## Checkout Trouble Shooting for Volunteers and Teachers

- If the computer is off or logged out
  - Username .\\offline
  - Password cowboys
  - Go to Destiny.Coppellisd.com
    - Choose Lakeside Elementary
    - Login (Top Right hand Corner)
    - Username: lakeside
    - Password: longhorns
- Go to the Circulation Tab with "To Patron" in "Library View"

Elementary	Lakeside Elementary School		Library View 🗸	Self Che
	Home Catalog Circulation	-		
	Check Out			
Check Out		-		How do I
Bacat			To Patron	By Homeroo
<u>I</u> ACSCL				
	Find Go! AFind Patron AFind Copy			
Troublash	vooting			

- Troubleshooting
  - Nothing will Scan
    - Make sure the cursor is in the Find box
  - The barcode is not recognized
    - The patron might have scanned the wrong barcode
  - A Red Box pops up, blocking checkout

A Transaction blocked: 🖓		
Emily Bredderg (Barcode: EBREDBERG) This conv is currently checked out to		
Do you want to complete this transaction?		
Yes No		

## YOUR DISCRETION

- Sometimes this means that the student should not checkout in this case, set the book aside for Mrs. Bredberg
  - Book on hold for another patron
  - Too many books past due
- Sometimes, you can chose to override this
  - o If they are renewing a book they are in the middle of reading
  - $\circ$   $\;$  If they accidentally checked out under someone else
  - $\circ$   $\;$  If the book is checked out to  $\;$  someone else
  - Not many books past due (or only slightly past due)
- To Override
  - Use your Coppell username and password
- o Circdesk/longhorns also works