

Service Desk Alma/LibCal Offline Procedure

When Alma/LibCal Is Offline, but Internet Is Working

If the internet is online but Alma/LibCal is offline, use the Service Desk computers to pull up the manual sign-out sheets. These have been moved to Google Drive so that multiple staff members can fill out the sheet at the same time.

Alma Offline

1. Pull up the [Alma PS Manual Sign-Out Sheet](#) on the Service Desk computers. You can also find this sheet in the google shared drive "Library: Public Services" under "Procedures / Information for Desk" > "Current Service Desk Information" > "Alma/LibCal Offline Folder".
2. Fill out the "Alma PS Manual Sign-Out Sheet" as patrons come to the Service Desk needing to either check out or return items in Alma. Choose either the "Check Out" or "Return" sheet in the bottom left corner of the document.

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+ ≡ **Check Out** ▼ Return ▼

- If a patron is checking out an item, use the "Check out" sheet to log the Patron's name, ID number, user status, item, and barcode. Also include the start date/time, loan period, and the estimated return date/time based on the set loan periods:
 - Reserve Textbooks: 4 hours*
 - Chargers & Adapters: 4 hours*
 - Headphones: End of Day*
 - Community Borrower Books: 3 Week Loan*
 - Curriculum Collection: 3 Week Loan*
 - Main Collection Books: Semester Loan*
 - If a patron is only returning an item, use the "Return" sheet to fill out the item, barcode, and return date/time columns.
3. Once Alma has come back online, add the items and returns logged from the sheet into Alma. **Delete information off the sheets as you add them into Alma.**

LibCal/Springshare Offline

1. Pull up the [LibCal PS Manual Sign-Out Sheet](#) on the Service Desk computers. You can also find this sheet in the google shared drive “Library: Public Services” under “Procedures / Information for Desk” > “Current Service Desk Information” > “Alma/LibCal Offline Folder”
2. Fill out the “LibCal PS Manual Sign-Out Sheet” as patrons come to the Service Desk needing to either check out or return equipment in LibCal.

1	LIBCAL EQUIPMENT									
2	Name	ID#	Email	Equipment Name	Start Date	Start Time (24hr)	Checked Out or Returned?	Due Date	Due Time (24hr)	Notes/Issues
3										

- If a patron is **checking out or returning equipment**, log the Patron’s name, ID number, email, equipment name, the start date/time, and if the item is being checked out or returned. Also include the estimated return date/time if the item is being checked out. To confirm the patron’s existing equipment booking, ask for the booking confirmation email.

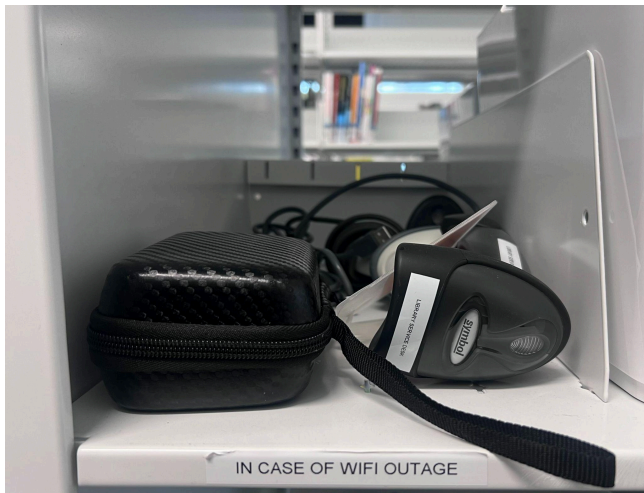
Below are the loan periods for LibCal equipment based on category:

<i>Audio Production - 3 days</i>	<i>Media Players - 1 day</i>
<i>Cameras - 3 days</i>	<i>Microscopes - 2 days</i>
<i>Camera Accessories - 3 days</i>	<i>Presentation - 1 day</i>
<i>Computer Peripherals - 1 day</i>	<i>Projectors - 1 day</i>
<i>Consoles - 3 days</i>	<i>Specialty Laptops - 3 weeks</i>
<i>Hotspots - 3 weeks</i>	<i>Wellness - 1 week</i>

- If a patron is looking to make a booking for one of the library spaces, inform them that we are unable to book spaces for them during an outage, and they can book the space on the website once it is back online. For any patrons that arrive for an audio room or group room booking during an outage, you can verify the booking by asking for their booking confirmation email.
3. Once LibCal has come back online, add the items and returns logged from the sheet into Libcal. **Delete information off the sheets as you add them into LibCal.**

When Internet Is Offline, but Alma/LibCal Is Working

1. Grab either a **staff / faculty laptop** or, if there are no faculty laptops available, bring your personal work laptop down to the Service Desk. The 3-week loanable student laptops can be used as a last resort.
2. **NEW:** A hotspot and scanners have been put aside at the Service Desk in case of wifi outages. They are located on the shelf below the hotspots, near the mice and Zoom H5 Recorders.

