

## **SELF-CHECK MACHINE – Frequently Asked Questions**

### **Q: When can I use the self-check machine? (time of day)**

A: The self-check machine can be used anytime during the library's opening hours.

### **Q: Is there a time limit?**

A: Each screen of the self-check machine has a time limit which ranges from 35 seconds to 45 seconds for security purposes. After the time has elapsed, the machine will return to the log-in screen.

### **Q: Can I see my previous book loans?**

A: The viewing of previous loans is not possible using the self-check machine, this can be done using *UWILinc*. However, patrons can view books that are currently checked out on loan.

### **Q: Can I use the machine to search for books?**

A: No. The machine can only be used for checking out books and the renewal of books.

### **Q: Do I need to print a receipt?**

A: Yes. Each time you check out a book(s), the patron should print their receipt. The receipt is used to verify that the patron has successfully checked out the book(s) when exiting the library.

### **Q: Do I need to retain my receipt?**

A: Patrons are encouraged to retain their receipt which must be presented to the Security Officer on exiting the library.

### **Q: What happens if I lose my receipt?**

A: If you misplaced your receipt for open shelf books, you can bring the items to the Circulation Desk and have them validated by staff. Unfortunately, you cannot reprint a receipt.

### **Q: I forgot to print my receipt.**

A: If you have forgotten to print your receipt or selected no receipt, you will be unable to do so at a later date. However, patrons can view their book loan account information by accessing the system again and click on **My Account**, this will give the patron the books borrowed and the due date and time.

### **Q: Can I check my book loan account using the self-check machine?**

A: Patrons can check their current book loan account by scanning their ID and selecting **My Account**. Patrons can also check their outstanding book fines using the self-check machine.

### **Q: Can I check my print account?**

A: No. Unfortunately, you can only check your active book loan account using the self-check machine.

**Q: What books/items can be checked out using the self-check machine?**

Currently, **Open shelf/General collection** books can be borrowed using the self-check machine. **Reading room and Overnight (Reserve Section)** books will continue to be checked out at the Circulation Desk. However, you can renew your reading room book using the self-check machine but overnight books are not allowed to be renewed using this system.

**Q: Do I still need to fill out the Open Shelf/General Collection Form when using the self-check machine?**

A: Once you check out your general collection book(s) using the self-check machine, you will not be required to fill-out the slip. Only persons who continue to use the Circulation Desk will be asked to fill-out the slip.

**Q: How many books am I allowed to borrow?**

A: The number of books allowed will continue as before. See the library's website for book eligibility per category.

**Q: Can I borrow Overnight books using the self-check machine?**

A: At this time, patrons will continue to borrow **Overnight** books from the Circulation Desk. Please complete the **Overnight Reservation Form** and return it to a staff member. Also, remember **overnight** books are checked out at 5:00 pm and are to be returned at 10:00 am.

**Q: Can I renew Overnight books using the self-check machine?**

A: No, at this time Overnight books must be returned to the Circulation Desk at 10:00 am the following day. You can use the Book return before 9:00am to return your books.

**Q: How do I return books?**

A: All books are to be returned to the **Circulation Desk** or by using the **Book Return** when the library is closed.

**Q: When do I have to return books?**

A: Books are to be returned using the current system, i.e. Reading Room within 2 hours (unless renewed), Overnight by 10 am the following day and General Collection within two (2) weeks (except for lecturers who have six (6) week loans).

**Q: How do I renew book loans?**

A: To renew your book(s) using the self-check machine, log into your account by scanning your ID card, touch **My Account**, touch **Items checked out**, touch **Renew** next to each book or **Renew All** at the bottom of the screen.

**Q: How often can I renew a book loan?**

A: Open shelf books can be renewed once using the self-check machine. Overnight books are to be returned to the law library when they are due.

**Q: When can I renew a book loan?**

Reading room books can be renewed using the self-check machine after one (1) hour has elapsed from the original check-out time for an additional two (2) hours starting from the renewal time. Open shelf/general collection books can be renewed ...

**Q: Why am I not allowed to borrow books?**

A: If you owed fines on your account, the system will not allow you to borrow books. Check whether you have a fine by selecting **My Account**. You must clear your fine at the Circulation Desk before you are allowed to borrow any books.

**Q: Why is there an X by the books I want to check out?**

A: If you owed fines on your account, the system will not allow you to borrow books. Check whether you have a fine by selecting **My Account**. You must clear your fine at the Circulation Desk before you are allowed to borrow any books.

**Q: Why is there an X by the books I want to renew?**

A: One reason for this message is that the renew time has elapsed and you will not be able to further renew this book. Secondly, you have reached your renewal limit for that particular book.

**Q: How do I pay my overdue fines?**

A: Overdue fines must be paid at the Circulation Desk.

**Q: Can Non-UWI patrons use the self-check machine?**

A: Patrons in the category of Outside Borrowers with a valid ID card can use the self-check machine to borrow up to four (4) General Collection books. All other non-UWI patrons must enquire at the Circulation Desk.

**Q: Do I still need to get my book(s) stamped at the Circulation Desk?**

A: Once you use the self-check machine you are not required to have the book stamped at the Circulation Desk. However, you are to retain the **receipt** with the book(s) each time you use the library. If you misplaced the **receipt**, you will then need to have the book(s) stamped with the **Due Date**.