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Patron Records
PUTTING IN PATRON INFORMATION

1. Have the patron fill out a form. The form can be used to enter the information in Horizon. You should ask for:
   - Name, including middle initial
   - Date of birth
   - Guardian if under 16 (or whatever age your library considers appropriate)
   - Phone numbers, home, business, cell or other
   - Mailing address, permanent (and temporary address, for summer residents)
   - Email address
   - Contact person if this is someone in a school group or institutional setting

2. When entering the data in Horizon, always check to see if a patron was already put in by another library. Check the name, date of birth, address and phone to see if it is the same person. If they have been added, don’t add them again. If the patron has a card at another library, you can invite local residents to switch their card to your library, or they can keep their existing card.

3. Don’t edit another library’s patron record except to correct address information with documentation. Instead, communicate with the other library if the patron is switching over to your library and ask them to delete their patron once all fines and checkouts are cleared.

4. Some libraries keep the paper form on file, and some don’t. You can feel secure that the data you put into Horizon will be safe because we back it up and store it off-site.
5. We recommend the following fields for every patron. Those with a * are mandatory to be able to save the patron record.

1. *Location – **AUS (or the library’s 3-letter code)**
2. Pin # - last 4 digits of phone number
3. *Btype – **auad** (adult), **aujv** (juvenile), **ausen** (senior), **auya** (young adult), **auil** (ILL patron), **audelb** (delinquent), **aulocal** (local only) *(or one of the libraries assigned btypes)*
4. *Name – in the format “Last, First”*
5. Phone and Phone Type – in the form xxx-xxxx, common phone types are h, b, cell
6. Barcode – scan from the card
7. Stat Class – every patron should have either **a_nres** or **a_resid** to indicate if they are residents of your service area for Ann. Rept.
8. Address – **Line 1, City/State code** and **Postal Code**
9. Email (Second Blank: Addr.)
10. Birthdate – in the form mm/dd/yyyy
Searching, Adding, Editing and Deleting Borrowers in Horizon

1. Searching, Adding, Editing and Deleting borrowers is normally done by opening the Checkout Window in Horizon. Under Circulation, double click on CKO.

2. Once the Checkout Window is open, always first search for the borrower by scanning the borrower’s barcode, or press the F4 key, or use the Borrower/Find Borrower menu option.

3. Borrowers can be searched by name, phone number, number or keyword – example: Borrower Keyword Gregory finds all borrowers with the word Gregory in their names. If you are adding a new borrower, first verify that the borrower is not already there. If you are looking for an existing borrower, find the borrower and click OK to place them in the CKO Window.

4. To Add: After determining that the borrower does not exist in the database, use F5 to add a new borrower and fill in the fields. Absolutely necessary fields are: Location, Btype, and Name. Your library determines which additional information you should always add. All libraries are asked to add the birthdate to help distinguish between possible duplicate patrons.

   We recommend you always put in Phone Number, Barcode, Address, Email Address if they have one, and PIN#. The PIN number we usually use is the last 4 digits of the phone number. Bstats are optional but very useful, and the library should adopt a procedure about which ones to use for every patron.

   Once all information is entered, click save. The patron will appear in the window ready for checkout, but you can ignore this and do a new search (F4) and add a new patron (F5).

5. Although there is an option on the Borrower menu to Delete Borrower, it is usually grayed out.

6. To delete the borrower, you need to go to first choose to edit the borrower, then the option will be active.

7. You can edit the borrower by using F6 or the menu item Borrower/Edit Borrower. (If a block appears, you’ll need to click on CKO and possibly override first).

8. The system will stop you from deleting the borrower if any items are checked out or there are any blocks.


10. Be careful not to delete borrowers belonging to other libraries! Three screens of information can be entered for borrowers:
1.
3.
Issuing cards to Patrons:

Check to see if patron has a card from another automated library. Patrons should have ONLY ONE MEMBER LIBRARY CARD. When registering patrons, ALWAYS ADD A BIRTHDATE to help libraries determine whether this is a duplicate patron.

Case 1:

**Patron has no card at any library.** If the patron lives within your service area, issue him/her a card, checking his/her address according to your policies. You can ask patrons who live outside your service area whether they would prefer to get a card at another library if you think it’s more appropriate. Note: Patrons from areas that have no library are eligible for Central Library (Plattsburgh) cards, but other libraries may choose to issue them a card instead.

Case 2:

**Patron has a card at another library and lives in the service area of the other library.** Inform the patron that they can use their card from the other library to check out items at any library in the system. Encourage the patron to keep the card from the library they are associated with. If the card is expired, renew cards for any library by verifying address and phone number. You may edit the address and phone number for the other library’s patron. **Ask to see driver’s license, and if the address has changed, also photocopy it and send it to the home library.**

Complication: The other library’s card has monetary blocks

Inform the patron of the problem and urge them to clear up the fines and fees at the other library. You may collect the fines if the patron is willing to pay. If under $5, your library keeps the money, if $5 or over, send it via delivery in an envelope addressed to the library director. If the patron pays, **only clear the amount they pay on Horizon if you are keeping the money – i.e. if it is under $5. If you are sending the money to the home library, put a note on the patron account that the patron paid, and include a not with the money telling which patron paid it, and that it was not cleared.**

If the patron cannot pay part or all of the fines, you must follow your library’s policy, if it has one, to decide whether to check out items to the patron. If there is no policy you must use your judgment. **Patrons owing over $10 should not be allowed to check out items.**
Case 3:

**Patron has a card at another library but has moved into your service area.** Encourage the patron to switch to your card. Check to see if the patron has blocks or checked out items on their other card. If they have a card with no blocks or checkouts, you may edit the existing patron record, changing the location, borrower type and barcode to your own. As a courtesy, let the previous home library know about the transfer.

**Complication: The other library’s card has monetary blocks or checked out items.**

Inform the patron of the problem and urge them to clear up the fines and fees and return all books owed at the other library. You may collect the fines if the patron is willing to pay. If under $5, your library keeps the money, if $5 or over, send it via delivery in an envelope addressed to the library director. **Only clear the amount they pay on Horizon if you are keeping the money – i.e. if it is under $5.** If you are sending the money to the previous home library, put a note on the patron account that the patron paid, and include a not with the money telling which patron paid it, and that it was not cleared, and that the patron is changing their home library to your library.

If the patron cannot pay all of the fines, **do not issue a new card or check out items to the patron.** If you wish you may call the home library to discuss the issue.

<table>
<thead>
<tr>
<th></th>
<th>Lives in Your Area</th>
<th>Lives in Another Area</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No Card</strong> (please search in CKO to verify this)</td>
<td>Issue patron a card, checking his/her address according to your policies.</td>
<td>Ask patron whether they would prefer to get a card at another library if you think it’s more appropriate. Note: Patrons from areas that have no library are eligible for Central Library (Plattsburgh) cards, but other libraries may choose to issue them a card instead.</td>
</tr>
<tr>
<td><strong>Card from other library - No Blocks</strong></td>
<td>Encourage patron to switch to your card. Edit the existing patron record,</td>
<td>Inform patron that they can use their card from the other library to check</td>
</tr>
</tbody>
</table>
changing the location, borrower type and barcode to your own. As a courtesy, let the previous home library know about the transfer. out items at any library in the system. Encourage the patron to keep the card from the library they are associated with.

| **Card from other library - Blocks** | Inform patron of the problem and urge them to clear up the fines and fees at the other library. Collect the fines if patron is willing to pay. If under $5, your library keeps the money, if $5 or over, send it via delivery in an envelope addressed to the library director. If the patron pays, **Only clear the amount they pay on Horizon if you are keeping the money** – i.e. if it is under $5. If you are sending the money to the previous home library, put a note on the patron account that the patron paid, and include a not with the money telling which patron paid it, and that it was not cleared. If the patron cannot pay part or all of the fines, you must follow your library’s policy, if it has one, to decide whether to check out items to the patron. If there is no policy you must use your judgment. **Patrons owing over $10 should not be allowed to check out items.** |

**Fines:**

Every library has a different fine policy. It is the patron’s responsibility to resolve any obligations they have to the circulating library. We also recognize a library’s choice to circulate books to all patrons except those marked delinquent. Libraries wishing to prevent patrons from checking out books should change their borrower type to the delinquent borrower type for their library – this is serious and should not be ignored by other libraries. There is also a “local only” borrower type for each library which allows the borrower to borrow locally but not to place requests.

**Suggested Procedure for patrons from other libraries with blocks:**
1. When a block of under $10 appears on a patron’s card, say, “You have an obligation to _________Library which you need to resolve as soon as possible. We can check out books to you one time but this will be noted on your record. Before you borrow books again, you must resolve the issue.”

2. Override the block

3. Put a note block in borrower record. It should say “No more checkouts until fines are paid”, and add date, your initials, and the library name. (if you need help with this, call The CEFLS Horizon Specialist)

4. If when you check out books, the note is in the record already and fine blocks still exist, books cannot be checked out.

5. If the fine blocks have been cleared, the note block may be removed by the staff member if allowed.
Item Records
Instructions for Adding Holdings Information

PART ONE: FINDING A MATCH

Log in to Horizon.

Strike the F2 key to begin your search, or double click on the Searching and New Search menu items on the left.

Select the type of search you want to execute by clicking on it. The best search key to use for a match is the ISBN, then Title Browse, then Author Browse.

Scan the ISBN, or type the title, or author (last name first).

If you use the ISBN search, you will retrieve either one matching record, or none. This search is the quickest, as you can be reasonably sure of a good match. Scan the bibliographic record quickly to make sure that it meets the criteria in the box below.

If using title browse, you will see a list of titles. Look through the resulting list for a match. Click on the best match, then use the “Show Detail” button to get more information. Check to see that the record matches according to the criteria below.

If the author’s name is used there are often multiple listings and the search must be narrowed, or sorted, usually by title. Be sure to hit the resume choice to include all works by the author before sorting the results. Then look for a match among the titles. Click on the best match, then use the “Show Detail” button to get more information. Check to see that the record matches according to the criteria below.

Once you locate a bibliographic record that seems to match the title you are searching for, compare the following to make sure the record represents an exact match:

- Exact title
- Copyright date
- Publisher
- Number of pages

If you have not been able to find a good match by ISBN, try a second search by title browse or author browse. If you still cannot find a match, you will need to send information to CEF about the item you are trying to catalog. You can use the online MARC form at https://cefls.org/stafftrustees/library-staff/. The Technical Service Department will obtain a MARC (Machine Readable Cataloging) Record and will send back your information so that you can then add the item.

If the record is a good match based on the criteria above, use the “Show Copies” button to see the holdings. If the “Show Copies” button is grayed out, there are no items attached to the record. You can skip down to “Creating a New Item Record” for the next step.
PART TWO: ADDING YOUR HOLDINGS INFORMATION

The following includes instructions for both mouse and keyboard use.

Now that you have found a match and have gone through “Show Detail” and “Show Copies”, you are looking at a list of items. It could be empty, or it could have many items. If it is empty, use the “Other Locations” button to see items at other libraries.

There are several things you might want to do at this point.

If you found an item at your library, and it’s the same item you wanted to add (not another copy but the exact same item), you may want to edit a few of the fields for accuracy. You might want to change the item type, collection or call number for example. See “Editing an Item Record” below.

If you found no items attached to the record, you will want to create a new item. See “Creating a New Item Record” below.

Creating a New Item Record

To create a new item record, you can start either on the Bibliographic Detail screen (the one you get when you click on “Show Detail”) or the Copies screen. From either screen you will use F10 or the “Send To” button to send the record to the Copy/Item list.

Once you have the Copy/Item list, do the following:

1. Either click on New or simultaneously strike CTRL and N. The top of the window will say “Edit Items for Bib-----“and the prompt will be for a Barcode Number.
2. Scan or key in the next 14-digit barcode number from your sheet of barcodes.
3. Tab to or click on Item Type, enter the correct type (f, nf, v, etc.). Use “Codes” to list your choices. The first letter you key in will prompt the system to fill in the entire code.
4. Tab to or click on Location. Type the first two letters and the system will fill in the rest, and your library name will appear in blue letters to the right. This is a good check that you are typing correctly.
5. Optional: Tab to or click on Owning Note. Type your 3-letter code (all caps).
6. Tab to or click on Collection and enter the first letters of the collection code (the system will fill in the entire code). Use “Codes” to list your choices if you are unsure.
7. Tab to or click on Call Number and type it in exactly as it is on the card or book: no slashes or dashes, with a single space between the call number and the letters of the author’s last name.
8. Click on Save and then on Close. You can do a new search at this point by pressing the F2 button on your keyboard.
Cleaning up Missing and Trace Items

For Lost Books, see the instructions titled “Billing”

1. Ask to have Your Lost and Claimed Returned to Missing setting changed to 1 or 2 years
   Our default setting for items to age from Lost or Claimed Returned to Missing was 10 years. We
   recommend that you have it changed to 1 or 2 years to create a better workflow for cleaning up
   the catalog. You can decide how long you want it based on how long you would want to actively
   pursue recovering lost items.

   Once the setting is changed, items that have been in the Lost or Claimed Returned status for the
   selected time will change to Missing status. The patron record will still have a block for the
   amount, and will still contain the title that was lost, but the item record will no longer contain the
   patron information, making it possible to withdraw it easily.

   CEFLS can do this for your library, but we wanted you to know when we do it so you won’t be
   surprised.

2. Decide how often you will withdraw the missing and trace items. For example, if you like to
   run reports monthly, you could add this to your monthly schedule. If it works better for you to
   do this twice a year, and you can remember to do it, that would work also.

3. Decide how long you will let items remain in Missing or Trace status before you withdraw
   them. We recommend no more than six months to a year. If items return after they have been
   withdrawn, it’s usually not too difficult to add them back in Horizon.

4. Use Item Group Editor to find the Missing and Trace items that have not had a status change
   for the past year. First enter your Location:
5. Click the circle next to AND, then choose Item Status in the top section.
6. Type M for Missing or Trace for Trace. Click on AND again. Choose Status Updated in the upper window.
7. Click on the Date Range Button. Use the Prior To option and enter a date either 6 months or 1 year ago today, and click OK:

8. Click on the Search button at the bottom.

9. A list of the items at your location appears. Now you can select all of these with CTRL-A and Edit the status to ‘w’ for withdrawn. If you prefer to sort and print the list to look for the items first, you can also do that.

After doing the Trace items, repeat for Missing.

This method can be done at any time and is very flexible. However – Be Careful to ONLY WITHDRAW YOUR OWN ITEMS, always put in your location as the first step, always check your status to make sure it’s Trace or Missing, and check the date carefully to see that it is prior to 6 months to a year ago.

