Library Public Services
Student Training Manual

Revised 10/1/08
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VOYAGER CIRCULATION SYSTEM PROCEDURES

Login Information:

Operator ID:  icirc (lowercase only)
Password:  easy (lowercase only)

How To Charge (Check Out) Items:

Borrowers must have a valid Marist ID or a Privileged Borrower ID Card (for guests and alumni) in order to check out library materials.

1. Click on Charge in the upper left of the screen.
2. Swipe the patron’s ID card.

** If multiple patron groups appear on the screen, select the highest status. Never choose the Senior category – this is for statistical purposes only. **

3. Scan the barcodes of the items being circulated.
4. Check the due date on screen (4 weeks for books and 1 week for videos/DVD’s) and stamp all items.
5. Click the X to exit the Charge screen.
6. Desensitize all books (make sure it lights up and remind them that videos/DVD’s do not get desensitized).

How To Charge Items Without a Card:

1. Click on Charge in the upper left of the screen.
2. Click on the 3 dots next to the search bar in the middle of the screen.
3. Click the dot next to Patron ID Number.
4. Type in the patron’s Campus Wide ID Number.
5. Scan the books, stamp them, and then desensitize them.
**How To Discharge (Check In) Items:**

1. Click on **Discharge**.
2. Scan the barcodes one after the other.
3. Click the **X** to exit the Discharge screen
4. Sensitize all items (make sure it lights up).
5. Place on **Re-Shelving Truck** in LC order.

**Three Types of Patron Blocks:**

1. **Lost Item Block:**
   - An item is marked as **Lost** if the item is overdue and has not been returned after sixty days.
   - Please ask the patron to return the respective items so their record can be cleared.
   - Books and videos may not be checked out, however, laptops and reserves may still be borrowed, but you will need to use the **Manual Charge-Out Form** (see below).
   - Take their ID.

2. **Self-Shelved Block:**
   - An item is marked as **Self-Shelved** if the item was not properly discharged.
   - Any library material may be checked out, although you will need to use the **Manual Charge-Out Form** (see below).
   - Take their ID for **Reserve Items** and **Laptops**.

3. **Expired Patron:**
   - If a patron’s account is **Expired**, call a Supervisor to assist.
How To Use The Manual Charge-Out Form:

- Complete the Form in its entirety:
  - **Patron’s name** and **Campus Wide ID Number**.
  - The **Problem** as well as the **Barcode** of the item being manually charged.
  - For **Laptops** please write the barcode for both the laptop and accessory bag.
  - On the **Item Title** line, list what the item is i.e. book, laptop etc.
- Print your name and the date.

How To Renew Items:

- Renewing can be done in person or over the phone.
- Click on the **Patron** button towards the middle of the screen.
- Type in the patron’s **Campus Wide ID Number** to bring up the patron’s record.
- Click on the **Charged Item** icon (with the picture of a file cabinet) and select the item(s) you wish to renew.
- Click on the **Renew** button.
- Check the screen for the new due date and inform patron of that date.
- Overdue items cannot be renewed. If this request is made, ask a supervisor for assistance.
COLLABORATIVE ROOM PROCEDURES

How To Login To Lotus Notes 6.5:

1. On the Desktop, locate the Lotus Notes 6.5 icon and double click on it.
2. Enter the Password to login: ReServe (case sensitive).
3. Click on Calendar.
4. Click on the dropdown menu labeled Calendar in the upper left corner.
5. From that menu, click on Open Group Calendar: Collab Rooms.
6. Double click on any room on the left.
7. This is the main screen which should be kept open for the whole day.

The Collaborative Rooms Chart is located in the information rack at each student desk. It contains information on how many seats, computers, etc. each room has.

How to Book a Collaborative Room

1. Press F9 to Refresh the screen.
2. Click on New Reservation.
3. Enter the Number of Attendees.
4. Select the Date from the calendar.
5. Select a Start and Finish time (under three hours).
6. Click on Go to see what room(s) are available
7. Select the desired room and double click on it
8. The respective room number will show up
9. In the Purpose section clear out Collab Reservation and put down the patron’s First and Last Name.
10. Click Save and Close.
11. Once saved, the time and reserved room will show up on the collaborative rooms listings main page.

Collaborative Rooms 300 A, B, C, D:

- Reserved for Faculty and Staff Monday through Friday 8am-5pm.
- After 5pm they become available to students for booking.
- If anyone has question about booking these rooms before 5pm during the week please refer them to Pat Laffin at X 3300.
LAPTOP FORMS AND PROCEDURES

Laptops circulate through Voyager AND CANNOT LEAVE THE LIBRARY. The laptops circulate with an accessory bag containing a power cord and a separate Ethernet cord can be checked out if the patron asks for one.

