**Back Office Training Checklist**

**Hour One - Circulation Screens Overview**

1. Sign in to PCounter
	* Brief description
	* Demonstrate by adding one print credit to the Student Assistant’s account
2. Log on to Banner
	* Brief description
	* Demonstrate by reviewing Student Assistant’s registration
		+ Course levels taken (Undergrad, Thesis or Grad)
		+ Credit Hours (FT or PT)
3. Log on to LibAnswers
	* Brief description
	* Quick look at Dashboard (where new Tickets show and need to be cleared from)
	* Quick look at Chat Screen (where new Tickets show and are replied to)
4. Log on to Access Unlimited Blog
	* To be view at some time over each shift
	* Point out Posts, Online Manual, etc.
5. Open the Library Home Page
	* Primo vs. Novanet Classic
	* Briefly explain the concept of Novanet Express vs. Inter-Library Loans vs. Relais-in-Transit
		+ Introduce the concept of the (Transit, SMU) account vs. (Transit,???) accounts
6. Log on to Aleph
	* Menu Bar
	* Patron and Item Fields
	* Tabs
		+ Loan
			- Check out a book to a fake Patron
				* Watch for item to show in lower screen with a Due Date
		+ Return
			- Check the book back in
				* Watch for the Title (in Blue) across the top of screen
				* Last Patron to loan the book
				* Patron Cash button (not necessarily owing for this item)
		+ Patron
			- Brief overview of all nodes
		+ Item
			- Brief overview of all nodes
		+ Admin
			- Brief description of Booking node
			- Brief description of File List node
		+ Search
			- Demonstrate by completing a Search