

# Rural Libraries Queensland

## *your local library network*

### Frequently Asked Questions – for RLQ Libraries

*FAQs may be updated as you ask the questions. Current topics are arranged under the following headings*

Aurora Desktop  
Cataloguing  
Circulation  
Communication  
Exchanges  
In transit items  
Inter-library loans  
Logging-on  
Membership  
Non exchange collections  
Notices & overdues  
Reports & statistics  
Stock management  
Using the online catalogue

#### AURORA DESKTOP

***What happens to library operations when the Internet fails and the connection to the Aurora Cloud is lost?***

Interruptions to service may occur especially in times of local power outages or natural disasters. Ensure all data cables are installed with surge protectors. Work offline and your data will be saved to the network when your connection is restored.

***Will I need to back up my database locally?***

As the Aurora database lives in the Cloud, there is no need to backup files locally

***Why do I sometimes see an update screen when I start up Aurora Desktop?***

Upgrades to the Aurora software occur periodically. Always accept the new version when you see the prompt. Keep up to date with the new features of each upgrade by checking the heart icon on the Desktop home page. If you have missed several upgrades, contact PLD.

#### CATALOGUING

***How do I delete items with no barcode that appear in the catalogue?***

Bibliographic records with no barcodes are deleted regularly by PLD.

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### ***Q. Why can't I catalogue new titles?***

A. When adding new titles to the database PLD staff check the existing database to ensure the correct record or merge field is assigned to all new records. It is essential that any record that is added to the catalogue is of a minimum standard to ensure the discoverability of each title.

The correct assignment of subject headings, author details and series entries are just some of the considerations when adding individual records.

### ***How do I add local magazines to my catalogue?***

SEE Aurora Desktop Tip & Tricks sheet "Adding magazine issues"

### ***What is the Magazine Master List?***

Check the latest ***Magazine List*** for the complete listing of magazine titles that have been established to date. Individual issues of magazines are not to be added to the database; rather they should be added to the master annual record that has been created. The preferred format for adding the call number is set out against each individual title and the process is the same as for adding local stock items. For magazine issues to display in the correct chronological order in both the staff and public views operators must follow the exact format for each title.

If you have a subscription that is not on the current list it is easily added, so do not use the Quick Work option if your magazine is not on the list. Contact PLD staff to add a title to the ***Magazine List***.

## **CIRCULATION**

### ***Will the installation of docket printers provide clients with a list of loans & the date for returns?***

Customers can receive a record of their loans by printing a list on a docket printer when the default printer is attached to the workstation. The customer may also receive a loan docket via email rather than a printed list, should this be set up by the library. The Docket command button allows details of one, some or all items on loan to the user (and related users if selected) to be sent to the default printer attached to the workstation. The customer may also view a list of their loans via the online catalogue.

### ***Can clients reserve items and select their pickup location?***

Customers can place reservations on the online catalogue as well as nominate the location where they will collect the item within their Council.

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### ***Are patrons able to renew own items?***

Customers can renew their own loans on the online catalogue as long as the item is not reserved by another client

### ***Are items able to be renewed in Aurora before the due date?***

Yes. In most cases, if an item is renewed before the due date the new loan period commences from the day of renewal not from the initial due date.

### ***Can I use the function keys on my keyboard to access circulation screens in Aurora Desktop?***

Yes. The following function keys work as shortcuts within Circulation. F2 = Loan, F3 = Return, F4 = Renew, F5 = Reserve, F6 = Item Details, F7 = User Details, F8 = Audit History

### ***My customer has a complaint about not receiving a request they made via the catalogue. How can I check a customer's requests?***

Check "User Links", to view or make changes to reserves and loans.  
For more details SEE Aurora Desktop Tip & tricks sheet "Reserving items."