If you make a mistake, call CEFLS immediately because the withdrawn items do stay in the catalog for a little while.
Editing and Deleting Item Records in Horizon

Editing an Item Record

Be very careful when following these instructions that you do not edit a record that belongs to another library. Make sure the Location of the item you choose to edit is your location.

At this point you should be looking at a list of items in a white area of the screen. The blue bar at the very top of the screen should have your location’s name and the word [Copies].

Click on an item whose Owner is your library to highlight it.

If using keyboard, strike the F10 key and select the Copy/Item List by using the Enter key. If using the mouse, click on the icon that resembles a page of lined paper (“Send to”) and select the Copy/Item List.

The item you highlighted in the last step should be highlighted in the window that appears. Click on the Edit button, and you will see a workform. These are the fields to change if they are not accurate:

1. Tab twice or click on Item Type. Change from UNK to the correct type (f, nf, v, etc.). Use “Codes” to list your choices. The first letter you key in will prompt the system to fill in the entire code.
2. Location and Owning Note should have your 3-letter code. (Owning Note is optional)
3. Tab to or click on Collection and enter first letters of the collection code (the system will fill in the entire code). Use the “Codes” button if you’re not sure.
4. If necessary, correct call number to match that on card or book. Remove any slashes or other marks and insert a single space between the call number (F, jF, etc.) and the letters of the author’s last name.
5. Hit the Save key and then the Close key. You can do a new search at this point by pressing the F2 button on your keyboard.

Deleting an Item Record

As you work you might find item records that you want to delete because you are weeding the item or it has already been weeded.

Be careful to delete only your own item records!

You need to be in the Copy/Item list.

1. Highlight the item you want to delete.
2. Click on the Edit button in the lower left corner of the window.
3. In the Item Status field, change the status to w (for withdrawn).
4. Click on Save, then Close. The item will remain in the catalog for a few days to a week or so, but will then be purged by a process run at CEF.
**Dates in the Item Record**

This is an item record in edit mode. It was sent to copy/item list and then Edit was clicked. The item record was last edited on this date.

The status last changed on this date. Below is the detail status view of the item. It can be seen by searching for the item and clicking detail status.

This date refers to the last date the **Status** was updated.
**Item Group Editor**

(used in batch changes to clean up collection codes, weeding, rotating collections, and moving items classified as “new fiction” to regular fiction, for example)

1. Double Click on Item Group Editor (found under Circulation menu on left).

2. Compound Search window appears.

3. Search for a group of like items to which you want to make a batch change. Example: Choose the “Location” index and type in your library’s 3-letter code in the blank. DON’T PRESS SEARCH YET!

4. The search above would find TOO many items and cause your system to slow to a crawl or crash. You want to combine that with a second condition so you won’t get more than a few thousand items at a time. To do this, click on the “and” radio button and choose a second index and value. Example: Choose the “Call No.” index and type “j5*” This means **find and list all items with call nos. beginning with “j5”** Now you have asked the system to **find and list all items at your location with call nos. beginning with “j5”**.

5. Now click search. A list of items should appear after a few seconds.

6. You will be operating on these items to make a batch change – for example: changing all of these items to have “jnf” as their item type and a collection code for juvenile fiction. First, you may want to use the “Display” and “Sort” buttons.

7. Click on “Display” to format the display with the elements you wish to see. For example: Highlight title, author, location, call no. and collection, and unhighlight all the rest. Click on “Sort” to sort by one of the displayed elements, such as call no. You can sort ascending or descending, and you can sort by several elements simultaneously (first by call no., then by title for example). You’ve just made a shelf list of the j500’s.

8. If you want to edit all of the j500’s and change their collection code, first select them all using Ctrl-A. You can also select individually or in groups by clicking on individual lines, or clicking on one line, holding the shift key down, and clicking on another line to select a subset.

9. With items selected, click the Edit button.

10. Click OK when asked if you wish to make a batch change.
11. A workform appears, allowing you to change the required fields.

12. Click Save, and the change is made to all selected records.

BE CAREFUL!
ONLY CHANGE YOUR OWN RECORDS!

If a message says the program is using too much memory, you have two choices:
Answering NO will make the program keep trying. You can do this multiple times and often you will get the result in the end.
Answering YES will shut down Horizon completely.
Periodical Cataloging:

Search using F2

Pick existing records with a year in the Pub Date:
If no record exists for the year you want, fill in the Peri Short Form as follows:
Item record should have the issue date in the CALL NUMBER Field as follows:
No date information should be in the COPY field. This field does not display in HIP Keyword search results, leading to problems determining year and date:
Brief Records

If your item is not an ephemeral paperback (such as a Harlequin Romance) or a periodical, think twice before adding a brief record. Too many brief records degrade the shared catalog, confuse patrons and make it harder to find things. Audio and Video records should receive full MARC records. Consider using the Fast-Add process repeatedly while you wait for a full MARC record. If you do this you will have less paperwork and help keep the catalog clean.

If you do add brief records, please follow these rules:

ALWAYS SEARCH FIRST! Don’t add any brief records if there’s already a record in the catalog that fits your item.

1. Include enough information so that users can tell what the item is: author, title, publisher, publication date and ISBN are the main elements for books.

2. Capitalize the first letter of only the first word in the title – even if it’s an article.

3. Capitalize the first letter of all proper names – personal names, countries, etc.

4. When more than one date is being used in the 260 field, separate the two dates with a comma and one space, and enter the most recent date first (2004, 1999).

5. Double check your spelling, please.

6. Enter only one author in the 100 field, always last name first. Use the author who is listed first on the title page.


Step by Step:

1. Double click on the Cataloging folder, then the Bibliographic Record subfolder.

2. Double click on Create New Bib.

3. Click on a workform to select it. You have a choice of:
   a. Brief Bib Records (for books)
   b. Peri Short Form (for periodicals)

See each separate type below for what to fill in on the form. Place your cursor after the $a, $b or $c on each line to enter the information.
Brief Bib Records (for books):

020  $a ISBN
100 1 $a Author
245 1 0 $a Title
260  $b Publisher $c Publication date
440 0 $a Optional name of series

Peri Short Form

022  $a ISSN (optional)
245 0 $a Title $b $c (ignore $b and $c)
260  $c Year

4. After filling in the form, save your new record by clicking on the icon of a diskette at the top left.

5. Add an item to your bib record. Click on the icon at the top of the bib record that resembles three small books. It is located to the left to the blue exclamation point.

6. Click the “New” button and add an item as you normally would.

7. If adding a periodical, use the Call Number field in the item record to indicate the date (month and day). The year should already be included in the bib record.
Circulation
## Cheat Sheet for circulation

### To Begin

- **to open program**
  - Open Horizon with a double click – it takes a while to open up
  - Enter password and enter "**Horizon Password is** "
  - Open the – circulation window with a double click
  - Open check in: CKI is on the left menu--it takes a while to open up
  - Open check out: CKO is on the left menu- – it takes a while to open up
  - Click the toggle workbook button so you can toggle between the check in and check out tabs (optional). Pressing F8 also toggles between the two windows.

### To View the full Screen

- Go to View at the top of the screen, click **View** then **click full screen**. This will allow you to View the entire screen and eliminates scrolling up and down for menus

### Renewing books

- **To Renew Books**
  - In Check Out Mode - Go to the **Borrower** Menu (at the top of the screen) – Find Borrower or scan the Patron’s card
  - **CKO menu at the top of the screen and click Renew All.** – are items present, answer **yes or no.**
  - If you just want to see what items a Patron has out. Find the borrower go to the CKO menu and click on “all items out” and it will show you everything the borrower has out

### Paying fines

- **To Pay a Fine**
  - When you pull a Patron up and they have a fine you will get a block screen. When the block pops up to pay the fine click on **payment** and then **OK**.
  - OR you can find the borrower and under the **borrower** menu, you can select **current blocks** then hit **payment** button and **OK**
<table>
<thead>
<tr>
<th><strong>Searching the card catalog</strong></th>
<th>Go <a href="http://www.cefls.org">www.cefls.org</a>, Click on <strong>Search Our Catalog</strong> This searches all CEF libraries. If you want to limit to your library, choose it from the first drop down box on the left before you enter your search terms.</th>
</tr>
</thead>
</table>
| **If a borrower owes fines** | If you see blocks come up with money owed, mention this to the patron.  
If the patron is from another library and owes money, you should ask them to clear up their account at the other library before they would be allowed to check out books, unless the amount is very small (your discretion). You can collect and send money to another library, but you are allowed to keep anything up to $5. Accept payment in Horizon for any amount you keep, and let the other library clear the rest. |
| **Problems outside the scope of your training** | Write down what happened on a pad of paper. Include the details – patron’s name, patron barcode if available, book title and author, book barcode if available, and what the problem was. Indicate if you let the patron take out the book. Contact CEFLS with questions. |
| **Power Failure** | **If the power goes out or in case of an electrical storm**  
Turn the computers off or if without power you can use a notebook. You only need last name, first name and the last two groups of numbers in the barcode. You can enter the data later when the power is up or the storm is over.  

**Reentering data**  
CKO: Enter the borrower name, enter the book barcode |
| **Computer issues** | **If the computer fails**  
If you happen to lose your connection with the internet, enter the data in a notebook. Write the person’s name and card number if available. Then enter the barcode of each book under the patron’s name. THE BARCODE! NOT THE ISBN on the back of the book. Easy to do, believe me. All the barcodes will begin 38787  

**If the scanner does not work**  
1. check to make sure cursor is in the right window  
2. Make sure Number lock is lit (on)  
3. Unplug the scanner from the back of the computer and re plug it in. Hear it beep.  
4. If you do not have success, enter barcodes using keypad. Turn computer off and begin again. |
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.
The following are practices that the automated libraries of the Clinton Essex Franklin Library System have agreed to follow. While each library has autonomy to determine its own policies and procedures, there are some areas in which cooperation is essential. The practices below have been discussed and approved at meetings of the CEFCAT (CEF Catalog) Group, which represents all of the libraries involved in the Integrated Library System that we share.

1. **Cataloging:** To prevent items from remaining “in cataloging” and unavailable for requests, check in items after cataloging them.

2. **Cataloging:** Brief records should only be used for periodicals and ephemeral paperbacks. Audio and video formats should always receive full MARC records: [Periodical Cataloging, Brief Records](#).

3. **Cataloging:** Always look up new items in Horizon and verify by ISBN and title that no appropriate record exists before sending a request for a MARC record to CEF.

4. **Fast Adds:** Fast adds can be used to check out uncataloged items, but the collection code “FABI” or “ILLFAB” should be used so that these records are deleted on checkin. [Step by Step Fast Adds](#).

5. **Fines:** If a patron has moved, the new home library collects and keeps any fine owed if it is under $5, and notifies the previous home library about the transfer. Fines of $5 and over should be sent to the previous home library with notification of the transfer. Patron records should be cleared of charges by the library where the money is ultimately kept and deposited in order to allow accurate cash accounting.

6. **Overdue Notices:** Overdue notices should be generated regularly on every day the library is open, or as often as possible: [Overdue Notices, Overdue Notices with Email](#).

7. **Patron Registration:** A patron should have only one library card, preferably from the automated library in the community in which they live, work, go to school or own real property. The full details of this policy are at: [CirculationGuidelines](#)
8. **Patron Responsibility**: Your library is responsible for communicating with your patrons. The overdue notices you produce may include some for items borrowed from other libraries by Horizon request, CEF rotating collection, or traditional ILL. Libraries should make good faith efforts to recover materials for each other. Libraries are encouraged to change their patrons to a delinquent borrower type if they have lost several items or surpassed a limit set by the library.

9. **Renewals**: There is a system-wide 1 renewal maximum.

   An item borrowed from another library may be renewed one (1) time only. The borrowing library must contact the lending library to ask for permission to renew the item more than one time.

   Items do not have to be present to be renewed.

   Items that have requests on them should not be renewed.

   Books that belong to another library and that were checked out from another library can be renewed one (1) time at any library.

   Each library should decide who has authority to override the one (1) renewal policy.

   Library staff should make patrons aware of the new due date when renewing items.

   Libraries should never renew ILL books from outside CEF for another library’s patron. Libraries should contact DueNorth lending libraries before renewing any ILL.

10. **Rotating Collections**: Rotating collections are handled according to the procedure at: [RotatingCollections](#).

11. **Record Ownership**: Do not delete or edit other libraries’ item records. Do not (waive) forgive fines (of $5 or over, see number 5 above) or lost item charges for other libraries’ patrons.

    a. Libraries MAY edit each others’ patron records in two situations:
i. if there is an “address correction requested” block on the patron and the patron produces proof of a new address, or

ii. if the patron is transferring membership and has a clean record (no items out, no blocks). In this case, the new home library changes the location, barcode and borrower type on the existing record.

b. As a courtesy, please notify the home library of the changes made.

12. **Requests:** Libraries should check the Pull List every day they are open: [Request Pull List Procedure](#).

13. **Requests:** After responding to the pull list, libraries should change the status (to “trace”) or itype of items they cannot or do not wish to provide, so that the item can be filled by another library. See procedure for Pull List in #11 above.

14. **Requests:** Do not send DueNorth requests to automated libraries. Use the Horizon request system for these.

15. **Transit:** When items with green or orange slips are delivered to your library from automated libraries, check them in to take them out of transit and possibly fill a hold. When sending items to another library, use the green slips to send via CEF, and the orange slips for a library after you on the same delivery route. Put items with orange slips in a separate pile to alert the van driver. Mark the slips appropriately for either “Horizon” or “DueNorth”.

16. **Weeding:** In order to delete a bib record when the last item is deleted, weeding is done using the weeding procedure at: [Weeding Procedure](#).

17. **Returning items:** Encourage patrons to return items to the library they checked them out from as much as possible.
Changing Calendar Exceptions in Horizon

Calendar exceptions are set up in Horizon to tell the system which days you will be closed in order to prevent having items due on those days. To avoid having confused patrons and unfair overdue notices and fines, you should make these changes ahead of time by at least the number of days of your longest loan period plus a few days. We usually make changes for the whole year a month or so before the end of the year, but changes can be made at any time.

To change calendar exceptions you will need “circ supervisor” privileges. If you try this procedure and it won’t display the calendar exceptions table, call the CEF Automation Department.