How To Check Out a Laptop:

- Ask patron to complete the top part of the laptop form.
- Take patron’s Marist ID (a driver’s license can be used ONLY ON SUPERVISOR APPROVAL).
- Press the Charge button.
- Swipe their Marist ID.
- Go to the cart with the laptops on them and take both an accessory bag and a laptop.
- Scan the barcode on the laptop and accessory bag.
- Give the laptop and accessory bag to the patron and remind them that they can have it for up to three hours.
- Paperclip the ID to the form and place on the counter in front of supervisor’s desk.
- Laptops circulate through the Voyager system to undergraduate and graduate students ONLY.

How To Check In a Laptop:

- Ask for patron’s last name.
- Find form on the counter in front of the supervisor’s desk and return ID to patron.
- Perform visual inspection of laptop and open the accessory bag to make sure nothing is broken or missing.
- Check the appropriate boxes on the form (laptop is in good condition or a problem has been found).
- If a problem has been noted, report it to the supervisor.
- Sign the bottom part of the form and record the time.
- Place the sheet in the basket next to the collaborative room cards.
- Press the Discharge button and scan the barcode on the laptop and accessory bag.
- Put the laptop and accessory bag back on the laptop cart.
VOYAGER WEB CATALOG

How To Get To The Library Catalog:

1. Go to the library homepage at http://library.marist.edu/
2. Scroll over to the dropdown menu at the top of the page that says Catalog.
3. Click on Search.

How To Search The Library Catalog:

You can search for items in the catalog using the Find Results In: box on the right. Choices include:

Keyword
Title
Author (last name, first name)
Journal title
Subject Headings
Call Number
Boolean Search with Relevance

You can limit a search by using the Quick Limit: box on the left. Choices include:

None
Last 10 Years
Visual Materials (videos and DVD’s)
Juvenile
Special Collections
Digital (online items)
Reference

Click on the Search button.

The items that come up are sorted by relevance. Select the catalog record you want by clicking on the linked number to the left.
The catalog record of an item contains a host of useful information that patron’s may need. They are divided into three different sections called the **Brief Record**, **Full Record**, and **Table of Contents**.

**Brief Record:**

This is the first page you will see when you click on an item. It contains basic information such as the title and author, subjects, location, and status of the item.

**Full Record:**

This can be accessed by clicking on the grey bar in the middle of the screen that says **Full Record**. It contains the information that the **Brief Record** has as well as: a description of the book including the number of pages and whether it has illustrations or not, the series, and any notes about the book. For videos it may include information such as actors, directors, and a story description of the video.

**Table of Contents:**

This can be accessed by clicking on the grey bar in the middle of the screen that says **Contents**. Some records contain table of contents information such as chapter titles.

**How To Find Items That Are On Reserve:**

1. Go to the library homepage at [http://library.marist.edu/](http://library.marist.edu/)
2. Scroll over to the dropdown menu at the top of the page that says **Catalog**.
3. Click on **Reserves**.

Reserve Items can be located by two methods:

1. By clicking on the first letter of the course i.e. I for Introduction to World Religions and find the right instructor and course (if applicable).

   OR

2. By clicking on the first letter of the instructor’s last name i.e. S for Smith and find the right instructor and course (if applicable).

Locate the item the patron wants and find the **Call Number** for it.
How To Access a Patron’s Borrowing Record:

1. Go to the library homepage at http://library.marist.edu/
2. Scroll over to the dropdown menu at the top of the page that says Catalog.
3. Click on Borrowing Record.
4. Enter the Campus Wide ID Number and the patron’s last name.

The information provided on this page is as follows:

- Personal Information (address and phone number)
- Patron Blocks (If a patron is blocked because of lost or self shelved items)
- Charged Items (any items that are checked out are shown here and can be renewed once by checking the box and then clicking renew).
- Request Information (Inter-Library Loan requests)
- Fines and Fees

PHOTOCOPIER INSTRUCTIONS

Basic Photocopying

1. Place the original document in the copier lengthwise facing down.
2. Swipe your card in the reader next to the copier.
3. Press the green Start button.

How To Reduce A Document

1. Place the original document in the copier lengthwise facing down.
2. Push the Zoom button in the middle of the screen.
3. Use the Up and Down buttons to manually select what size you want or you can select the 0.5 to halve the size of the original.
4. When you have selected the size, swipe your card in the reader next to the copier.
5. Press the green Start button.
6. Choose Letter 1 or Letter 2.
7. Tip: You can also use the pre-programmed Legal – Letter or 11 x 17 – Letter for standard sizes.
How To Enlarge A Document

1. Place the original document in the copier lengthwise facing down.
2. Push the **Zoom** button in the middle of the screen.
3. Use the **Up and Down** buttons to manually select the size you want or you can select the 2.0 to double the size of the original.
4. When you have selected the size, swipe your card in the reader next to the copier.
5. Press the green **Start** button.
6. Choose Letter 1 or Letter 2.
7. Press the green **Start** button.