### ***My customer placed a reserve on an 'on-shelf' item; now someone else has borrowed the item. How did this happen?***

Your Library is a member of the RLQ network of libraries. This means that members of other libraries can borrow items from your Library through their own library. The advantage of belonging to RLQ is that your Library members have access to a larger and wider range of items. However, members of the library where the item is located do have preference. So if someone from an RLQ Library puts a reservation on an item that you have reserved they will jump ahead of you in the queue. Similarly your Library members have preference over members of other RLQ libraries for items held in your Library collection.

### ***In the Resource Sharing Guidelines it states that a request for an item from the Public Library Services collection cannot be refused without specific exemption. What are the exemptions?***

Exemptions may be granted if the particular item has local historical significance

### ***Do requested items need to be returned to PLD?***

Requested items will be sent to your library where they will remain until requested by another library service.

Items from the following collections will need to be returned to PLD in due course –

RES –Reserve items  
LIT - Adult Literacy  
LOTE - Languages other than English  
Bookclub sets

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### COMMUNICATION

#### ***Where can I learn more?***

There are several ways to access information regarding Aurora. For everyday work, Aurora tasks by work flow are displayed at the Aurora desktop home screen. In the Circulation workspace, click the box to the left of "By Workflow" to step through tasks as needed.

Help pages are available at every work screen that relate to each process on that work page.

Aurora help wiki is being continuously updated, so it is a useful tool to check often.  
[http://www.auroracloud.com.au/aurorahelp/index.php?title=Main\\_Page](http://www.auroracloud.com.au/aurorahelp/index.php?title=Main_Page)

RLQ News has regular updates on the RLQ library service  
Email [pld@slq.qld.gov.au](mailto:pld@slq.qld.gov.au) if you are not on the subscription list

Public Libraries Connect website has all the information you need about RLQ  
<http://plconnect.slq.qld.gov.au/services/rural-libraries-queensland>

Public Libraries Connect newsletter keeps you informed about wider public library issues, available grants and program funding.  
<http://plconnect.slq.qld.gov.au/networking/public-libraries-connect>

If you have a problem or issue with your Aurora system, contact PLD first.

E: [pld@slq.qld.gov.au](mailto:pld@slq.qld.gov.au)

P: 1800 017 114 (toll free)

P: 07 3842 9007

### EXCHANGES

#### ***When can I send my exchange back?***

The best time to return your exchange is after your exchange has been selected at Cannon Hill to reduce the likelihood of duplicates. The Exchange Calendar (<http://plconnect.slq.qld.gov.au/services/rural-libraries-queensland/exchange-calendar2>) lists the exchange dates for the year. Your exchange will leave Public Library Development (PLD) the week after it has been selected.

#### ***What happens to my book stock figures with all the books I lose through requests from other libraries?***

PLD regularly reviews stock numbers of all libraries and when necessary, extra books are sent. If you feel your numbers are down, call PLD and we'll check for you. In most cases, stock numbers are growing as customers place their own reserves.

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### ***When is my next exchange due? Who is doing it? Can I speak to the person doing my next exchange?***

The exchange dates for the year are available on the Exchange Calendar. (<http://plconnect.slq.qld.gov.au/services/rural-libraries-queensland/exchange-calendar2>). Exchanges for your library are selected approximately every 12 weeks; (holidays may vary this 12 week roster slightly). Contact Public Library Development for more information. Contact PLD prior to your exchange week to ensure that any special requirements can be taken into account.

### **IN-TRANSIT ITEMS**

#### ***Is RLQ stock covered by SLQ insurance or under contents insurance of each Council?***

SLQ insurance covers items while in transit, after which they are covered by Council's content insurance or clients' home contents policy

#### ***Who is paying for the movement of books that are 'in-transit'?***

Items can be posted to other RLQ libraries using the allocated postage account. PLD will meet the postage costs between RLQ libraries to the single point library. Items in transit should arrive and be despatched from the Council's designated single point. The movement of stock between branches is part of each Council's responsibility and can usually be accommodated by the regular movement of Council vehicles & regular workflows within the region.