These are the steps:

1. In the administration folder (on the left in Horizon), double click on the Holidays.
2. In the top part of the search window, highlight “Location” and type your 3-letter library code in the search blank. Make sure you enter only your own code so you won’t change other libraries’ holidays.
3. A window entitled “Holiday Hours” appears, containing a list of your current calendar exceptions.
4. You can edit each line by clicking on it to highlight it and clicking edit. The only blanks that are necessary are location, date and description. Usually you will only need to change the date. After you finish making changes to the holiday, click save.
5. You can add a new holiday by clicking new and filling in the location, date and description.
6. If you need to delete a holiday altogether, highlight it and click on “File” in the upper left, then “Delete record”. However, it’s better not to delete a holiday until much later to avoid problems with calculating fines. You can leave holidays in for multiple years without a problem.
Changing Calendar Week in Horizon

The Calendar week table is set up in Horizon to tell the system which days you will be normally be closed. This is your regular schedule of days open. A separate table called Calendar Exceptions lists the holidays that are exceptions to your regular schedule.

To change calendar week, you will need “circ supervisor” privileges. If you try this procedure and it won’t display the calendar week table, call the CEF Automation Department.

**Only change the calendar week for your own library!**

These are the steps:

1. In the administration folder (on the left in Horizon), double click on Calendar Week.
2. In the top part of the search window, highlight “Location” and type your 3-letter library code in the search blank. Make sure you enter only your own code so you won’t change other libraries’ calendars.
3. A window entitled “Normal Hours” appears, containing a list of your current calendar week settings. Each day that you are open should have an entry for “Opens at” and “Closes at.” Days that you are closed should be blank.
4. You can edit each line by clicking on it to highlight it and clicking edit. The times for opening and closing do not need to be accurate because we don’t use hourly checkouts.
5. To add a new day that you will be open, put an opening and closing time in for that day, and then save.
6. To indicate that you will be closed on a day that you were previously open, delete the opening and closing times, then save.
7. Don’t delete a whole day – you should have Monday through Sunday listed, even if you are not open.
What to do when items are Claimed Returned

When a patron says they returned an item, but you can’t find it and it is still checked out to that patron, put a Claimed Returned block on the patron’s record for that item:

a. Identify the patron in the checkout window.
b. If the block screen appears, click CKO to close it.
c. Click on the All Items Out button at the bottom of the window to see what the patron has out.
d. Highlight the item in question.
e. Click on the CKO menu at the top of the screen.
f. Click on Claimed Returned.
g. Click on OK.

The patron will not be charged, but the link between the item and patron will be preserved.
What to do when items are Lost by a patron

When a patron admits to having lost an item, put a **Lost block** on the patron’s record for that item:

a. Identify the patron in the checkout window.
b. If the block screen appears, click CKO to close it.
c. Click on the All Items Out button at the bottom of the window to see what the patron has out.
d. Highlight the item that has been lost.
e. Click on the CKO menu at the top of the screen.
f. Click on Lost.
g. Click on OK.
h. Note the amount that the patron will be charged.
i. Click on continue.
j. Optional: If you or another staff member needs to adjust the amount charged, click on Blocks at the bottom of the CKO window and click on change amount to put in a new figure.
k. Optional: If the patron wishes to pay for the item, click on Blocks, and Payment, and enter the amount paid.

Note: Items also become Lost after they have been overdue for a certain period of time. The Lost status preserves the link between the item and patron, which would otherwise disappear within 30 days.
<table>
<thead>
<tr>
<th>Title:</th>
<th>Return Date:</th>
<th>Borrower (if known):</th>
<th>Type of Damage (check below):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damaged/Missing Parts Workslip (place in book or tape to item):</td>
<td></td>
<td></td>
<td>Damaged beyond repair, see other side.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Damaged beyond repair, see other side.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Damaged beyond repair, see other side.</td>
</tr>
</tbody>
</table>

Damaged/Missing parts Workslip and Instructions

- Damaged/Missing Parts Workslip (place in book or tape to item)
Billing Patrons and Libraries for Lost Books in Horizon
Part One: Find out which books are lost, and who lost them.

12. Double click on Item Report, found on the left menu in Horizon under Administration.
13. In the compound search window, choose Loc for Location and type your 3-letter library code in the blank:

14. Click the circle next to AND, then choose Item Status in the top section.
15. Type l for Lost, and finally click on the Search button at the bottom.
16. A list of lost items at your location appears:

<table>
<thead>
<tr>
<th>Collection/Author/Call No.</th>
<th>Barcode</th>
<th>Title</th>
<th>Item Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. cze Barton, Byron</td>
<td>3878730036110</td>
<td>Dinosaurs, dinosaurs /</td>
<td>Lost</td>
</tr>
<tr>
<td>2. cfi Coulter, Catherine</td>
<td>38787500166549</td>
<td>Point blank : an FBI thriller /</td>
<td>Lost</td>
</tr>
<tr>
<td>3. cji F JAY Naylor, Phyllis Reynolds</td>
<td>3878750021157</td>
<td>Shlooh /</td>
<td>Lost</td>
</tr>
<tr>
<td>4. cji/bi J920 ARM Army Times Publishing Company</td>
<td>3878733005701</td>
<td>Famous American military leaders of world</td>
<td>Lost</td>
</tr>
<tr>
<td>5. czj/ei Eisenberg, Lisa</td>
<td>3878730036086</td>
<td>101 bug jokes /</td>
<td>Lost</td>
</tr>
<tr>
<td>6. czj/aj BOOK/AUDIO Seuss, Dr.</td>
<td>38787330022789</td>
<td>Horton hears a Who!</td>
<td>Lost</td>
</tr>
<tr>
<td>7. cje CZE Lenski, Lois, 1893-1974.</td>
<td>38787330017300</td>
<td>The little train /</td>
<td>Lost</td>
</tr>
<tr>
<td>8. cje E SEU Seuss, Dr.</td>
<td>38787330011238</td>
<td>There's a wocket in my pocket!</td>
<td>Lost</td>
</tr>
</tbody>
</table>

17. Click on the Display button at the bottom of the window to highlight a few different columns to display:
18. Click to deselect Collection, Item Status and Checkin Note, and click to select Due Date, Name, and Borrower Location, then click OK.

19. Click on Sort, then choose Borrower Location and Name, and click OK:
20. You will get a list of Lost books with some being lost by your own patrons, and probably some by other libraries’ patrons. You can print out the list with the File/Print command, or highlight all records and use the File/Export Records command to save it with a .txt or .xls extension.

Part Two: Attempt to recover book or payment
Now that you know which items are lost, and who lost them, you can communicate with those people or libraries to get the items returned or paid for. You may want to bill your patrons, or bill the library that the patron belongs to. You can use a bill such as the ones available from the Microsoft Office website. You may use the default cost from Horizon, or use a different replacement cost. You might also want to add a processing fee.

Part Three: What to do next
Several things may happen as a result of Part Two. The bold face phrases are described in greater detail below the list.
1. Your patron pays for your own item. You should mark the item paid in Horizon, and withdraw the item.

2. Your patron wants to pay for another library’s item. Don’t take payment or mark it paid. Communicate with the other library. They may wish to charge more or less than the amount listed in Horizon. The other library should be the one to mark it paid, since the payment ends up in their account.

3. The other library pays for the item. You should mark the item paid in Horizon, then withdraw the item.

4. Your patron or the library claims they returned the item (or never had it). If you accept the explanation, you should mark the item claimed returned. If not, you can try to insist on payment. Then follow the steps in #1, #3 or #5.
5. Your patron has left the area or is unable to pay for the item. You should waive the item and, if you still want the patron to be responsible for the item, place a manual fee block for the charges on the patron’s record, then withdraw the item. You might consider changing the patron to a delinquent borrower type so they cannot borrow additional items.

6. Your library is the one billed, and pays for the item. You should pay the other library for the item, and if it was lost by one of your patrons you should waive the charges and then place a manual fee block on the patron. Then you can bill the patron, and the owner can withdraw the item. When and if the patron pays, you can then mark the fee block paid.

**How to Mark an Item Paid:**
1. Only mark items paid if the money will stay with your library. The ending point of the money is where it should be marked paid.
2. Call up the patron in the CKO window. Do not close the blocks window.
3. Highlight the item which will be paid for.
4. If you need to change the amount that will be charged, use the Change Amt button at the bottom of the window to indicate the correct amount. Enter a reason if desired, but always enter your initials, and click OK.
5. Use the Blocks Menu, and click on Payment, or click on the Payment button at the bottom of the window.
6. If the full amount is being paid, simply click on OK. If a partial amount is being paid, enter it. Optionally enter any comment desired, then click OK.

**How to Withdraw an Item:**
1. Find the item with F2, by barcode if possible.
2. Send it to the copy/item list with F10.
3. Edit the record, entering ‘w’ in the Item Status field. Save.
4. If you receive a message indicating that you need to use circulation to change the item status, this means you must check in, pay or waive the item first. Claimed Returned items are a bit different. You can use File/Delete Record, and it will ask you if you want to charge the patron for the lost item.

**How to Mark an Item Claimed Returned or Lost:**
1. Call up the patron in the CKO window.
2. If blocks appear, click on CKO to proceed to the main CKO window.

3. Click on All Items Out at the bottom of the window.

4. Highlight the item or items to mark Claimed Returned or Lost.

5. Use the CKO Menu and click on Claimed Returned or Lost.

**How to Waive Charges:**
1. Call up the patron in the CKO window. Do not close the blocks window. If you inadvertently close it, bring it back by clicking the Blocks button at the bottom of the CKO window.

2. Highlight the item which will be waived.

3. If you need to change the amount of the fee first, use the Change Amt button at the bottom of the window to indicate the correct amount. Enter a reason if desired, but always enter your initials, and click OK.

4. Use the Blocks Menu, and click on Waiver.

5. If the full amount is being waived, simply click on OK. If a partial amount is being waived, enter it. Optionally enter any comment desired, then click OK.

**How to Place a Manual Fee Block**
1. Call up the patron in the CKO window.

2. Use the Blocks Menu and choose Add a Fee.

3. For the type of fee, choose Fee.

4. Enter an amount and a descriptive comment that includes the title of the item that was lost. Always initial your comment so that if anyone has questions they can ask you about it.

**Notes:**

*VERY IMPORTANT:* Only waive for your own patrons and items, and only mark items paid if you are receiving and keeping the money. If you are sending it to another library, ask them to mark the block paid. Only withdraw or delete your own items!

Communicate with other libraries!

When items are waived or paid, they change to a status of Missing. Good library practice would be to periodically withdraw missing items that have not changed status for 6 months or a year. This can be done in a batch process with Item Group Editor.
The Borrower Record

In this chapter we introduce you to basic tasks related to working with your borrower records. This workflow is a step-by-step approach, brief by design, giving you the fast track steps you need to perform a given task. This document is intended to serve as a ready reference. Keep it by your computer to use in the event you need a quick refresher on how to perform a given task.

The borrower record is where Horizon stores all personal information about a library user. You identify borrowers by either scanning in a barcode (library card) or by searching for a name using the F4 Key at Checkout. Your system administrator sets the fields that appear on the borrower record when you access it and the order in which the fields display. He or she also sets the defaults that affect how Horizon uses borrower records. For example, he or she establishes the timeframe for an automatic address check, or sets a borrower’s registration to expire after so long so updated information can be added to the borrower record.

| ► Searching for a Borrower                                                                 |
| ► Searching for Borrowers by Location                                                     |
| ► Creating a New Borrower                                                                 |
| ► Editing an Existing Borrower                                                            |
| ► Duplicating a Borrower                                                                  |
| ► Deleting a Borrower                                                                     |
| ► Renewing a Borrower                                                                     |
| ► Replacing a Borrower Barcode                                                            |

You can set a menu option and have it become your default setting for subsequent sessions (according to your login), by checking the Save User preferences box in the user security record.
Searching for a Borrower (F4 at CKO)

Identifying the borrower in Checkout is usually accomplished by scanning in the borrower’s library card. For libraries that do not issue library cards, and for situations where the library card is unavailable for scanning, you must use the borrower search feature (the F4 key) to identify the borrower.

Follow these steps to search for a borrower:

1. Open the Checkout window.
2. Press F4 to search for a borrower.
3. Select Borrower, Last Name Alphabetical from the drop-down list.
4. Enter the desired borrower, last name first, and press OK.
5. Select the borrower from the list and press OK.
6. Check out items to the borrower.

Limit your borrower searching to a specific location by accessing the Borrower Menu and selecting the Search This Location Only option. This option is modal, meaning you can set it to either On or Off. Once this option is turned on, the workflow for searching for a borrower remains the same as above. The borrower search result is different in that you see just the borrowers registered to the location currently being accessed.

Creating a New Borrower (F5 at CKO)

You create a new borrower at the Checkout window. The option to create a new borrower is on the Borrower menu. The F5 key is the shortcut assigned to create a new borrower.

Follow these steps to create a new borrower:

1. Open the Checkout window.
2. Press F5 to create a new borrower.
3. Fill in the fields on the record. Use the Page Down and Page Up buttons to access all fields on the record. The system will prompt you if you try to save the new record without filling in a required field.
The fields that display in a newly created record—and the order in which they display—may vary from those in an existing borrower record. Some libraries have a different workflow for adding a newly created borrower versus updating an existing borrower record.

4. When you have completed the new borrower record, press **Save** and then **Close**.

Horizon returns you to the Checkout window, with the new borrower identified as the current borrower.

5. Check out items to the borrower.

**Editing a Borrower Record (F6 at CKO)**

You edit a borrower record at the Checkout window. The option to edit a borrower record is on the Borrower menu. The **F6** key is the shortcut assigned to editing an existing borrower record.

Follow these steps to edit an existing borrower:

1. Open the Checkout window.

2. Press **F6** to edit an existing borrower.

3. Edit the applicable fields on the record. Use the **Page Down** and **Page Up** buttons to access all fields on the record. The system will prompt you if you attempt to close the record without saving any changes.

The fields that display in an edited borrower record—and the order in which they display—may vary from that in a newly created record. Some libraries have a different workflow for adding a newly created borrower versus updating an existing borrower record.

4. When you have completed your editing, press **Save** and then **Close**.
Horizon returns you to the Checkout window, with the newly edited borrower identified as the current borrower.

5. Check out items to the borrower, if applicable. If you do not want to check out items to this borrower, simply scan in the next borrower, or press F4 and search for the next borrower.

**Duplicating a Borrower Record**

Horizon lets you quickly and easily duplicate an existing borrower record. This time-saving advantage is especially useful for those times when you have a borrower record for one family member and you need to create records for other members of the same household.

You can access the Duplicate Borrower option on the Borrower menu on the Checkout screen. Horizon also provides a **Duplicate** button at the bottom of the Borrower record (F6 to edit the borrower).