How To Copy On Front And Back (For Public Photocopiers)

1. Push the **Simplex/Duplex** button on the right side of the screen.
2. Select **Double sided**.
3. Place the original document in the copier lengthwise facing down.
4. Swipe your card in the reader next to the copier. **MAKE SURE YOU PUSH THE * BUTTON AFTER YOU SWIPE OR IT WILL NOT WORK.**
5. Press the green **Start** button.
6. Flip over the original document so the other side can copy.
7. Press the green **Start** button.
8. Push the **Finished** button on the screen.
9. Press the green **Start** button.

How To Copy On Front And Back (For Staff Photocopier Only)

1. Push the **Simplex/Duplex** button on the right side of the screen.
2. Select **Double Sided** for both the original (if it is double sided) and the copy.
3. Place the original document on the loading tray on top of the copier.
4. Press the green **Start** button.

How To Copy Oversized Books

1. Place the oversized book in the copier with the spine pointing toward you.
2. Push the **Zoom** button in the middle of the screen.
3. Look to see if the document fits in the boundaries of a specific paper size (larger documents fit in 11x 17 and can be reduced by pushing the 11 x 17 – **Letter**).
4. Otherwise, use the **Up and Down** buttons to manually select what size you want the copy to be (usually around x 0.65 to x 0.75 will work).
5. Swipe your card in the reader next to the copier.
6. Press the green **Start** button.
7. If it says there is no matching paper size press **Letter** and then press the green **Start** button again.
How To Copy Large Journals (such as Artforum)

1. Place the original document in the copier with the spine pointing toward you.
2. Push the Zoom button in the middle of the screen.
3. Use the Up and Down buttons to manually select what size you want the copy to be (usually around x 0.70 to x 0.80 will work).
4. Swipe your card in the reader next to the copier.
5. Press the green Start button.

How To Fit Two Document Pages Onto One Copied Page

1. Place the original document in the copier lengthwise facing down.
2. Push the Zoom button in the middle of the screen.
3. Use the Up and Down buttons to manually select what size you want the copy to be (usually around x 0.80 to x 0.90 will work for smaller books or x 0.60 to x 0.70 for larger books).
4. Swipe your card in the reader next to the copier.
5. Press the green Start button.
6. Tip: You might not need to resize a smaller journal if you overlap the edge of the page on the edge of the copier.

How To Copy Newspapers

1. Place the newspaper in the copier with the article you want in the middle of the copier lengthwise as you would read it.
2. Push the Zoom button in the middle of the screen.
3. Use the Up and Down buttons to manually select what size you want the copy to be (smaller articles don’t need to be adjusted while larger ones might need to be reduced to x 0.70 to x 0.80). 
4. Push the Quality/Density tab on the screen (you can select Text & Photo, Photo, or just Text and you can lighten or darken the copy here).
5. Swipe your card in the reader next to the copier.
6. Press the green Start button.

Copying Tips

1. Push the Reset button to bring any changes you made back to normal.
2. Press the Copy button to wake the copier up if it is sleeping.
3. A document can be made lighter or darker by pressing the Quality/Density tab on the screen and pressing either the Darker or Lighter buttons.
4. If, for some reason, a document is turned in the wrong orientation on the copied page, open the paper tray and turn the paper to face horizontally instead of vertically. Just remember to change it back when you are done.
CONFIDENTIALITY OF LIBRARY PATRON RECORDS

Policies:

- Circulation Services is committed to the protection of the right to privacy of all library patrons and the prevention of harassment by other borrowers.
- The circulation staff will not release information concerning library materials that are in use by other patrons.
- Personal information such as telephone numbers, addresses, and student ID numbers are also kept in confidence.
- The library staff may not divulge any information from circulation records.

Manual Charge-Out Form:

When a patron is blocked in the Voyager system, or the Voyager system is down, fill out the circulation information completely on the Manual Charge-Out Form.

Library Borrowing Privileges:

- Categorizes the types of patrons that use the library i.e. faculty and undergraduates.
- Lists the types of items that circulate.
- Lists how many items each type of patron can borrow.
- Lists how long they can keep items out.

Reference Statistic Sheets:

- Record the number of reference transactions that occur at the circulation desk.
- Types of transactions to track:
  - Directional/Technical
  - Catalog (Voyager) searching
MISCELLANEOUS PROCEDURES

How To Use The Phones:

To Place a Caller on Hold:

- Push the black Hold button near the bottom of the phone.
- To return to the call on hold, pick up the receiver and press the Hold button again.