### **INTER-LIBRARY LOANS (ILLs)**

#### ***How do I lend an ILL to my borrower?***

Open Circulation. Go to "Quick Works". Create a temporary bibliographic record for the item with Format=InterLibrary loan. Add a note to the title field e.g. ILL return to Mackay 23/05/16. Save the work & item. Go to Loans & issue to your borrower. When item is Returned it will prompt you to delete the temporary record. Click Yes. Return the item to the lending library

For more information SEE Aurora Desktop Tips & tricks sheet "Adding Inter-library Loan records"

#### ***How will ILLs be freighted between libraries? Will PLD meet the postage between libraries?***

Items can be posted to other RLQ libraries using the allocated postage account. PLD will meet the postage costs between RLQ libraries. Address labels are available on the RLQ website. <http://plconnect.slq.qld.gov.au/services/rural-libraries-queensland/getting-it-there> Postage between libraries for Inter-library loans outside the RLQ network is met by the local Council. Requested items for ILLs outside the network should be sent to PLD to arrange the transaction.

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### ***Are RLQ clients able to renew their ILL online?***

Inter-library loans will be negotiated between lending libraries as per usual. If an item needs renewal, the borrowing library will renew the item with the lending library where practicable.

### ***My borrower would like to cancel their inter-library loan request. Can I do that through Aurora?***

Yes, if the reservation was placed in Aurora from an RLQ library, it can be cancelled in Aurora

If the request was made via SLQ, contact Document Delivery.

If the request was made directly to the lending library, follow usual procedures to cancel the request

## **LOGGING ON**

### ***I cannot login to Aurora Desktop. I receive an Error message: "Error in Logon – must be both a registered workstation and valid operator". What do I do?***

Your IT staff may have changed your workstation name to install other updates to your computer. Your workstation name must match your Operator ID. Restart your computer to register your default workstation name. If you are still unable to logon, contact AIT Helpdesk.

### ***When I tried to open Aurora Desktop I received a message entitled "Aurora Connectivity" "Define Aurora Connection" What does this mean?***

At some stage your Internet connection has been lost. Shutdown and restart your computer. If no connection, contact your Internet Service Provider.

## **MEMBERSHIP**

### ***How do I change contact details for a borrower? OR How do I add an email address to a borrower's record?***

Go to User Lists > look up by name or other access point. OR Go to User Details > look up by barcode > make changes to Borrowers record > Save.

### ***Do my users need their membership cards?***

All users need their membership card with a ten digit barcode. All users need a barcode and PIN to log in to the online catalogue and to access eresources. To assign the PIN, open Aurora Desktop, click User Details> click on Security tab. Select a four character PIN. Once logged in to the online catalogue, users can change their details to assign an Alias. The alias will appear in the catalogue when a user adds a review.

### ***What form of identification is acceptable verification for RLQ membership?***

SEE RLQ membership guidelines & Proof of identification for a list of acceptable means of identification.

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### ***What is a Tourist Card?***

Tourist membership of RLQ and possession of an RLQ Tourist Card is open to anyone temporarily travelling within regional and outback Queensland.

<http://plconnect.slq.qld.gov.au/services/rural-libraries-queensland/rlq-tourist-membership>

### ***What is online membership?***

Residents in RLQ regions can join online to use eresources, download ebooks, emagazines, eaudio and music. Online members do not visit or borrow from the library and would otherwise appear as inactive users. An upgrade to full membership is possible at any time.

### ***What is the Kids card?***

The Kids Only card is a promotional tool to engage young borrowers aged 0-8 years. Existing membership numbers can be changed at any time without losing the users details.

