

Requires planning/preset up before scenarios delivered

Scenarios for Leavenworth Training

1. Sally Seesaw, a child, comes into the library and wants to check out books. She is unsure whether or not she has a library card. Hint, for this exercise, her guardian is Susan Seesaw; make up any needed contact information.
2. Barack Obama comes up to the circ desk to check out materials; his account has expired. He is also a patron at another NExpress library, but would like Leavenworth to be his home library most of the time. However, he sometimes likes to pick up his books in Bonner Springs, as he lives in Leavenworth but works in Bonner Springs. What needs to happen for him to change his home library to Leavenworth but still, on occasion, pick up books in Bonner Springs?
3. A stack of library books are returned to Leavenworth that are from other NExpress library books. What do you do? (need to bring some to Leavenworth for this scenario)
4. You're checking in a stack of books from the book drop at the beginning of the day after two days off because the library was closed. You want the checkin date to be a different date. What do you do?
5. Register a new family (John Light, Sarah Light, and son Steve Light) who live in Leavenworth, KS (OPAC login and Password make library barcode and PIN 1111). Make up any necessary contact information.
6. On the patrons you just created in scenario 5, John and Sarah Light have moved addresses, changed phone numbers, and email addresses, and son Steve Lighthas turned 18. Update their records accordingly.
7. Sarah Light comes in and would like to place the upcoming Janet Evanovich novel on hold. She can't remember the title, but knows that the book comes out on September 14. She also would like to pick it up at Basehor Community Library.
8. Patron is debarred & can't check out because they owe \$30 in fines; they can't pay more than \$10 right now. Can the patron checkout in Koha?
9. Barack Obama wasn't able to pay for his printouts that cost \$20.00. Can this charge be added to his account?
10. An item appears on the pick list; you can't quite tell which item you're supposed to choose just from the title and listed information. How can you tell which item to pull

off the shelf? (Hint: look at your current pick list, and find an item that fits this criteria; otherwise, pretend another title is this way)

11. Someone returns your library's copy of *Gone with the Wind*, but its missing its barcode and has water damage. You know it's Leavenworth's copy. How do you check the item in and figure out which patron to charge the damage to?

12. A patron brings back a DVD with the case and the art damaged, but the DVD is ok. Need to charge for the case & art replacement, which is less than the cost of the actual item. (item barcode is **ILEA000332115Z**).

13. Fro Braum walks up to the patron desk; he forgot his username and password for the OPAC. What can you do?

14. Fro Braum has **Bite Sized Marketing** checked out, but reports it was lost and he no longer can find it. How do you mark it lost?

15. After the book is marked lost, Fro Braum is ready to pay a partial payment of \$20 toward the fees he owes. What do you do?

16. For an undisclosed reason, Fro Braum qualifies to have \$20 of his fees written off. How do you do this?

17. Barack Obama walks up to the desk wanting to check out *House Rules*, barcode **1114008000004**. When you go to check it out, it triggers a hold for Storm Braum, a Meriden patron. What do you do?

18. Patron brings back 2 DVDS-- *Greatest American Western* without the cases. When we go to the shelf to check for empty cases we find that the 4 on the shelf are all in the wrong cases. One of the DVDs is ours for sure and is placed back in the correct case, but we can't locate a Case for the title *Roy Rogers (Greatest American Western)*. Two other libraries seem to have a copy of that title on the catalog. What is the best way to determine whose it is?

19. Pauline Pretend explains she is moving to Oregon tomorrow and wants to make sure all her books are returned and cancel her card. She has zero items checked out, but her account shows she owes \$16.50 for a lost book so KOHA won't let me delete her card. What do I do? If she cannot pay today should I edit her account adding an "alternate address" in Oregon and date when she claims that takes effect?

20. The holds shelf (or wherever holds awaiting pickup are located) needs to be weeded. In Koha, where do you go to quickly find out which items have had their holds

expire?

21. Several items have not be returned back to the library through the courier, and you are still waiting on their arrival. In Koha, where do you go to figure out where they were coming from, and how long ago they were sent?

22. Check in a stack of books. Did every single book check in? Did you pay attention to the screen on each check in?

Thanks to Diana Weaver (Atchison), Kim Beets (Bonner Springs), Kim Priest (Sabetha), Lori Clayton (Ottawa), Diane Trinkle (Nortonville), Becky Dodd (Wellsville), and Sue Peavy (Linwood) for their input & ideas for this list.