**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