## **NON EXCHANGE COLLECTIONS**

### ***When should I return my non exchange items ( LOTE / audio books / adult literacy)?***

These items are nominally sent to you for one year. They can be returned at any time before the due date. Requesting a new collection for your library can be done using the [online forms](http://plconnect.slq.qld.gov.au/forms). (<http://plconnect.slq.qld.gov.au/forms>)

## **NOTICES & OVERDUES**

### ***If books can be returned to any branch how do we recover overdue books? Who generates the overdue notice?***

The overdue notice is generated by the library where the book was lent to the customer

### ***Who is paying for lost books?***

Fees and charges may be set by each Council to recover stock located in their libraries. PLD no longer charges for replacement items within participating RLQ libraries.

## **REPORTS & STATISTICS**

### ***Will AIT supply statistics for each library service or will libraries compile their own statistics?***

Continue to gather your statistics monthly to report to your Council. Monthly reports are available in Aurora. Annual statistics are submitted online via Bibliostat, <http://plconnect.slq.qld.gov.au/manage/statistics/annual-statistical-bulletins> fulfilling the requirements for Council's Outcomes Reporting

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### STOCK MANAGEMENT

***I've just completed deselecting some old stock. What is the best way to delete lots of items from Aurora?***

SEE Aurora Desktop Tips & Tricks sheet "Deleting items."

***How do I rotate stock to another branch in my library service?***

Select the stock to be transferred to another branch, such as 20 Picture Books. In Aurora, select "permanent transfer to another location". Wand each barcode, pack the items in suitable containers & send them on their way using Council's internal transport arrangements. When the item barcodes are wanded through Returns at the receiving library, the items will be successfully transferred.

***Can I have a local item returned to my library?***

Requesting the return of a local item should be assessed according to actual demand, whether the item is a donation of interest pertaining to the local area, part of a complete series, or if it is a high-value item. Items of local historical interest and items of high value due to their replacement cost (over \$100) should be the only local items to be transferred temporarily. All other items are permanently transferred.

***Q. Why am I receiving items from other libraries when there isn't a reservation on the item?***

If an item has been temporarily transferred from your library, it will be returned to your library. To eliminate this unnecessary movement of stock, all items should be permanently transferred between RLQ libraries.

***What is meant by a net-lending library?***

When a library receives more requests than it sends and consequently lends more books than it borrows it is called a net-lending library. This results in a reduction of stock in the net-lending library that can be addressed by requesting a rotation of stock within its branches or through the regular exchange process. Libraries that are actively engaged with moving items for loan will have interesting, fresher collections than libraries that retain their own stock with little circulation.

***Who is responsible for magazine subscriptions?***

Council is responsible for the purchase of magazines. The [Guidelines and standards for Queensland Public Libraries](http://plconnect.slq.qld.gov.au/manage/policies-standards-and-protocols/standards-and-guidelines)( <http://plconnect.slq.qld.gov.au/manage/policies-standards-and-protocols/standards-and-guidelines> ) recommend the minimum number of subscriptions for the population served. It is often necessary to lobby council to increase the number of subscriptions. Magazines are an important part of the collection for their appeal to non-book readers, special interest groups and the opportunity to hold current affairs material.

International and Australian titles and subscriptions are available through [isubscribe](http://www.isubscribe.com.au/australian-magazine-subscriptions.cfm) ( <http://www.isubscribe.com.au/australian-magazine-subscriptions.cfm> ).



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A wide range of popular magazines are available online to RLQ members through Zinio. <http://www.plconnect.slq.qld.gov.au/services/rural-libraries-queensland/ereading> The advantage to emagazines is the wide subject coverage and their availability 24/7.

### **USING THE ONLINE CATALOGUE**

#### ***Can users write their own review to add to the catalogue?***

Users can log into the online catalogue and add their own review to their favourite reads. Their login name will be visible online, unless they have set up an alias.

#### ***Can books be tagged in Aurora with subject or genre tags?***

Users are unable to add tags to the online catalogue at this time.

#### ***Are there any brochures or help sheets for clients using the RLQ online catalogue?***

Guides are available online at Aurora tips & tricks.