Follow these steps to duplicate a borrower:

1. Open the Checkout window.

2. Identify the borrower.

   With the borrower identified, the Duplicate Borrower option becomes active in the Borrower menu. If you want to access the duplicate option from there you may do so and skip to Step 5.

3. Press F6 to edit an existing borrower.

4. Press **Duplicate**. Horizon displays a duplicate of the current borrower record.

   Your system administrator determines the data in the existing record that is automatically copied into the new record.

5. Edit the applicable fields on the record. Use the **Page Down** and **Page Up** buttons to access all fields on the record. Remember to enter a new barcode for this borrower, if you identify your borrowers that way.
The system will prompt you if you attempt to close the record without saving.

6. When you have completed your editing, press **Save** and then **Close**.

   Horizon returns you to the Checkout window, with the newly edited borrower identified as the current borrower.

7. Check out items to the borrower, if applicable. If you do not want to check out items to this borrower, simply scan in the next borrower, or press **F4** and search for the next borrower.
Renewing a Borrower Record

Horizon uses information in the Borrower Type (BTYPE) table to set the period for which a borrower can use the library. Based on this setting, the system automatically prompts you at Checkout when it is time for a borrower to reregister. You can also manually access the borrower record at any time and update the Expiration Date field to renew a borrower record.

Follow these steps to renew a borrower record:

1. Open the Checkout window.

2. Identify the borrower.

With the borrower identified, the Edit Borrower option becomes active in the Borrower menu.

3. Press F6 to edit an existing borrower.

4. Update the value in the Expiration Date field to reflect the renewal period according to your library policy for a borrower of this BTYPE.

5. Press Save and press Close. Horizon saves the changes to the borrower record. The Checkout window reappears and you can continue with checking out items to this borrower.

Deleting a Borrower Record

You can delete a borrower from the system so long as he or she does not have any current blocks or so long as he or she does not have any current requests. If you attempt to delete a borrower who still has “hooks” into the system, Horizon prompts you to resolve those issues before you proceed. Once the borrower’s record is clean, you can delete his or her record.

Follow these steps to delete a borrower record:

1. Open the Checkout window.

2. Identify the borrower.
With the borrower identified, the **Edit Borrower** option becomes active in the Borrower menu.

3. Press **F6** to edit the borrower’s record.

With the borrower record open, the **Delete Borrower** option becomes active in the Borrower menu.

4. Select **Delete Borrower** from the Borrower menu.

5. Click **OK** when the verification window appears, indicating that you are sure you want to delete the record.

If there is some reason the borrower record cannot be deleted, the system will alert you. If you attempt to delete a borrower and the system prevents it, you will have to clean up the borrower’s record first, and then proceed with your deletion.

---

**Replacing a Borrower Barcode**

Now and then you scan in a library card that has been damaged. The system does not recognize the borrower. You can search for the borrower, call up his or her record, and then replace the barcode so he or she can continue to use the library. You replace a borrower barcode at the Checkout window.

Follow these steps to replace a barcode at Checkout:

1. Open the Checkout window.

2. Press **F4** to search for the borrower.

3. Enter the borrower’s name, last name first and press **OK**.

4. Select the borrower from the list window and press **OK**.
If there is more than one borrower in the system with the name you entered, you will need to ask the person at the desk for some form of ID to verify their identity. This helps you make sure you have selected the correct borrower from the database.

5. Press **F6** to edit the borrower’s record.

6. Advance through the record to the Barcode field, highlight the existing barcode, and scan in the new barcode to be assigned to this borrower.

You can also manually enter in the barcode number, if you don’t have a barcode scanner available. You can also add a date into the Date Lost field to indicate a particular barcode (library card) is lost. You have the **New** button in this barcode group, which lets you add a new barcode, and the **Delete** button, which lets you delete an invalid barcode.

7. Press **Save** and **Close** to complete this task.
Checkout

In This Section Learn About:

- Checking Out an Item
- Checkout (Sending an Item from PAC)
- Editing Item Information
- Renewing Items

The Checkout window is where a lot of Circulation workflow begins. At Checkout you identify a borrower and then identify the item you want to check out.

Under normal conditions, for most libraries, you issue library cards that you scan in to identify the borrower. Many school libraries do not issue cards and identify students by name. Horizon accommodates both work flows quite easily.

When you identify a borrower in Checkout, Horizon displays the borrower name and Btype on the screen. This helps the circulation clerk in various scenarios. There is a **Clear** button on the screen to clear borrower information when privacy is an issue.

With the borrower identified in Checkout, there are buttons on the screen so you can see a list of all items out to that borrower, see a list of blocks for the borrower, and edit item records that have been checked out to that borrower.

You should especially be aware that when a borrower has a block on his or her record, Horizon displays the Blocks window the moment you identify the borrower. The blocks window is interruptive: it is asking you to view a borrower’s blocks and make a decision whether or not to lend to him or her.

You will learn more about blocks in the next section.

**Checking Out an Item**

Ordinarily, checking out an item involves identifying a borrower and scanning or entering the barcode of items the borrower wants to use. There are times, however, when more is needed. For example, you may need to renew or recall an item, or replace a damaged barcode.

Follow these steps to check out an item:

1. Open the Checkout window.

2. Scan in a borrower’s library card. (Press **F4** to search for the borrower.) Horizon displays the borrower name and Btype in the Checkout window. You are ready to scan in item barcodes.
If a borrower has blocks, Horizon interrupts Checkout and displays the blocks window. The Blocks window is interruptive to Checkout and requires you to make a decision of whether or not to check out to that patron.

Additionally, you may get a registration renewal message or an address check message at Checkout, depending on your settings.

3. Scan in the item barcode to check out the item to the borrower. The item appears in the Checkout window, indicating a successful checkin.

Items checked out in the current session appear in a distinct display color from items previously checked out to the borrower. For example, if a borrower checks out 4 items in the current session, and library staff then clicks the All Items Out button to display all items currently checked out to this borrower, the items checked out in previous sessions display in a different color.

If a borrower wants a due date receipt just for the things checked out in the current session, this is an easy way to make the distinction. If you have already closed the current session, you may be able to make the identification by the displayed due date, depending on the Itype.

Checkout (Sending an Item from PAC)

Now and again you may encounter an item barcode that does not read correctly in Checkout. If your library policy permits you to do so, you can search for the item in PAC and send it to Checkout.

Follow these steps to check out an item:

1. Open the Checkout window.

2. Identify the borrower. (Scan in the library card or press F4 to search.)
3. Press **F2** to search for the item to be checked out. (Be sure to search all the way to the copy (item) level before you send the item to Checkout.)

4. Select the item and press **F10** to send the item to Checkout.

Checkout does NOT appear in the Send to window unless you meet two criteria. First, make sure the borrower is identified in the Checkout window; and second, make sure you are at the item level when you use the Send to (**F10**) command.

5. Click **OK** to check the item out.

When the item arrives at Checkout, Horizon simply queues the item in the barcode window. You still have to click **OK** to actually check the item out. You’ll see the item appear in the Checkout window when it has been checked out successfully.

Once the item is checked out, and assuming your library policy permits it, you can click on the **Edit Item** button to edit the item record at Checkout. (For example, you might want to change a barcode or the due date.)

Editing an item at Checkout is discussed in detail on the next page.

### Editing Item Information in Checkout

Once you have checked out items to a borrower, you can edit certain fields on the item record at the Checkout window. Common workflow examples include changing a barcode on an item record, adding a Checkin note, or changing the due date or time.

Another very helpful use of the Edit Item window is that it displays a lot of item information and current circulation information like current and previous borrower. This is a quick way to see lending information about this item.

Follow these steps to edit item information in Checkout:

1. Open the Checkout window.

2. Identify the borrower. (Scan in the library card or press **F4** to search.)

3. Scan in the item barcode.
4. Press the **Edit Item** button to open the item record for editing.

5. Edit the appropriate field on the record.

6. Press **Save** to save changes.

7. Press **OK** to close the edit window.

---

**Renewing Items**

In Circulation, you can renew one or more items at a time for a borrower. When you renew all items out to a particular borrower, Horizon may not renew those items with a current status of “Lost” or “Claimed Returned.”

These conditions govern whether or not a borrower can renew an item:

**Renewal Limits.** Your library policy limits the number of times a borrower can renew a library item. If a borrower attempts to renew an item more times than the limit allows, Horizon prompts you that the maximum has been reached. You can check the book back in and check it out again to the same borrower, or you can override the renewal limit.

A borrower can also renew an item by phone. As with “in person” renewals, Circulation allows only a certain number of phone renewals to be made for a
selected item. The number of phone renewals allowed may be different than the number of regular renewals.

Renewal Due Date. Your system administrator sets the renewal due date as library policy. Depending on the borrower’s and the item’s classifications (Btype and Itype), the renewal loan period may be shorter than the original checkout loan period.

Follow these steps to renew an item at Checkout:

1. Open the Checkout window.

2. Identify the borrower. (Scan in the library card or press F4 to search.)

3. Click the All Items Out button.

4. Select the item or items that you would like to renew.

5. From the CKO menu, select the Renew or the Renew All option, as applicable.

   The Renew option renews the selected items, giving them another loan period (based on the Itype), usually beginning from the current date and time. The Renew All option will renew everything currently checked out to the borrower, with the possible exception of Lost or Claimed Returned items, depending on your profiling.
Blocks

In This Section Learn About:

- Lost and Claimed Returned Blocks
- Placing a Note block
- Placing a Fee block
- Resolving a block

A block is a flag that stops you from checking items out to a borrower. The system automatically creates some blocks when the borrowers violate library policy, such as when they have overdue books or unpaid fines.

You can manually assign blocks. (For example, you can assign a miscellaneous charge or a message saying the borrower’s wallet has been found.) Horizon keeps a reference history of a patron’s blocks.

Horizon automatically deletes some blocks when they are resolved. You must manually delete others after they are resolved.

There are two general categories of blocks:

**System-generated blocks.** Circulation automatically places these blocks on a borrower’s record when circulation limits or borrower type privileges are exceeded. These blocks include overdues, fines, exceeded maximums, and hold notification.

Your library defines other blocks to prevent circulation procedures. The most common library-defined blocks are cash transaction blocks. Such blocks might include different payment methods, such as credit card or check, and different reasons for refunds or waivers. This chapter includes explanations of how to add, edit, and resolve cash transaction blocks. Any other specific types of blocks may vary from library to library and are created by your system administrator.

**Library-defined blocks.** You place these blocks manually on a borrower’s record. These blocks may include messages to borrowers or fees owed other than overdue fines.

With the exception of cash transaction blocks, this guide does not attempt to address the various types of library-defined blocks. These blocks may range from notes and messages to interlibrary loan blocks, and they differ from library to library. However, once they are defined, the basics of viewing, resolving, adding, and editing library-defined blocks are very similar to the basics for system-defined blocks.
Changing the Status of an Item to Claimed Returned or Lost

Follow these steps to change the status of an item to Claimed Returned or Lost at Checkout:

1. Open the Checkout window.

2. Identify the borrower. (Scan in the library card or press F4 to search.)

3. Click the All Items Out button to display all items checked out to the current borrower.

4. Select the item or items whose status you would like to change to Lost or Claimed Returned.

5. From the CKO menu, select the Lost or the Claimed Returned option, as applicable. Horizon changes the status for the item or the items you have selected according to your selection.

Horizon displays an interruptive prompt, informing you that the status of the item is being changed and any applicable charges will be assessed. You can click Cancel to back out of this change.

6. Click OK to confirm the item status change.

Horizon changes the status of the selected item or items, assesses the applicable fines (if any), and applies your library policies to the changed statuses.

Placing a Note Block

There are times when you want a note about a patron to notify you before you actually lend to that patron. In one instance you might simply need to give the patron a message, such as “you left your backpack at the Circulation Desk.”

As another example, suppose a parent calls in and asks you to never circulate items of a specific nature to his or her child. You can add a note block to interrupt the Checkout process every time that child tries to check out an item.

Follow these steps to place a note block:

1. Open the Checkout window.
2. Identify the borrower. (Scan in the library card or press F4 to search.)

3. Select Add Note from the Blocks menu. The Code Lookup window for block types appears.

4. Select the appropriate code from the list. For this training, select the block code for a standard note.

5. Enter a note into the comment field. This is a free-text field and whatever you put in this field will appear in the Borrower’s block window as you enter it here.

Horizon specifies that the Comment block code shows in the Blocks window to library staff. The Message block (to a borrower) shows up in HIP to the borrower.

6. Click on the appropriate radio button indicating the notice action that you want Horizon to take for this block. You choose from:

   **None.** Do not print this block for any reason.

   **Review.** Put this block into the Review queue for Notice reports. Blocks that you designate for review must be accessed and reviewed at a later date by someone through Circulation Reports.

   **Print.** Print this block when Day End runs. It will be processed like any other notice and sent to the borrower.

7. Click **OK** to save the note block. The new note appears in the borrower’s block window.

### Placing a Fee Block

Follow these steps to place a fee block:

1. Open the Checkout window.

2. Identify the borrower. (Scan in the library card or press F4 to search.)
3. Select Add Fee from the Blocks menu. The Code Lookup window for block types appears.

4. Select the appropriate code from the list. For this training, select the block code for a fee note.

5. Enter a comment into the comment field. This is a free-text field and whatever you put in this field will appear in the Borrower’s block window as you enter it here.

6. Click on the appropriate radio button indicating the notice action that you want Horizon to take for this block. You choose from:

   **None.** Do not print this block for any reason.

   **Review.** Put this block into the Review queue for Notice reports. Blocks that you designate for review must be accessed and reviewed at a later date by someone through Circulation Reports.

   **Print.** Print this block when Day End runs. It will be processed like any other notice and sent to the borrower.

7. Click **OK** to save the fee block. The new fee appears in the borrower’s block window.

---

**Resolving Blocks**

You have a few options when it comes to resolving blocks in Horizon. This training addresses workflow that is virtually identical for three situations:

- Payments
- Refunds Waivers

In this example you will make a payment for a fee-based block. The workflow to resolve other types of blocks follows this same workflow.

Follow these steps to resolve a block at Checkout:

1. Open the Checkout window.
2. Identify the borrower. (Scan in the library card or press F4 to search.) Because blocks exist for this borrower, the Blocks window appears.

3. Select the item or items that you want to resolve. Click on the Payment button (or select Payment from the Blocks menu). Horizon displays a window like this one:

4. The default amount displayed is the total for the lines you selected. (Horizon does the math for you.) You can still override the default amount and receive a partial payment. If you attempt to pay an excess amount, Horizon applies the amount due and notifies you that it ignored the excess amount.

