



Session #20: Cards, Fine Payments, Guest Accounts & Other Services

June 9, 2010

Outline

- Questions from Session 19

- ID Cards

- Fine Payments

- Other Services

- Guest Accounts

Rubric

- Standard 3

ID Cards

- Types of cards
- Expiry Dates on Cards
- Problems with ID Cards
- In Class Exercise

Types of ID Cards

There are various types of ID Cards and we will divide them into groups.

1. Students, Faculty, Staff, Sessional Instructors & Health Sciences Staff
2. Courtesy, Reciprocal, Redeemer, External & External Alumni

Students

- All students are issued a Student ID card. If they are currently registered they will have a valid sticker on their card.
- Look at the sheet that is going around and it shows you all the different types of stickers you will see on their ID cards. These are the stickers from last year. The new ones will have the expiry date of 2010/2011.

Faculty & Staff

- Most faculty & staff will have the Working at McMaster Photo ID card. There are still some that have a blue card. They should go to the Burke Science Building Room 245, Monday – Friday from 8:30am – 4:30pm to receive a photo ID card.
- There are exceptions where they will not get a photo ID card or they will refuse to obtain a new card. In this case we give them a courtesy card because most of the exceptions are only here for a short period of time. This is when you need to use your judgment and be able to offer an alternative to the patron.

Refer to Handout

Sessional Instructors

- The union contract for sessional instructors specifies that they will receive library cards until August 31st and will have the same privileges as full-time faculty (i.e. three month loan).
- Sessional instructors should obtain photo ID cards, though sometimes they have been unable to get a card & can only provide us with a letter from their department. Their department should provide them with a courtesy card application form & then we will be issue them a courtesy card.

Health Sciences ID Cards

There are two categories:

1. Staff & Faculty who have the Working at McMaster on the front of their ID cards. They will follow the same rules as our Faculty & Staff.
2. Employees of Hamilton Health Sciences which consists of McMaster University Medical Centre, Hamilton General Hospital, Henderson Hospital, Chedoke Hospital, & St. Peter's Hospital. These employees are entitled to McMaster University Libraries borrowing & Interlibrary Loan privileges only. They are not entitled to LibAccess.

If an HHS employee wishes to obtain a library card, they must bring their HHS employee card to the Health Sciences Library. These cards are marked with the following logo:



Courtesy, Reciprocal, External, Redeemer & External Alumni Cards

All of these cards are issued at Mills Library.

Courtesy Cards

- A courtesy card is only issued if the person is affiliated with McMaster or if they are on the list for eligible borrowers. Refer to your handout called “Eligible for Courtesy Borrowing Cards”. There is no charge for these cards.

Reciprocal Cards

- These are cards issued to Faculty, Staff and students from all Canadian Universities.
- Not all universities have expiry dates or validation stickers on their students’ cards so we take their word they are a current registered student. These cards are free.

Refer to handout

External Borrower Cards

There are 3 sub categories:

1. General Public (Community) – There is a fee of \$60.00 per year. Note that high school students and students of Columbia College cannot obtain a borrower's card of any kind from our libraries. If they really need the material we have, offer them an alternative of going through the public library's Interlibrary Loans department.
2. Redeemer College – Redeemer College pays a yearly fee for a set number of external cards. The amount of cards & fee is agreed upon between the Library & Redeemer. The Library provides Redeemer with card application forms (the colour changes each year to denote a new year). Redeemer then hands out these forms to their Faculty, Staff & Students. These forms must be filled in & handed in to the Library to obtain a card. If they do not have the new form they have the option of paying the \$60.00 fee.
3. Alumni – This is a free card to all McMaster Alumni.

Expiry Dates on Cards

- Expiry dates on cards are not updated by the downloads we get from University Persons (which is the main database on campus. This is where all information is inputted and stored). What this means to us is we have control over making changes to the expiry dates.

Thode & Innis Libraries may encounter a patron with an expired card & could offer alternative solutions. For example; it's a very hot & humid day and an elderly gentleman is at Thode and wishes to borrow items but has an expired external card. What can we do? We can call Mills & provide his credit card information over the phone. We could renew his card & he can pick up his sticker the next time he is on campus.

