



# OWLSnet Daily Staff Procedures

1. **Print notices** from the website ([www.owlsweb.info/owlsnet/notices.asp](http://www.owlsweb.info/owlsnet/notices.asp))
2. **Check library email** every day ([xxx@nfls.lib.wi.us](mailto:xxx@nfls.lib.wi.us))
  - a. Check your individual OWLSnet email every day if you're a Director or OWLSnet contact
3. **Clear Holdshelf** from the Millennium client
  - a. Print out the report and follow instructions to move items on.
4. **Print Title and Item Paging Lists**
  - a. Check items in if found. If not found, mark items as missing.
5. **View Holds** from the Millennium client
  - a. Check for available items owned by your library.
6. **Look for items on the Search Shelves Prior to Billing report** (mailed to your library)
  - a. Check items in if found.
7. **Look for items on the Too Long in Transit report**
  - a. First look on your holdshelf, then in on your shelves.
  - b. Check items in if found.




















## Weekly Procedures

1. **View Holds** from the Millennium client
  - a. Check for old item and title holds for pickup at your library



# Frequently Asked Questions

(and where to find the answers in the manual)

	When giving a card to a patron from out of town, how do I assign the municipality code?	Pg 10 - Patron reg
	When can I link patron records?	Pg 24 - Circ
	What do I do if a patron claims to have lost an item?	Pg 8 - Circ
	What do I do if someone wants to pay for an item that my library doesn't own?	Pg 9 - Circ
	What do I do if a patron claims to have returned an item?	Pg 12 - Circ
	What do I do if something I own is damaged, but still acceptable to circ?	Pg 15 - Circ
	What do I do if a damaged item comes in for a hold?	Pg 15 - Circ
	Why can't someone at the desk check out as many videos/CDs as someone else?	Appendix J
	What items should be short loan?	Pg 4 - Cataloging
	Can I put stickers on other libraries short loan items?	Pg 5 - Circ
	How do I change something to short loan?	Pg 38 - Circ
	How do I add items to the database?	Pg 1 - Cataloging
	How I delete items from the database?	Pg 3 - Cataloging
	How can I tell who checked an item out last?	Pg 21 - Circ
	How can I tell what library checked an item out/in?	Appendix C
	Where can I find a list of all of the libraries two letter codes?	Appendix D
	Where can I find a list of all the ltypes?	Appendix F
	How do I find out the fine rates for other libraries?	Appendix K
	Our network connection went out – how do I use offline circ?	Offline circ section