5. Click on the Print Payment Receipt option if the borrower wants a receipt for the payment, assuming you are set up to provide that service. If you profiled your system to automatically print receipts for payments, this checkbox will be populated when you come into this screen. Of course, you can always override it by simply clicking on the checkbox to remove the checkmark.

If you select a specific block from the list, Horizon applies the payment to that item (or items) in the list. If you do not select a specific block from the list, Horizon applies the payment to the oldest block first, and works its way down the list until the payment amount is expended.

6. Click OK to complete this payment transaction. Horizon returns you to the Blocks window. The block or blocks you just paid for will no longer
appear in the window and Horizon will have subtracted the amount paid from the total due.

7. If you printed a receipt for the borrower, retrieve the receipt from the printer and give it to the borrower.

8. Click **Close** to dismiss the Blocks window and return to Checkout.
## Checkin

### In This Section Learn About:

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<td>You can check in items as part of a scheduled routine, or as an ongoing task throughout the day. When you access Checkin the system defaults to Standard mode.</td>
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<td>SPECIAL MODE CHECKIN</td>
<td>Standard checkin applies the most common Checkin rules to the current items being checked back into the library.</td>
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<td>RENEWING ITEMS</td>
<td>There may be times when something else is needed. As an example, you might want to checkin items in Exempt Fines mode, Bookdrop mode, Renewal mode; or, you might want to change the checkin date. When you check in an item in Standard Checkin mode, Circulation does these things:</td>
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- Checks to see if the item is overdue and imposes the correct fine, if necessary.

- Changes the item’s status to “Shelving Cart,” indicating that the item has been checked in but is not yet on the shelf. Your system administrator determines how long an item remains on “Shelving Cart” status as part of library policy. When borrowers search for the item, they will know the item has been checked in recently and is on the shelving cart.

- Records in the borrower record that the item has been checked in.

- Prompts you if the item has been recalled, requested, or is in transit from another location.
Basic Checkin

Follow these steps to check in an item:

1. Open the Checkin window. By default you will be in Standard mode.

2. If you want to identify the borrower when the item is checked in, make sure you select Show Borrower from the Borrower menu.

3. Wand in the item in the Checkin window. You can manually enter in the barcode number if, for some reason, the system cannot read it.

A successful check in displays the item in the Checkin window. If the item does not display in the Checkin window, it was not properly checked in. Any message entered into the Checkin Note field on the item record will appear at Checkin the form of an interruptive reminder to library circulation staff.
Special Mode Checkin

Horizon defaults to Standard Checkin mode. You manually invoke one of the special Checkin modes by clicking on the respective radio button on the Checkin window. Horizon displays blue text at Checkin to highlight the current mode.

Here is a brief description of the four special Checkin modes:

**Bookdrop.** Instead of applying the current date as the check in date, this option applies the previous day’s date—or more specifically, the last day’s date for which the library was open.

**In House.** Increments In House use counts one time for every time the item is swiped in this mode. This count does not increase circulation counts or statistics. It is used as its own statistical tracking data for items that are used within the library without actually circulating.

**Exempt Fines** Exempts fines for items checked in during the current session. This mode does NOT keep a history file of the event. If you want the exemption of a fine recorded in history, check in the item in standard mode and then waive the fine.

**Renewal.** Renews the items checked in during the current session to the current borrower. The date applied to the renewal begins from the current date and is based on the item type. The “is the item present” prompt appears to distinguish between phone renewals and renewals where the borrower has the item present. The system administrator sets these policies.

In this example the workflow follows a check in made in Bookdrop mode.

Follow these steps to check in an item using Bookdrop Mode:

1. Open the Checkin window.

2. Click on the Bookdrop radio button.

3. Scan in the item barcode.

A successful check in displays the item in the Checkin window. If the item does not display in the Checkin window, it was not properly checked in. Any message entered into the Checkin Note field on the item record will appear at check in the form of an interruptive reminder to library circulation staff.
Special Checkin is modal—on or off—and when you turn a special Checkin mode on, you must remember to turn it off or Horizon will continue Checkin in that mode.

Checking in Damaged Items

The workflow for damaged items varies from library to library. The important reason to use Damaged Checkin mode is that doing so won’t trip a hold that is queued and waiting for that item to be checked in.

Horizon does not automatically associate damaged items with (fines) against the borrower. If you want to assess a fine at the time of a Damaged Checkin, you must remember to create a manual fee-based block for the patron. Be sure to enter the title of the item into the comments field (or scan in the item barcode).

When you use Damaged Checkin mode, Horizon displays red text at Checkin to highlight the current mode.

Follow these steps to check in a damaged item:

1. Open the Checkin window.

2. Select Damaged Mode from the CKI menu. Horizon displays red text on the Checkin window to remind you that you are in a special mode.

3. Scan in the item barcode.

4. If you are displaying item status on the Checkin window, you will see that the status of the item is Damaged.

Proceed with your workflow for dealing with damaged items. If you assess fines for damaged items, remember to click on the Blocks button and assess a fee to the appropriate borrower. Be sure to put in title information in the comments field (or scan in the barcode) to tie the item to the borrower.

You can identify the prior (offending) borrower at the Checkin window, either by displaying the borrower at Checkin, or by clicking Edit Item and looking for the information on the item record.

Editing Item Information in Checkin

You can edit item information in Checkin. Examples of when you might want to do this include replacing a barcode or looking at circulation information for the item.

Follow these steps to edit item information in Checkin:
1. Open the Checkin window.

2. Check in the item. Item information displays in the Checkin window.

3. Click **Edit Item**. A window like this one appears:

![Edit Checkin/Request Processing window](image)

4. Edit the item. For example, you can change the barcode or item status (applies to certain statuses only—talk to your system administrator); or, you can view circulation information and prior borrower information.

5. Click **Save** to save your changes.

6. Click **Close** to exit the Edit Item window.

**Renewing Items**

In Circulation, you can renew one or more items at a time for a borrower. When you renew all items out to a particular borrower, Horizon may not renew those items with a current status of “Lost” or “Claimed Returned.”

These conditions govern whether a borrower can renew an item:
Renewal Limits. Your library policy limits the number of times a borrower can renew a library item. If a borrower attempts to renew an item more times than the limit allows, Horizon prompts you that the maximum has been reached. You can check the book back in and check it out again to the same borrower, or you can override the renewal limit.

A borrower can also renew an item by phone. As with “in person” renewals, Circulation allows only a certain number of phone renewals to be made for a selected item. The number of phone renewals allowed may be different than the number of regular renewals.

Renewal Due Date. Your system administrator sets the renewal due date as library policy. Depending on the borrower’s and the item’s classifications (Btype and Itype), the renewal loan period may be shorter than the original checkout loan period.

Follow these steps to renew an item at Checkin.

1. Open the Checkin window.

2. Click on the Renewal radio button.

3. Scan in the item barcode. Horizon prompts you as to whether or not the item is present. This prompt has to do with whether the renewal is counted as a standard renewal or a phone renewal (which potentially use different lending rules).

4. Click Yes or No, as applicable.

Renewal mode gives the item another loan period (based on the Itype), beginning from the current date and time.
Miscellaneous topics
**Inventory Overview**

Inventory is done in Horizon based on location and collection. You first decide which collections to do. For the first inventory, start with a small collection. The best results are with collections which are shelved separately, not intermixed with other collections. The inventory will report problems called “exceptions”.

We recommend doing inventory with a laptop (with Internet access). You will see exception messages as you go. With a laptop you can take care of problems as they arise, or put them aside until later.

Examples of exceptions are:

- Wrong location
- Wrong collection
- Wrong status (not checked in, i.e. lost, transit, in cataloging, missing, trace, etc.)
- Item not found in database

These exceptions are dealt with by moving them to their proper location or collection, changing their location or collection, checking them in, or cataloging them. For those that get their location or collection changed or are cataloged, if they will remain in the collection being inventoried they will need to be scanned again to make sure they are included. It doesn’t hurt to rescan items for the inventory.

Items that are checked out before or during the inventory will be counted as inventoried, but make sure that you inventory items on the shelving cart, as they would be expected to be on the shelf.

In the collection code table, you can also see inventory statistics for each collection telling when it was last inventoried. To see this table, double-click on Table Editor in the Administration folder of Horizon. In the inventory area of the collection code table, you will see indications of when the last inventory was “finished” and “completed”. Finished means when the last session was finished, completed means when the inventory was closed out.

When you close an inventory, all uninventoried items go to a status of “missing inventory” or “mi”. This can be used as a weeding list. It’s important not to close the inventory prematurely, as this would put numerous items in “mi” status. It can be reversed by checking the items in, but that would be time consuming!

There could be some problems if we have multiple libraries running inventories at the same time. They might print out and clear each other’s exception reports and accidentally close each other’s inventories, causing uninventoried items to change to a “missing inventory” or “mi” status. Be careful about closing the inventory (See Find Missing Inventory on the next page).

If you are curious about an item, the item record shows when an item was last inventoried. You can see this by searching the item with f2, sending it to the copy/item list, and clicking Edit. The inventory information is found under the item status.
Inventory Procedure

Doing a Workstation Inventory

1. Open Horizon
2. Open Workstation Inventory under the Inventory folder
3. Enter or select from Codes the location and collection you are inventorying
4. Don’t Check “Display misshelved books”
5. Check “Display exception messages”
6. Always check “Override call no. Checks”
7. Click OK
8. Start scanning barcodes
9. If you fix something that an exception message highlights, rescan it in the inventory window. If you reshelve it to another collection this is not necessary, unless that collection is being inventoried at the same time.
10. When you need a break or leave for the day (or any time really), click complete and write down Exceptions Table # (Session ID#). This is a backup in case you didn’t correct the exceptions as you went along.

Reports and Finishing Inventory

(Optional) Report Inventory Exceptions – Do this only if you didn’t deal with exceptions as you went along

1. Open Report Inventory Exceptions under the Inventory folder.
2. Enter or select from Codes the collection you would like an inventory report
3. Enter Session ID# from doing inventory (if you know it).
4. Click OK.
5. This report will show all the exceptions from the inventory session. The “problem” book is always the middle title.
6. Print, review, or close.
7. Deal with exceptions by finding the books and checking them in or changing the codes, and re-inventory them if they belong in the collection you are inventorying.
8. Clear exceptions when done dealing with them.

Find Missing Inventory – This will give you progress statistics, or if you click OK it will close out the inventory.

1. Open Find Missing Inventory under the Inventory folder
2. ** IMPORTANT NOTE: DO NOT CLICK OK **
3. If you are in the middle of a collection inventory (i.e.- NOT DONE), you can see how much you have left by selecting STATS ONLY – this is informational only.
You can do this as many times as you want during the inventory to check your progress.

4. Finally, if you are done inventorying an entire collection, then click OK. In doing this, all missing will have their status changed to missing inventory (mi).

**Report Missing Inventory**

After you are done with the Inventory, you will want to take action on the items that were missing – usually by weeding them, but perhaps by searching for them further, or re-ordering particular titles. Using Item Group Editor, you can get a report of all missing inventory titles in a particular collection.

1. Open Report Missing Inventory (this is just a version of Item Group Editor) under the Inventory folder.
2. Create a compound search, with your inventoried collection as the collection, and status = ‘mi’ as the criteria.
3. Use ‘Display’ to choose what fields to include
4. Use ‘Sort’ to sort by call number, if desired
5. You can print or export this list from the File menu. Exporting it with a .xls extension would allow you to use it in Excel, or with a .txt extension would allow you to use it with Notepad.
6. You can also repeat this procedure to batch change the “mi” items to “w” for withdrawn if you are ready to do that.

**Updating or Checking the Collection Table**

1. Open Table Editor
2. Open “Collection” table
3. Select collection you would like to review inventory status.
4. Page down to Inventory box.
5. Finished date is the partially completed date for today.
6. Completed date tells the system we are completely done and we have run the missing inventory report.
7. Manually enter data in the fields when inventory is complete. This allows you to keep track of which collections have been inventoried.
Mini Shelflists for Inventory

This is an alternative way to do an inventory if you’d rather not take a laptop to the stacks, and it works well if your call numbers are fairly consistent.

1. Double click on Item Report
2. Choose, for example:
   
   Collection = plf
   And
   Call Number > F A*
   And
   Call Number < F B*
3. Click Search.
4. The above would result in a list of the Plattsburgh fiction collection with call numbers in between F A and F B (basically all the A’s). When the list appears, click Display, and choose to display the call number, barcode, title, item status and author.
5. Click Sort, and choose to sort by call number, author and title.
6. Print the list, and take to the stacks to check off all that are found. Some that are missing or trace or lost might be found, and can be checked in. Others that appear to be checked in will be missing, and can either be marked trace or missing inventory (mi), or withdrawn.

Try to do only as much as can be done in a single session. Create a new list each time, since rotating books may have been added back in and books may have been checked out.
Overdue Notices with Horizon

You should print overdue notices regularly, since they build up in the system and become outdated if you don’t. Overdue notices are created by the system every night, so it’s a good idea to print them on daily, or as often as possible.

The default setup in Horizon is for your patron to get a printed notice 2 weeks after the item was due. Then, if they don’t return the item(s), the patron will get another notice 2 weeks after the first notice. Another 2 weeks later a final notice. Two weeks after the final notice will be sent, then 2 weeks later the item becomes “lost” in Horizon and you have an opportunity to bill the patron. The printed notices can be mailed with a window envelope, or you can use them to call the patrons. Most libraries check their shelves before sending the overdues in case a mistake was made by the library or the patron mistakenly shelved the item. We recommend that you keep a copy of your final notice so that you can bill the patron if the items are not returned.

There is default language on the different notices – the wording gets stronger with each notice.

You can ask to have the number of notices, when the notices are sent, and the language on the notices changed. You can try them out and see how they work and have them changed at any time.

The default language is:

**First notice**: First Overdue Notice. The following item(s) is(are) overdue:

**Second notice**: Second Overdue Notice. The following item(s) is(are) very late. Fines are becoming substantial. Please take care of this problem immediately.

**Final notice**: This is your final notice to return the item(s) listed below. If we do not receive the material(s) within seven days, you will be billed for replacement costs.

How to print the overdues:

1. On the Horizon Navigation Bar, under Circulation, double click Circulation Reports.
2. From the menu bar, choose Notices – Notice Output.
3. Choose New Batch, Auto Notice, and your library name.
4. Click OK.
5. If a batch of notices is generated, it will appear at the BOTTOM OF THE LIST.
6. Highlight your batch and click on output to print the notices.
7. The notice batch will remain and can be output again if needed, but after a week or so you should delete it by highlighting the batch and clicking purge.
8. The number that appears to the right of each notice batch is the number of times it has been printed – NOT THE NUMBER OF NOTICES GENERATED! If you want to see how many were generated, click the select button.
Overdue Notices with Email

Before using email, have the CEF Automation Department set up some things in Horizon. You will also need a free program called JTMail on your computer. It is available for download at www.jtdata.com.