Refer to your handout called "Expiry Dates on ID Cards"

Problems with ID Cards

There are various problems which can occur with ID cards. The most common problems are Address, email & phone numbers.

Refer to the handout, “Address/Phone/Email”

In Class Exercise

- Issue an external borrower card to yourself.
- Follow the cheat sheets on Issuing New External Borrower Cards.
- Pretend to take a payment for the card.

Fine Payments

- What are fine payments?
 - This is the process where a student pays a fine.
The student has two options:
 - Pay in person
 - Pay through Financial Services
 - If the student wishes to pay at the Mills desk in person they can pay by cheque, money order, credit card, or debit.

Other Services

- The library homepage will show us what other services the libraries provide to our patrons.
 - My Account/Book Renewal
 - Request Forms
 - Course Reserve Request Forms (for instructors)

My Account/Book Renewal

- This provides an online service to patrons which allows them to view their library account & renew their books.
- Patrons use their ID barcode to sign onto their account.
- Students, faculty & staff can renew online up to 6 times.
- External & Reciprocal borrowers can only renew online up to 2 times.
- In order for the patron to reset their online renewal count is to bring back those items to the desk & inform the staff member they have reached their limit for online renewals. The staff member will then return all the items affected & resign out the items to the patron. Returning the books first is the only way to reset the count.

In class exercise: Sign onto My Account/Book Renewal & either look at your account or renew any books you have out.

Request Forms

Patrons can use the online forms to obtain an item. Whenever a patron completes & sends an online form an email with all the information is sent to the appropriate library for processing.

- Recall a Book

This form is used when an item a patron would like is signed out by another patron. The item status will say; “Checked Out”.

- Request Retrieval from Storage

The item is checked in but is either held in an off-site storage facility or in a staff access only area. The location in the catalogue will say; “Storage” or “Thode Storage”. The online form allows the patron to request the item be retrieved for them from Storage.

- In-Process Book Request

The item is owned by the library but is in the process of being catalogued. Patrons will see the location of these items as; “In-Process” and are able to request them.

- In-Transit Book Request

The item is between the Library where it was returned & the Library which owns the book. The patron will see the status in the catalogue as “in-transit”.

- On-Order Book Request

The Library has placed an order for this book, however it may take weeks or months to receive. This is dependent on the publisher. Note that this is not a book order form. A link to the “Book Recommendation Form” is provided here as well.

- Unable to Locate Form

The item status indicates it is “checked in” but the patron is unable to find the book on the shelves or the reshelving area. Once the form is received by a staff member a thorough check for the item will be done. We ask that the patron check the shelves first before submitting the form rather than filling out the form from home & not having done the initial check.

- Course Reserve Request Form

This form is used by McMaster instructors to request that items be added or removed from their Course Reserve(s).

- Racer Request Form

A link to the Racer request form is also available here.

Note: Sometimes we do not receive the online request through email. If this happens & the patron complains offer the option of taking their information & logging the request for them. Do not make them fill it out again.

In Class Exercise

- Refer to your handouts & fill out an Unable to Locate form for the item listed on your handout.

Guest Accounts

- What are guest accounts?

Guest accounts are same Day guest internet proxies.

- Who are they issued to & why?

They are issued to non McMaster individuals only. High school students & Columbia College students cannot obtain guest accounts. This allows those outside the McMaster community access to our databases & the internet with some exceptions.

- What do we require from them?

They must have a Photo ID (driver's license, Health Card, photo ID card from another University, or passport).

- Guest Accounts are issued new each day even if the same person requires a guest account for the whole week. This is due to our licensing agreement. The numbers we issue expire each night.
- Guest Accounts can only be used in the Libraries.

Since a high school student cannot obtain a guest account suggest an alternative such as going to the public libraries to use their computers.

The patron may want you to assist them in setting up their account, take the time to help them.

In Class Exercise: Setting Up A Guest Account

- Refer to your handout & set up a guest account under your name.

Summary & Questions

- Rubric 3
- ID Cards
- Fine Payments
- Other Services
 - My Account/Book Renewal
 - Request Forms
 - Reserve Request Form
- Guest Accounts