To Transfer a Call:

- Push the black Transfer button at the bottom right.
- Type in the Extension number (extensions are listed alphabetically by last name on the phone.
- Hang up.

How To Desensitize/Sensitize an Item:

The light will flicker briefly when a book has been sensitized or desensitized. A book may need to be run through a couple of times for it to work.

- When books are being checked out, flip the switch to Desensitize ON
- When books are being checked in, flip the switch to Sensitize ON

Do not desensitize or sensitize videos or DVD’s since it could ruin them!

Where To Put Returned Items (Discharged Items):

- Place only first floor circulation books and first floor videos on the truck near the supervisor’s desk. Please be careful not to place reserve books or Circulation Desk videos/DVDs on it.
- When book has been returned and discharged, put it on the truck in LC order.
- Once reserve items have been discharged put them back in their proper places on the shelves at the Circulation Desk.
- Discharge As You Receive Items – do not leave items around for discharge at a later time!
- If you are in doubt over whether or not an item lying around has been discharged - simply discharge it again to be safe.
**Gate Alarm:**

The gate alarm can ring for a variety of reasons such as:

- Improper desensitizing of library books
- Personal laptop
- Books from other libraries
- Textbooks from the bookstore
- Notebooks and folders
- Magazines
- Videos/DVDs

- If this happens please direct the patron to the Circulation Desk and ask him/her to open up his/her bag to identify what’s could have set off the alarm.
- If they are Library owned books, charge them to the patron, desensitize, and return to patron. If they’re from the bookstore, desensitize and return to them.
- Politely ask him/her to walk through the gate again.
- If they are Library owned materials that do not circulate (reference books, dvds, journals, pages ripped out of journals or books, videos that do not circulate, etc.) please call a Supervisor.

**Intercom Device:**

In order for delivery people to get into the library, they must first gain access by using the intercom to have someone open the door for them (so the alarm does not go off).

- When the buzzer rings, push down the number that is lit on the Intercom located on the left-hand side of the Circulation Desk. (#1 is the front lobby, #2 and #3 are the rear door of the library on the first floor).
- While still holding down the number that is lit, push down the Talk button and ask, “May I help you?”
- Ask them to confirm their location to be let into the building.
- Turn the intercom off.
- If button 2 or 3 is lit:
  - call Ext. 2402 (Sue McHugh – she may be able to let them in or have already let them in).
  - If security is nearby, ask them to go down.
  - Otherwise, proceed with the swipe card to the first floor. The swipe card is located in the bottom of the key-box located on the wall by the videos.
  - Please notify the Reference Desk if you are working by yourself so that the librarian can watch the desk during your leave.
**Elevator Usage:**

The buttons on the inside of the elevator only take people to the second floor. Due to security, they cannot go to the other floors without the elevator being operated at the Circulation Desk. If someone asks to use the elevator, push the corresponding button on the panel on the wall behind the Supervisor’s desk:

- Press 1 for **First Floor Inside**.
- Press 1R for **First Floor Exit**.
- Press 3 for the **Third Floor**.
- If a patron on the Main (2nd) Floor wishes to go to the Third Floor, you must first press 2 which will bring elevator to the Second Floor; then press 3 for Third Floor.

**Audio Visual Room 209:**

The AV Room is the room next to the elevator and the windows near the Circulation Desk. The following equipment is kept there:

- VCR’s, DVD Players, Laser Disk Players, TV’s, and JAWS / KURZWEIL
  (Please see Elena or Charyl for the KURZWEIL password).

**Inter-Library Loan (ILL):**

Patron’s can pick up and return Inter-Library Loan items at the Reference Desk. Items being pick up are all ready to leave the building (they have already been checked out and desensitized).

**Paper Supply:**

Boxes of paper are kept under the printer at the Reference Desk. If additional paper is needed, several boxes are kept in the storage closet in the Escriptorium Storage Room 256. Ask a staff member for the key.

Any requests for paper made by the collaborative rooms or third floor classrooms can be made, but be sure to mark it down in the **Black and White Composition Book** on the Reference Desk.
Current Newspapers:

- Most recent 2 weeks kept at the Circulation Desk for the following:
  - Poughkeepsie Journal,
  - Wall Street Journal,
  - New York Times
- Each newspaper has a corresponding card with two barcodes kept on the desk above the newspapers – use either one.
- Newspapers are considered reserves and are not allowed to leave the library.
- When you circulate a newspaper, if Voyager tells you that one barcode is already checked out, scan the other barcode. Once the newspaper is returned, scan the same barcode to discharge it.
- Previous weeks are kept on the first floor of the library.