1. Log in to Horizon, if you have not already.
2. Open the Circulation Folder on the left.
3. Double Click on “Circulation Reports.”
4. In the window that opens, click on the Notices menu, and choose Notice Output.
5. A list of notices that have already been generated appears.
6. Click on New Batch in the lower right corner.
7. Click on Auto Notice. Highlight your location, and click OK.
8. A window shows progress as the notices are created
9. When the process finishes, a new batch for your library appears at the bottom of the list. Highlight that batch, if it isn’t already highlighted.
10. Click Output. (The first time requires some printer setup).
11. Click OK to print. Choose the printer and print the printed notices.
12. If you have any borrowers with the “notice by email” option in their record, and they have notices, a dialog box comes up to Save Email File. In the window, click on mailfile.txt. Click OK to overwrite.
13. Purge your old notices (highlight and click purge) if you have more than 2 in the window. After this you can close the Notices and Circulation Reports windows.
14. The printed notices can be folded and mailed using a window envelope, or you can use the notices as a way to call patrons.
15. For the email notices, open the JTMail program and click Send to send the file created by the autonotice process. (See the back of this sheet if you need to edit them first.) That’s it! You are done.
16. The batch can be printed again if needed by clicking Output again, and can be emailed again using JTMail – Send (until the file is overwritten next time you run overdues)
17. On the next day you run overdues, you should generate a new batch, following steps 1-14 above.
18. After you have several batches showing in the window for your library, you should purge the older ones by highlighting them and clicking Purge.
19. If you every want to see who will be getting notices and print them selectively, you can use the Select button. Some libraries print the notices to a file to save paper. Ask Betsy if you want to set this up.

20. Sending Email Notices with JTMail

1. Following the procedure above, create the file C:\mailfile.txt.
2. Minimize Horizon and open JTMail.
3. Optional: To check the content of your notices, click the “ASCII-2-Text” button, then click Edit (next to the MailFile button near the top left). You can edit notices, but be sure to leave the codes in place, and if you delete an entire notice, delete the complete notice, including
the beginning and ending codes. When finished editing, save and close the file, then click the “Text-2-ASCII” button.

4. Click “Send Mail”
PC Reliance Procedures – for when Horizon is down

When you are unable to connect to Horizon because of Internet problems or downtime, you can use PC Reliance to save your checkouts and upload them to Horizon when you are able to connect again. It’s technically possible to also Check In, but we recommend that you only check OUT, saving checkins for later, since the PC Reliance program will not trap holds or alert you to transits.

IMPORTANT: Clear old data files when prompted if you haven’t used this program for a while.

To install PC Reliance, ask for a CD from CEFLS Automation Department, and copy the file on the CD (PCRreliance205.exe) onto your desktop. Double click on it, and it will ask you for a circ point right way. Your circ point is your library’s 3-letter location code.

If when you attempt your first checkout you get an error about not being able to write to the file, find out where the file location is by going to the dropdown Tools Menu and choosing Options, then going to the file tab. The file destination is there. Have IT update the security on that path so that the current user has write privileges. If IT can’t do that, change the path so that the files are being saved on your desktop.

You can set up PC Reliance to use your default checkout period, and to alert you when a barcode is non-standard or a bad scan. There is a manual describing these options, but they are optional.

To use PC Reliance while Horizon is down do the following:

1. Find the icon on your desktop that looks like two arrows intertwined and is labeled “PC Reliance.” The program should be available on your circulation desk computer(s).

2. Double click on the icon to start PC Reliance.

3. Follow the instructions on the screen as you start the program, making sure the date and time is correct. (This is really important!)

4. During startup, the program may ask if you want to clear old transactions. If you haven’t used PC Reliance for a while, YOU MUST DO THIS, because you won’t want to upload transactions that took place a long time ago. Imagine re-checking out books that were returned 6 months ago. Keep the old transactions only if you are continuing working on PC Reliance after closing it for the night or for a brief period.
5. On the Checkout screen, make sure the due date is correct. If it isn’t, you can change it by clicking on the radio button next to “F8- Enter a due date/time.”

6. Proceed to scan barcodes for borrowers and items in checkout.

7. When you either discover or are notified that Horizon is up again, you can proceed to the next section.

When Horizon is Back:

1. You can close PC Reliance at this point. You will want to upload your transactions sometime in the next hour or so, but you can use Horizon to check in and out books before doing this step if your library is busy.

2. Open Horizon and log in. Use Horizon as usual.

3. When you are ready to upload transactions from PC Reliance, do the following: At each of the worstations that used PC Reliance, go to the Circulation Folder in the navigation bar of Horizon, and find a subfolder labelled “Off-line Circulation Control Menu.”

4. Double-click on the folder, or click once on the + sign to see its contents.


6. Click on the word “File” in the upper left corner of the window, and choose the option “Upload Transaction File.”
7. A window should open, and if PC Reliance has been previously used it should show a folder called “Data” and a file called “reliance.dat” or “reliance”. If it does not show that, you can find it by clicking on the down arrow of the “Find in” blank. If you can’t find the file this way, do a search on your computer for this reliance.dat file. **Make sure you choose the most recent version of this file if you have several to choose from.**

8. Once you have the “reliance.dat” file in the window, click on it to highlight it and click on Open.

![Image of PC Reliance window with reliance.dat file highlighted and Open button selected]

9. The program will tell you when it is finished uploading the transactions:

```
100% done uploading Offline Circulation transactions.
```
10. You will need to do the upload step described above on each workstation you used when Horizon was down. If you only used one workstation, or when finished this step on all workstations, proceed to the next step.

11. Do the final step from only one workstation:

12. While on the grey screen of Offline Circulation Upload Utility, Click on File again, and choose the option “Process Borrowers and Transactions.”

13. (Say OK to the message “if all....”)

14. The program will tell you when it is finished, with a message like this:
15. Zero exceptions means no problems, but if you have exceptions you may want to call the CEF for further assistance in understanding the report.

16. After you have successfully uploaded the data, say OK to the message and close the gray window. It is a good idea to go back and open PC Reliance, click on the File menu and choose “Clear Data Files.” This will insure that you don’t have outdated files that may cause problems later.
Recommended Horizon Routines for CEFLS Libraries

Daily
- Run Overdues and send, email or call patrons
- Check Request Pull List
- Check hold shelf (under requests menu in circ reports) for expired items – check them in. Avoid checking out expired items, as this causes “stuck” blocks. If a patron comes to get an expired hold shelf item, check it in first, then check it out to the patron.
- Contact patrons whose holds have come in
- Check DueNorth for any requests your library could fill.

Weekly
- Delete requests on the Dead End Request report. Try DueNorth for the unfillable items or contact the patron to let them know you the title is unavailable.

Monthly
- Print monthly statistics if you report these to your board (Ad Hoc Reports – Monthly Overview and Monthly Circ Details). Do this after the first week of the month.
- Print lists of new titles for the desk and local news outlets - use item group editor or item report
- Check your patrons’ requests in Circ Reports – All Requests. See if any are taking too long and might be better placed on a different bib record or are possible purchase items.
- Remove some titles from “new” item type categories to release them to fill requests outside your library.

Quarterly
- Send bills to patrons with lost items after checking shelves. Use Reminder Notice or the final notice. Keep a file of bills sent.
- Check to see if checked in items are “staff only” and uncheck the box, using item group editor.

Yearly
- Purge inactive patrons. This is done with CEFLS’s help – decide how you want to define inactive, such as expired over 1 year with no books out or money owed. Can review borrower list report to see how many that would be. When you have decided on the definition, ask CEFLS to purge them.
- Inventory part of collection (if possible a quarter to a third). Use a laptop, or use printed lists sorted by call number from item report.
- Delete missing, missing inventory, and trace items which have been in those statuses for over a year, using item group editor to find them and change status to w. If desired, print lists first and look for them on shelves.
- Delete your in-transit items that have been in transit over a year: first check them in as “damaged”, then withdraw them.
• Change holidays in Horizon – use Holidays in Administration menu.
• After the first week of the new year, print statistical reports for Annual Report – Monthly Circulation Details and Collection Snapshot, using a date of 12/31/yy
Remote Desktop
(Alternate Method When Horizon is Slow or Often Disconnects)

This procedure requires some prior setup by the Automation Department at CEFLS. Please call first if you do not yet have a login user name and password.

1. Find **Remote Desktop Icon** on the desktop of the circulation computer:

   If this icon is not present, you can find the program by searching “remote desktop connection”

2. Double Click on the icon and see this:

   ![Remote Desktop Icon](image)
   
   The blank should say 64.19.75.20 instead of what appears above.

3. Click on **Connect**.

4. Soon you should see a login screen. Enter your remote desktop user name (if not there already) and password.

5. Next you will see the **Horizon logon** screen. Enter your **usual Horizon user name** (if not there already) and password.

6. This method of using Horizon will **probably not work with the receipt printer or the laser printer** very well. Use it mainly when you need to because of network problems.

7. When done using this method, **close Horizon by clicking on the X** in the upper right hand corner.
Weeding Procedure

Weeding On-Shelf Items:

When you have books or other items to withdraw from your collection, please follow this procedure:

Open the Item Group Editor.

Click Append List in the search window.

Scan the barcodes of the weeded items.

Use File-Print to print a list of the items and keep it on file in case of error.

Highlight the group (ctrl-a)

Click Edit.

Click OK to the Batch Change Message.

Change Item Status to “w” for withdrawn. Item Status is on the second screen, so you need to page down to find it.

CEF will delete the items (and bibs if it’s the last item) in a batch process on a regular basis. Technical Services deletes records for withdrawn items every week (except CEF items which are deleted on a monthly basis to allow time for discards to be accessioned by another library).

Weeding Items that are Missing (m) or Trace (trace):

You can create a list of items that have a status of Missing and have not changed over a certain period of time.

Here’s the step by step procedure:

Open the Item Group Editor.

Choose and highlight Location in the top section.

Type your library’s 3-letter code in the “Search for” box.

Click on the “And”
Scroll down in the top section and choose and highlight Status.

Type m (for missing) in the “Search for” box
Click on the “And”
Scroll down a little more in the top section and choose Status Updated

This time, instead of typing anything in the “Search for” box, click on the Date Range button at the bottom right of the dialog box.

Click on Prior to, and type in a date in the format m/d/yy

Click OK

Now click search, and wait for the list to appear. If you get an error message about memory, just keep clicking on OK until the list appears.

**Use File-Print to print a list of the items and keep it on file in case of error.**

After you print the list you can look for the items, or you can simply delete them by doing the following:

Highlight the group (ctrl-a)

Click Edit.

Click OK to the Batch Change Message.

Change Item Status to “w” for withdrawn. Item Status is on the second screen, so you need to page down to find it.

You can also do another similar search for the status of trace.

**Weeding Items that are Lost (l) or Claimed Returned (c):**

These items are more difficult to deal with. They cannot be deleted until the patron information is disconnected from the item record. When they are either checked in or when they “age” to Missing, they are able to be deleted. It is better for them to age to Missing, because the patron record will still show the amount owed for the items and what items were lost or claimed returned. By checking them in, you would absolve the patron.

Many libraries have a 10 year period set for Lost and Claimed Returned to age to missing. This should be changed to something like two years. By doing this, you can set up a regular schedule to weed the items that have aged to Missing. You can follow the above procedure once a month or several times a year. This is recommended to keep our catalog clean.
Returning Rotating Collections

When you receive your rotating collections, you just put them on the shelf, but before you return them you need to follow the procedure below. If you don’t have time to do the procedure, please keep the collection another week. It’s very important that you do this procedure before returning the items to CEFLS.

How to do it:

1. Double click on the Circulation folder, and double click on the Item Group Editor.
2. Click on the “Append List” box in the middle part of the window to make a checkmark appear there.
3. In the upper part of the window, make sure “Barcode” is highlighted.
4. VERY IMPORTANT! Click your cursor into the “Search for:” blank, if it’s not already there.
5. Find all of the items that are available from your collection to be returned.
6. Scan the barcode of the first item. Notice if a line appears in the window behind the search box. For the first item you may have to scan it twice to get it to appear. (If your search box disappears and you only have one item in the list, close the window and start again – you probably didn’t have the “Append List” box checked.)
7. Scan each item in turn. A list of all the items is created in the window behind the search box.
8. After you scan the last item, click Cancel on the search box and it will disappear.
9. Hold down CTRL and A to select all the items at once. The list should turn blue.
10. Click the Edit button, then click OK.
11. Now change the Location from your library’s 3-letter code to CEF.
12. Click Save.
13. When the Save button goes gray, click Close.
14. You can now close the Item Group Editor, box the items up and send them back to CEFLS.

You should keep your packing list for at least a year, and either annotate it with the items returned or attach a printout from the list created above in case there is any question about whether items were returned. Any items CEFLS does not receive back will generate overdue notices and eventually a lost item invoice.
CEFDA Listserv Instructions

The CEFDA (CEF Directors’ Association) Listserv provides a way to send a broadcast message to all (or almost all) CEF Library Directors. Some CEFLS Staff members and library staff members also subscribe.

Common messages include questions about library policy and practice, and offers of surplus books and equipment.

Here are the instructions:

If you are not on the listserv and wish to be, contact CEFLS to request that we add your email address. Only approved email addresses may send messages.

**To send a message to everyone on the list, send it from your approved email address to:**

cefda@cefls.org

You will see the word [CEFDA] in the message line when you receive messages from the listserv.

If you reply to messages from the listserv, your reply will not go to everyone, only to the sender. If you wish to reply to everyone, use the cefda@cefls.org email address.
Requests
Step By Step – Placing Requests

Request items for your patrons (replacing the paper list of people waiting for popular items) using the following procedure.

Method 1 (Finding the patron first):

21. Log in to Horizon, if you have not already.
22. For this method, make sure you have the CKO window open with the patron who is requesting the item in it.
23. Find the book or other item you want to request, using f2 and title browse.
24. Make sure you distinguish between audiobooks (CD or cassette), large print and regular format, VHS and DVD. Use the Show Detail button if you are unsure.
25. From either the detail, or the all titles list, you can place a request by going to the Request menu at the top of the screen. Click Request, then click Make Request.
26. A form appears. All you need to do at this point is click “Place Request.”
27. If the item cannot be requested, it could be that there are no requestable items. Check the record to see if you can tell why. If not, call CEFLS Automation Department to investigate. If there are no appropriate items to fill the request, you could then try DueNorth.

