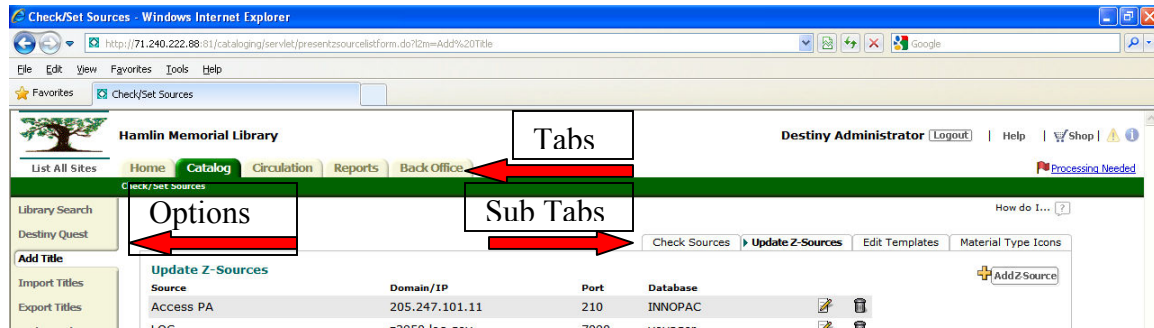


Terminology refresher: “Tab” are any of the tabs across the top. Options are the choices on the left side of the page. Sub-Tabs are in the top right of the page.



How do I add more Z-Sources (Z39.50)?

- 1) A) Click the Catalog tab.
B) Click the Add Title option.
C) Click the Update Z-Sources sub-tab.

- 2) A) Where it says “User Defined Source Name” Enter whatever name you want for it, whatever is easy for you to recognize it by (LoC, PSU.edu, Ohio State Library, whatever you want!).
B) Specify the “**domain name OR IP Address**” and “**port number**” for the database. Any page of Z39.50 information will provide that information.

For a list of sources, visit: <http://whatsit.info/u/17>

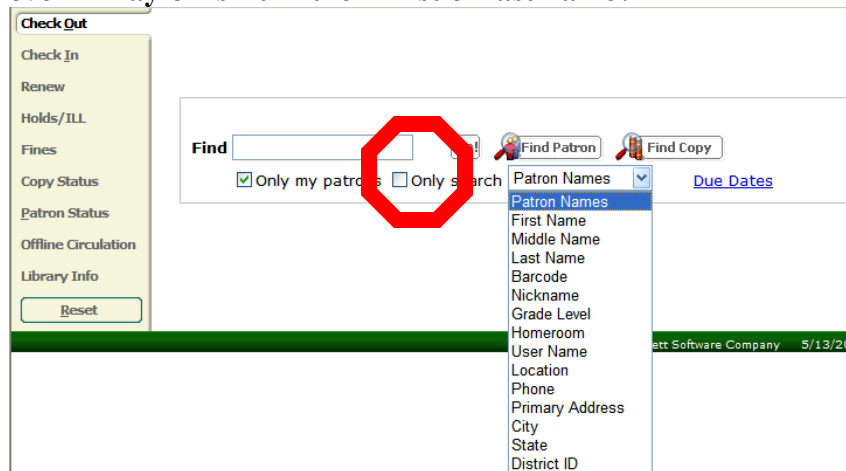
Books being sent via ILL show “STATUS: RETURNING” before I have a chance to check them out!

This problem requires a little effort on everyone’s part.

The library **SENDING** the book needs to do the following (i.e. if you all do this, you should not have problems):

- 1) Click the Back Office tab.
- 2) Click the Library Policies Option.
- 3) Scroll down until you see the Default Patron Type (it will have the Green Checkmark by the patron type:).
- 4) Click the Edit Button
- 5) At the top of the page, change “**Ready Holds Expire in**” to a much higher number, such as 21 Days. Note that there is another option called **PENDING** holds – you are looking to change **READY** holds.

If I search for a patron with the last name of Taylor, why do other patrons show up, even if Taylor isn't in their first or last name?



Most libraries choose to leave the “only search” box unchecked. This way, you do not have to choose “Barcode” from the drop down list each time a patron comes in with a barcode, or choose “Last Name” when you only know their last name, etc...



The unintentional side effect of this being unchecked means it literally will ALWAYS search *every field* of a patron's profile. In this example above, a name like “Thomas Smith” might come up in the results for “Taylor” because he may live on “Taylor Road.”

When you go to what a patron has checked out, Follett used to have titles marked that have holds on them. They don't now.

It was a nice feature so we could tell our patrons we needed those titles back first.

Unfortunately, this is just a change in the system. If you try to renew a book with a hold, however, it should alert you to the fact that the book has a hold, and ask you if you are *sure* that you want to renew that book.

You may also set a maximum number of renewals a patron can have on a book, by following these steps:

- 1) Click the Back Office tab.
- 2) Click the Library Policies options.
- 3) Find the Default Patron Type (as above, the one with the )
- 4) Click the Edit Button 
- 5) Set Number of Renewals.

When you put several people on reserve for the same book, they all receive the same expiration date. So everyone's reserve runs out at the same time and people are upset because it is off their record. How do I resolve this?

Unless I misunderstood something, you can specify the Reservation dates using the calendar on the Holds page.