Horizon: Most Important Tips for Circ Staff

Watch the screen and listen for blocks and messages! If you don't understand the message, jot it down and attach to the book or write a note including the book title to show someone if possible. During the day, call CEF at 563-5190 if you run into problems.

When you have computer or Internet problems, write down the patron's name and barcode (if available) and the barcodes of the books they are checking out. Hold checkins until the computer is back up if possible. Later you can type in any checkouts that occurred while the computer was down.

F2 = search for a book, F4 = search for a borrower, F5 = create a new borrower, F6 = edit a borrower

F8 Toggles between CKO and CKI

CKO = Checkout

CKI = Checkin

When in doubt, check it in. Checking it in twice won't hurt anything.

When asked to make a new card, always use F4 to check to see if a borrower already has a card at your library or another library. They should only have one library card in the system. If they already have a card from another library, tell them they can use that card. If they want to switch to your library, follow the Circulation Guidelines to make the transfer.

Borrowers can use cards from other libraries in the CEF Library System to check out books. If a borrower you don't know is not carrying their card, ask them for name and address to make sure you get the right borrower.

If a borrower wants you to renew books more than once, check to see if the books are from your library. If they are not from your library, tell the borrower you need to check with the owning library and use the CEFLS website (www.cefls.org) library list or the printed library directory to find out who to call. If you can't call the owning library, ask the patron to check with their home library.

If a borrower has blocks and owes books or money to any library, follow the Circulation Guidelines and request that the borrower clear up those issues.

When creating a new borrower, always give the borrower a PIN # of the last 4 digits of their home phone, and always get an address and phone number, a birthdate, and an email address if possible.