Method 2 (Finding the book first):

1. Log in to Horizon, if you have not already.
2. Find the book or other item you want to request, using f2 and title browse.
3. Make sure you distinguish between audiobooks (CD or cassette), large print and regular format, VHS and DVD. Use the Show Detail button if you are unsure.
4. From either the detail, or the all titles list, you can place a request by going to the Request menu at the top of the screen. Click Request, then click Make Request.
5. A patron search window appears. Find the borrower by last name and click OK.
6. A form appears. All you need to do at this point is click “Place Request.”
7. If the item cannot be requested, it could be that there are no requestable items. Check the record to see if you can tell why. If not, call CEFLS Automation Department to investigate. If there are no appropriate items to fill the request, you could then try DueNorth.
**Horizon Requests Cheat Sheet**

**Basic Rule:** When in doubt, **check it in** and follow instructions.

1. If you check in a requested book, a message will tell you a) what library to send it to, or b) which of your patrons wants it. A slip may print if you have a receipt printer.

   You should either
   a) attach the receipt printer slip to a transit slip or use a transit slip by itself and save for delivery, or
   b) if it is for a local patron, notify your patron and put the book on the hold shelf for them to pick up.

2. If you receive a book with a transit slip in the delivery, you should **check it in**. Returning books will just check in normally. Depending on your Horizon settings, they might not show in the Checkin window. There’s a setting in the CKI menu that says “Always show in list” that you can toggle on to allow these to show.

   If the book is for a hold, a message will tell you who the book is for, or sometimes will tell you to send it back (if the hold was cancelled).

   You should either notify your patron and put it on the hold shelf for them, or send it with a slip to the appropriate place.

3. The hold shelf should be checked weekly for things that have been there over a week. If they have, then **check them in** and follow Horizon’s instructions.

4. When your patron comes to get a requested book, check it out to them. If you try to check it out to the wrong patron (on purpose or by accident) Horizon will ask if you really want to do that, but will let you if you do. In that case, the patron who requested it will still be in the queue to get it next.

**Pull list** – see the “Step by Step Request Pull List” instructions

   Do the pull list once every day that you are open.

**Placing Requests:** see the “Step by Step Requests” instructions
Placing Requests on Enterprise (the online public catalog) – log on and try it by clicking on request button next to any item.

**Overdue notices:** Run them daily, or as often as possible. It’s recommended to run them regularly or they will be out of date. See the “Overdue Notices with Horizon” instructions.
Horizon Requests – for Staff

Requesting Items For Your Patrons

If you can find a title on Horizon that is owned by one of the CEFLS System libraries, request it using the Horizon request system. To do this, do the following:

1. Find the title (f2). Show detail, show copies, other locations – verify that another automated library has it. You can request titles with items that are checked in, checked out, being held, or in transit, but not titles where the only items are listed as non-circulating, lost, missing, or trace. Most libraries also restrict the new titles to local patron requests only.

2. From the menu bar, choose Request – Make Request. Identify the correct borrower.

3. Make sure the pickup location is right, change if necessary. Note the “this copy only” box and make sure it is not checked unless you want a specific volume or item.

4. Click on Request. Click on OK.

5. If you make a mistake, or the patron changes his or her mind, you can search the title and choose (from the top menu) Request – View Request List. You can delete requests here. Don’t delete requests for other libraries’ patrons! You can also call up the patron into the CKO window and choose (from the top menu) Borrower – Requests.

6. When you receive a delivery and some books come with slips, check them in with Horizon and they will tell you what patron they are for. They have a status of “Being Held (h)” until you check them out to the patron. You should notify your patron that the item is waiting for them. If they don’t come in within 7 days, the hold will expire and you should check the item in again so it can transit back to its home library.

If you try to check an item on hold out to a different patron, the system will ask you if you really want to do that, but will allow you to. If you do, the original requester’s request will remain.
How Patrons Request Their Own Items

Using the Online Catalog
To search the libraries in our region for books, videos and audio books go to www.cefls.org and click on “Search Our Catalog.” In the search box window, type the name of the author, the title or the subject you are seeking. If one of our local libraries owns the book, the catalog will indicate the status of the book. If no libraries are listed, the item may be new and not completely cataloged yet.

Placing a Request
Click on the “Place Request” button to the right of something you would like to request.

If you are not already logged in when you try to place a request, the system will prompt you to log in. You will need your library barcode and PIN. If you don’t know these, contact your library.

A window will appear for you to specify the library where you want to pick up the item when it arrives. Once you have selected the pickup library, click Place Request. The system will tell you if the request was successfully placed or not.

Reasons that a request might not be successful include if an item is very new and your home library doesn’t own a copy, or if an item is non-circulating, such as local history materials. Ask a library staff person if you are unsure about why your request cannot be placed.

Once you have placed a request on an item, you will be able to see it in My Account under the Requests tab. Most requests are filled within two weeks via our delivery system. If a request is taking a long time to fill, be sure to talk to the library staff. They can troubleshoot the request and possibly get the item for you from outside our area on interlibrary loan.

Your Account
On the library catalog page, click the tab, “my account.” Enter your 14-digit barcode number from your library card and your PIN number. This brings you to your account page. You can find what books you have out and what books have been requested by you. You can also suspend or cancel requests and renew items there.
Two ways a hold gets triggered on Horizon

1. You check in a book or other item. The screen displays a message telling you the item has been requested. If the request was for a patron at your library, you put the item on your hold shelf and notify the patron. If the request was for another library’s patron, you put a green slip in the book noting the library it should be sent to and save it for your next delivery.

2. You check the Pull List. The pull list lists items that are on your shelves that have been requested. It is a shared list, and if you don’t fill a request another library might, but you must change the status to ‘missing’ or the item type to a protected one such as ‘f14d’. The automated libraries should normally check their pull list every day. You can check it more often.
How to Change Restricted Item Types

(Written by Karen Glass, Keene Valley, adapted by CEFLS)

When you wish to keep books to circulate only to your patrons, they are labeled f7d (or other codes listed below) in the itype (item type).

This can be changed quickly when you decide to have them circulate through the system.

1. go to Item Group Editor
2. now highlight loc in the menu, type your location code
3. Click on the “and” button, below the menu
4. now navigate to itype and enter f7d (or whatever your restricted code is, such as f14d)
5. What comes up is a screen of all the books you set out as f7d.

Go to display on the bottom of the list.
You can highlight only those things you want to look at
I suggest additionally highlighting:
   title
   author
   date created
   and item status

now go to sort.
   I sort by created (which means date created);
Then highlight those whose itype you want to change because they are no longer new or popular.
   go to the Edit button
in the new form enter “f” (or whatever is appropriate) in the itype. Press enter and you are all set.

No need to even go to the shelves.

Protected types by library (as of 7/11/19):

Akwesasne: f14d, jf14d, jnf14d, comm, newm, newaud, newdvd, nf14d, obj
AuSable Forks: f14d, jf14d, jnf14d, newaud, newdvd, newdvd1, newm, nf14d, obj, pass
CEF: newm
Champlain: f14d, nf14d, obj
Chateaugay: f14d, newdvd, nf14d, obj
Chazy: f14d, jf14d, nf14d, obj
Crown Point f14d, f7d, newdvd, nf14d
Dannemora: f14d, obj
Elizabethtown: f14d, obj
Ellenburg: f14d, newm, nf14d
Essex: f14d, jobj, newaud, newdvd, nf14d, obj
Keene: f14d, newaud, newdvd, nf14d, obj
| Location         | f7d, newm, nf7d, obj | f7d, f14d, nf7d, nf14d, jf7d, jf14d, newm, jnf7d, jnf14d | f14d, obj | f14d, f7d, jfnw, nf14d, nf3d, nf7d, object | f14d, obj | f14d, newm, nf14d, obj | f14d, f14d, lb, newdvdl, nf3d, pass, obj, passloc | f7d, hol, jf7d, jhol, newdvdl, nf7d, obj | f7d, f14d, nf7d, nf14d, jf7d, jf14d, newm, obj, pass | f14d, f7d, nf7d, nf14d, newaud, newdvdl, newm, jf14d, object | f7d, newm, jf14d, newdvdl, newm, nf14d, obj | f14d, nf14d, jf14d, local, newm, nf14d | f14d, newm, nf14d, obj | f14d, jf14d, lb, newaud, newdvdl, nf14d, obj | f14d, jf14d, jnf14d, newaud, newdvdl, nf14d, object | f7d, newm, nf7d, obj | cd, dvd, f14d, jcd, newm, nf14d, jf14d, obj |
Step By Step – Check on Your Old Requests

Periodically, you will want to check the requests that your patrons have placed, or that you have placed for them in Horizon. You have the power to redirect a stranded request so that it can be filled. Patrons are not always aware of how the system works, so you may want to assist them in getting the items faster, or let them know why their request is not succeeding.

How to do it:

15. Double click on the Circulation folder, and double click on Circulation Reports.
16. The Circulation Reports gray window opens on top of Horizon. At any time, you can minimize it by clicking on the small “minus sign” at the top right of the gray window.
17. Click on Requests, then Requests.
18. A message appears: “Loading Data for All Requests”
19. After a minute or so, a list of all active requests appears. At the bottom of the window you can see how many requests there are waiting to be filled in the whole system.
20. Click on Sort.
21. Highlight Location and Request Date, then click OK.
22. The list is now sorted by Location, meaning the home location of the library patron who placed the request.
23. Look for your Location by scrolling down with the scroll bar on the right.
24. When you reach your Location, you will see that the first listed request is the oldest one.
25. Highlight the requests that are over a month old, and print them using the printer icon at the top left of the window.
26. Now close or minimize the gray circulation reports window.
27. The list includes several important pieces of information. For example:

On the first line below there is the date of the request, the position in the “queue”, the status (either request or transit hold), the title, and the location.
On the second line below there is the borrower’s name (usually a personal name, but sometimes an organization), the Bib #, and sometimes the Item #. The Item # appears if the request was on a specific item, or if the item has already been checked in to fill the request and put in transit.
You can use the Bib # to investigate. For example, in the case above, if a staff member wanted to know why request 197 had not been filled, they would:

1. In Horizon, press the f2 key to initiate a search.
2. Click down 5 clicks in the window to find the Bib# search.
3. Type in the Bib# 204721.
4. You will see that there are 6 items that could fill the request, but one of them is marked “missing”. The rest are checked in. Since the request was placed (by staff) on a specific item (This item only), it has stalled.
5. If the staff member believes that the use of “This item only” was not on purpose, he or she could delete the request and place it again for this patron on the title and it would probably be filled.

Other situations you can find are:

1. An item at automated library has been marked missing, but other items are available at unautomated libraries (owned), or there are no available items in the system. You can delete the request and put it in on ICICILL.
2. A patron has requested a popular item. There are many requests on the regular print edition, but none on the large print edition. If you know your patron would be happy with the large print edition, you can delete the request and put it in again on that edition.
3. The item is in a long queue. You don’t need to take action because it is normal for popular items to take longer to fill. You might want to buy a copy if it’s something you don’t have.
4. The item apparently was placed in transit and never received (Transit Hold). It could be that the patron did receive it, but it was not checked out correctly. In that case, just
delete the request. If the patron never did receive it, delete the request and place it again.

If you need to delete a request, you can do it either from the bibliographic information screen or the checkout window.

From the bibliographic detail screen (after using f2 to find the bib record):

1. Use the “Requests” menu at the top of the Horizon window.
2. Click “View Title Request List”
3. Highlight the request, and delete it. Do this only for your own patrons’ requests!

From the Checkout window:

1. Find the patron, using f4.
2. Overcome any block screens by clicking CKO and Override, if necessary.
3. Use the “Borrower” menu at the top of the Horizon window.
4. Click “Requests”
5. Highlight the request, and delete it. Do this only for your own patrons’ requests!
**How to tell Horizon that you cannot fill a request**

If you cannot provide an item on your pull list because you haven’t been able to find the item for some time, the best thing to do is change the item’s status to Trace. Trace is the status that shows an item has disappeared for no good reason. It wasn’t checked out and Lost by the patron, it just can’t be found right now.

To change the status, edit the item, putting “trace” in the Item Status Blank. The item should not appear on subsequent pull lists. If it is ever found and comes through checkin, however, it could fill a request.

You could also change the Item Type (itype) of your item to one that restricts requests to your own borrowers. If you edit the record to change the itype to “f14d” and you have asked us to set up a rule restricting requests on that itype, then the item will no longer appear on your pull list.

If you have already checked the item it and it is in transit, check it out to yourself, preserving the patron’s request. Then check it in as “damaged mode” (use the CKI menu to switch to this mode). Then change the item type to a restricted one such as f14d.
Deleting a Hold Request

If a borrower no longer needs a requested item, you can delete the hold request from Checkout. You can also delete a hold request using the Request Pull List. If your system administrator has set it up, Horizon can generate a notice to notify the borrower when a request is deleted.

This section explains these topics:

- Deleting a Hold Request from Checkout
- Deleting a Hold Request Using the Pull List

Deleting a Hold Request from Checkout

You can delete a borrower's hold request using the Checkout process.

To delete a hold request from Checkout

1. In the Checkout window, identify the borrower.
2. Choose Borrower, Requests.
   Horizon displays the Borrower Request List window.
3. Highlight the request to delete.
4. Click Delete.
   Horizon asks you to verify that you want to delete the request.
5. Click OK to delete the request and remove the item from the list; otherwise, click Cancel.
Step By Step – Managing the Request Pull List

Do this procedure every day your library is open.

1. Log in to Horizon, if you have not already.
2. Open the Circulation Folder on the left.
3. Double Click on “Circulation Reports.”
4. In the window that opens, click on the Requests menu, and choose Request Pull List.
5. The Request Pull List takes a few minutes to load.
6. Click the Sort button at the bottom of the screen to sort the list, and choose Call Number.
7. Click the File menu at the top left and choose Print.
8. Say “OK” to the message.
9. Leave the pull list on the screen (you can minimize it if you need to check someone in or out but don’t close it.)
10. Retrieve the books on the list from your shelves.
11. Minimize the Circulation Reports window and open the CKI window.
12. Check IN each book you found. Messages will tell you where each book should go. Have some green slips handy, and write the destination library, your library, the date and put a check mark where it says Horizon ILL.
13. After checking in all the books you MUST now bring back the Circulation Reports window and CLOSE the Request Pull List and the Circulation Reports window. Answer “Yes” when asked if you want to continue.
14. For books you did not find, you now need to take one of the following actions
   a. Search the book in Horizon – use f2. Send it to the copy/item list (f10) and edit the record. Change the item status to “trace.” OR
   b. Search the book in Horizon – use f2. Send it to the copy/item list (f10) and change the item type to one of the protected types we have set up for your library, if any. Ask Betsy if you don’t know what these are.
14. After dealing with all of the items, and putting any books you found in the delivery area for the van pickup or on your own hold shelf, you are done.

Please do not neglect the pull list – requests can get stuck and not filled by any library if you do not keep up with it.
Reports
Ad Hoc Report Procedures for Annual Report

There are 2 Ad Hoc Reports you should run for your annual report. The Ad Hoc reports can be run at any time, but they are very slow and can tie up your computer while they run. Leave plenty of time for these reports. (Note – if you use Remote Desktop, the reports will not save to your computer. Please call the CEFLS Automation Department.)

1. Monthly Report – Collection Snapshot – this report gives total number of items in your collection and total number of patrons registered as of a certain date. It breaks down the patrons down by borrower type and borrower stat code (such as resident/nonresident). If you are consistent in entering resident OR nonresident for each registered patron, it will give you the answer to the questions in that section.

2. Monthly Report – Circulation Details – this report gives circulation for a given month and includes a “year-to-date” column. Choose your location, and the last day of the previous year, and choose save to file. Give the file name an extension of “.txt”, so that the report will open in Notepad. This report is EXTREMELY LONG – don’t print unless you really need to. We recommend using the Circ:Itype section to find how many of each category your library circulated. It’s the sixth section. The sixth column from the left gives year to date numbers.

To run these reports for the Annual Report, do the following:

In Horizon:

1. Find the icon on the navigation bar that is labeled “Ad Hoc Reports.” It should be in the Circulation or Administration folder

2. Double click on the icon to start Ad Hoc Reports.

3. Choose one report type from the left column, for example “Monthly Report – Collection Snapshot.”

4. Choose your location from the right column. Be sure to deselect any locations you don’t want reporting on. The first location on the list is preselected, so you will need to click on it to deselect it.
5. Choose the date as of which you want statistics. Since you are interested in the statistics for last year as a whole choose the last day of the year – the monthly report gives year to date figures. If you have only been on Horizon part of the year, you can add your manual data to the totals for the partial year.

6. Click the button that says “Save to File.” You could print the report instead, but you may probably want to edit it first, or just save it and look at it to extract data.

7. When you choose “Save to File” a Windows dialog box appears, allowing you to choose a destination and name for your report. When you name your report, try to give it a descriptive name such as 2010CircStats.txt. For this example, save it to your “My Documents” folder.

8. When the progress bar shows that the report has finished generating, you can close the Ad Hoc Reports window.

9. Minimize Horizon and find the file you just created by going to My Documents. Double Click on the file.

10. The file should open in Windows Notepad. Or, you could open Word first and open the file in Word. If the columns don’t line up well, select all the text (Control-A) and change the font to Courier New.

11. In the Circulation Details report, you will notice many line of zeros, since the report includes all the collection codes and statistical categories in all CEF libraries – that’s over 1000 collection codes alone! But there will be numbers in some of these lines for when you checked out items from other libraries.
Reports in Horizon

The Easy, the Difficult, and the Nearly Impossible

Easy Reports

- Item Report and Table Editor can answer many quick questions.
- For example: How many borrowers do I have?
Slide 3

**How many borrowers?**

- Double click on Borrower List

Slide 4

**Highlight Location. Type in your location Code. Click OK.**
Result is a list of borrowers at Malone. The total is given.

You can also display more columns with “Display” and sort the borrowers in a variety of ways with “Sort.”

More easy reports: To find out how many times an item has circulated…

- Search for the item (use f2 or “New Search” and drill down to the copy level.
- Click on “Detail Status” to see the # CKOs and other details
  - or
- Send it to the copy/item list
- Click Edit and page down to see the number of checkouts.
Example

Item_Report is Very Versatile
The Compound Search Window

If it looks familiar, you probably remember it from the Item Group Editor.

Some good questions for Item_Report

- Give me all the items in the CEF Large Print collection that were created before April 2004 and have not circulated at all.
- Show me all the items with status “missing” at my location and I’ll sort them by “last status update” to see the older ones.
More questions for Item_report

- Show me all the items at my location that are due today.
- Show me all the items that were due before last week and have not been returned, and who borrowed them.
- Show me all the items at my location with item type f7d that haven’t circulated since May.
- I bet you can come up with some I haven’t thought of that you can use.

Use Item_Report for a New Items List
Choose your location

Click “AND”, Highlight “Creation Date” and Click Date Range.
Enter a date, click OK.

Now click Search.
Close the search window

Use the Cancel button or the "X" to close it, then maximize the results window.

Click Display to choose columns to show.
Choose Call Number, Title, Item Type and Author

Deselect others that may be highlighted. Then Click OK.

Now click Sort.
Sort by Item Type, then Title

Click Ok.

Select all the Audio Cassettes, then Click File, Export Records

You can find the “Export Records” option in the File menu at top left in the menu bar of Horizon.
Choose a name and location for your file, and end it with .txt

Choose the default option, click OK
Slide 25

Find your file, double click

Here’s a text file you can edit to show the new audiobooks at the library.

Slide 26

Ad Hoc Reports

- Easy to run, but slow and sometimes give you too much.
- You can save the file and give it a name with “.txt” on the end. This will let you open it in Notepad or Word, or even Excel or Access.
- After that, open it in your chosen program, and select only the data you want
Running the Ad Hoc Reports

Double Click on the AdHoc Stat Reports Icon.

Choose Report Options

Pick a report type on the left. On the right, the first location is highlighted by default, so you need to click on it to "un-highlight" it if you want just your location's statistics. Then highlight your location. Finally, enter a date. The last day of any month is good.
Slide 29

Choose Output Options

I prefer to save to a file, then you can edit the report (and save paper!).

Slide 30

Example:
Saving to a file:
Click Save and the report will start to run. Remember where You saved it and its name!

Report Generating
This might take awhile. Time to get some coffee.
Find the report

There it is on my desktop.

If you double click….

It will open in Notepad. That's why I put the ".txt" on the end.
Anatomy of the Overview Ad Hoc Report

Because the Circulation Reports show the current and previous month, as well as the year to date, you don’t have to run them for each month. You could get all the data by running them for every other month, or just yearly data once a year. If running them for monthly board reports, consider just running the overview report, since it is the shortest one.

If you REALLY like data….

You can pick data out of the Ad Hoc Reports and put them in Excel to make graphs such as this! This is the year to date data for the whole system as of April 2014, gleaned from the Monthly Circulation Details Report (Itype section).
Which Ad Hoc Reports to Use?

- I find the “Monthly Report – Overview” good for general circulation and Horizon ILL statistics and is nice and short. I run this monthly and while I look at it, I run the other reports in the background. It's good to wait a few days after the start of a new month before running the reports.
- The “Monthly Report – Circulation Details” is very long. I mainly look at the 6th section, the “itype” section. I extract numbers from this to put in my monthly statistics spreadsheet.

- The “Monthly Report – Collection Snapshot” counts how many of each type of item and borrower you have. It is also very long. You won’t usually need this report except at Annual Report time. You can use item_report and borrower_list to find out most information this report would provide.
More difficult reports

- There are some tables that are hidden from you in Horizon. Only the System Administrator can see them, because by making changes to them you could impact the database adversely.
- Some reports are hard to do from within Horizon. There’s a tool called SQL Query Analyzer that I can use to do them.

Examples

```sql
select name, location, btype, borrower.borrower#, address1, city_st, postal_code
from borrower, borrower_address
where
borrower.borrower#=borrower_address.borrower#
and location='akw'
order by btype
```

This is the SQL Query to get a list of borrowers with addresses for Akwesasne. The results are shown on the next slide.
Results of SQL Query

<table>
<thead>
<tr>
<th>name</th>
<th>location [city, state, or zip code]</th>
<th>city or postal code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ASV, 1112 N Ave, WY</td>
<td>1112</td>
</tr>
<tr>
<td>2</td>
<td>ASV, 1116 W Ave, WY</td>
<td>1116</td>
</tr>
<tr>
<td>3</td>
<td>ASV, 1122 N Ave, WY</td>
<td>1122</td>
</tr>
<tr>
<td>4</td>
<td>ASV, 1134 W Ave, WY</td>
<td>1134</td>
</tr>
<tr>
<td>5</td>
<td>ASV, 1144 N Ave, WY</td>
<td>1144</td>
</tr>
<tr>
<td>6</td>
<td>ASV, 1154 N Ave, WY</td>
<td>1154</td>
</tr>
<tr>
<td>7</td>
<td>ASV, 1164 N Ave, WY</td>
<td>1164</td>
</tr>
<tr>
<td>8</td>
<td>ASV, 1174 N Ave, WY</td>
<td>1174</td>
</tr>
<tr>
<td>9</td>
<td>ASV, 1184 N Ave, WY</td>
<td>1184</td>
</tr>
<tr>
<td>10</td>
<td>ASV, 1194 N Ave, WY</td>
<td>1194</td>
</tr>
<tr>
<td>11</td>
<td>ASV, 1204 N Ave, WY</td>
<td>1204</td>
</tr>
</tbody>
</table>

I would run the query for you and send the results as a Spreadsheet or text file. It can be formatted to be printed on labels.

Another example

<table>
<thead>
<tr>
<th>postal_code</th>
<th>borrowers</th>
<th>checkouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1916</td>
<td>12992</td>
<td>125</td>
</tr>
<tr>
<td>1917</td>
<td>12937</td>
<td>213</td>
</tr>
<tr>
<td>1918</td>
<td>12972</td>
<td>465</td>
</tr>
<tr>
<td>1919</td>
<td>12943</td>
<td>344</td>
</tr>
<tr>
<td>1920</td>
<td>12962</td>
<td>760</td>
</tr>
<tr>
<td>1921</td>
<td>12870</td>
<td>386</td>
</tr>
<tr>
<td>1922</td>
<td>12996</td>
<td>980</td>
</tr>
<tr>
<td>1923</td>
<td>12953</td>
<td>2938</td>
</tr>
<tr>
<td>1924</td>
<td>NULL</td>
<td>3778</td>
</tr>
<tr>
<td>1925</td>
<td>12900</td>
<td>5012</td>
</tr>
<tr>
<td>1926</td>
<td>12901</td>
<td>6373</td>
</tr>
</tbody>
</table>

Here's a report of how many borrowers and how many checkouts by zip code.
Another Example:

\[
\text{select count}(\text{distinct bib#}) \\
\text{from bib} \\
\text{where bib# not in (select bib# from item)}
\]

This gives the number of bibs with no items in our database.

If you can think of it….

- I can ask the Horizon Users’ Group listserv how to do it with SQL.
- I’ve seen examples of collection age studies, reports of most requested items for a “purchase alert,” and shelf lists for inventory purposes.
Impossible Reports

- We can’t tell you who borrowed an item in the past, unless they are the current or immediate past borrower or owe fines.
- This is a good thing for privacy of our patrons. The link is broken and the information doesn’t exist in the database.
- Some statistics are collapsed over time. Circ data is preserved at the monthly level, daily stats are lost after the month changes.

That’s all, but it’s only the beginning

- There’s a lot to learn about reports. Please don’t hesitate to ask me when you wonder if the system can do something.
The End
Interlibrary Loan with DueNorth and Horizon
DueNorth Instructions and Overview

DueNorth in formation is found on the Northern New York Library Network website: https://duenorth.nnyln.org/

The resources include:

Library Staff Instructions Manual (PDF)

Overview of the Process (PDF)

Regional ILL Directory for 2018-2019

To receive a login if you don’t have one, please contact the Technical Services Department at CEFLS.
Step By Step – Interlibrary Loan with Horizon

When patrons ask for books or other materials that are not immediately available in your library, you can use Horizon to speed up the process of satisfying those requests.

Horizon requests stay in the system, waiting for an item to be checked in to fill the patron’s request. If the item is at one of the CEF automated libraries and if it’s not in a protected item type (only requestable by the library’s own patrons) then you have a good chance of getting it.

We recommend that you **first try Horizon for your patrons’ requests, then use DueNorth** if the item is not available at one of the CEF automated libraries. For libraries that also use OCLC, the process described below works the same for items sent and received through that system.

**DO NOT SEND DueNorth REQUESTS TO LIBRARIES IN THE CEF LIBRARY SYSTEM!**

If you do receive items through DueNorth, you should use Horizon to check them out to your patrons. If you send out DueNorth requests to other libraries, use Horizon to check the items out to those libraries.

How to check out DueNorth requests on Horizon:

When you request an item for your patron, follow this procedure:

1. Do the normal DueNorth process to request and receive the item.
2. When the patron comes to get the item, you must create a Fast-Add in Circulation – see the Step by Step instructions for Brief MARC Records and Fast-Adds.
3. Give the item a title that could be used to search if the paperwork is lost.
4. Use ILLFAB for the collection code.
5. Use ill for the item type.
6. Most libraries use a barcode on a card that can be put in a pocket or paper-clipped into the book. They reuse the card on another ILL or fast-add as needed.
7. When you have checked the item out to the patron, you can edit the due date if necessary to make sure the item is returned to the loaning library on time.
8. When the item is returned, scan the barcode on the card in the Check In window to check it in. If the barcode is lost, search the title using f2, locate the item, and use f10 to “send it” to Check in.
9. The fast-add record is deleted on check-in, freeing the barcode for another use, and keeping the catalog clean. You will also have statistics that help you count ILLs.
10. Do the normal DueNorth process to return the item to the loaning library.

When you fill a DueNorth request from another library, follow this procedure:

1. Do the normal DueNorth process to inform the borrowing library you will fill the request.
2. Create a borrower record for the borrowing library. You will often be able to copy another library’s borrower record. For example, if you search for a borrower “Potsdam Public Library” using f4 (with the Checkout window open), you will find numerous instances of this library. Choose one by highlighting it with the mouse and clicking OK. **However – DO NOT USE this borrower unless it has your location and borrower type. You need to copy it if it belongs to another library. You’ll do that in the next step.**

3. With the library in the CKO window, click on the Borrower menu at the top of the screen and click on **Duplicate Borrower.**

4. In the patron form, change the location to your 3-letter code, and change the borrower type to your ill borrower type.

5. It is not necessary to use a patron card – the record does not require a barcode. It can be just the location, library name and borrower type.

6. Save the new patron record.

7. With the new patron in the window, check out your ILL book and send it to the borrowing library.


9. If the book becomes overdue, you will have overdue notices you can use to contact the borrowing library.