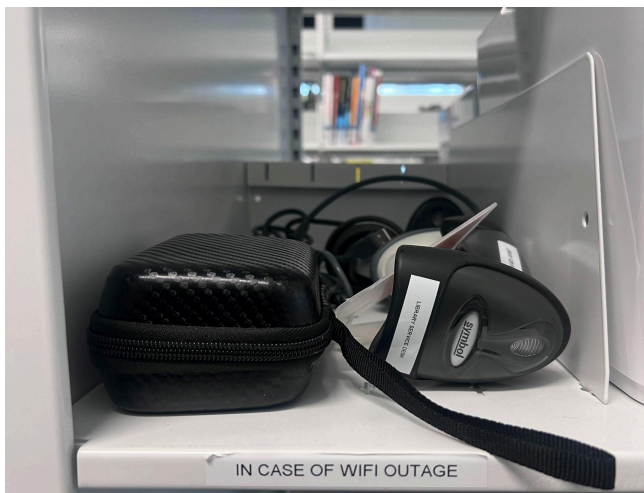


- Turn on the hotspot and connect the laptops to it by accessing the wifi settings on the computers. The hotspot allows for a maximum of 3 devices at a time, so you can connect up to 3 laptops during an outage.
3. Plug the scanners into the USB port on the laptops. Currently, there are no extra RFID Pads available to use during an outage. All books will be signed in and out manually with a scanner.
4. Once the laptops are connected to the hotspot, sign into Alma and Springshare. These can be accessed by following these links:
 - Alma: mtroyal.alma.exlibrisgroup.com/CAS
 - LibApps: <https://mtroyal.libapps.com/libapps/admin>

When Both Internet and Alma/LibCal Are Offline

If both the internet and Alma/LibCal are offline, use the loanable laptops, designated hotspot, and scanners to access the manual sign-out sheets. These have been moved to Google Drive so that multiple staff members can fill out the sheet at the same time.

1. Grab either a **staff / faculty laptop** or, if there are no faculty laptops available, bring your personal work laptop down to the Service Desk. The 3-week loanable student laptops can be used as a last resort.
2. **NEW:** A hotspot and scanners have been put aside at the Service Desk in case of wifi outages. They are located on the shelf below the hotspots, near the mice and Zoom H5 Recorders.



- Turn on the hotspot and connect the laptops to it by accessing the wifi settings on the computers. The hotspots allow for a maximum of 3 devices at a time, so you can connect up to 3 laptops during an outage.
3. Plug the scanners into the USB port on the laptops. Once the laptops are connected to the hotspot, open the Alma and LibCal manual sign-out sheets:
 - [Alma PS Manual Sign-Out Sheet](#) (“Library: Public Services” under “Procedures / Information for Desk” > “Current Service Desk Information” > “Alma/LibCal Offline Folder”)
 - [LibCal PS Manual Sign-Out Sheet](#) (“Library: Public Services” under “Procedures / Information for Desk” > “Current Service Desk Information” > “Alma/LibCal Offline Folder”)

Alma PS Manual Sign-Out Sheet

- Fill out the “Alma PS Manual Sign-Out Sheet” as patrons come to the Service Desk needing to either check out or return items in Alma. Choose either the “Check Out” or “Return” sheet in the bottom left corner of the document.

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Check Out ▾
Return ▾

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Reserve Textbooks: 4 hours
Chargers & Adapters: 4 hours
Headphones: End of Day
Community Borrower Books: 3 Week Loan
Curriculum Collection: 3 Week Loan
Main Collection Books: Semester Loan

- If a patron is only returning an item, use the “Return” sheet to fill out the item, barcode, and return date/time columns.

LibCal/Springshare Offline

- Fill out the “LibCal PS Manual Sign-Out Sheet” as patrons come to the Service Desk needing to either check out or return equipment in LibCal.

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2	Name	ID#	Email	Equipment Name	Start Date	Start Time (24hr)	Checked Out or Returned?	Due Date	Due Time (24hr)	Notes/Issues
3							▾			

- If a patron is **checking out or returning equipment**, log the Patron’s name, ID number, email, equipment name, the start date/time, and if the item is being checked out or returned. Also include the estimated return date/time if the item is being checked out. To confirm the patron’s existing equipment booking, ask for the booking confirmation email.

Below are the loan periods for LibCal equipment based on category:

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<i>Hotspots - 3 weeks</i>	<i>Wellness - 1 week</i>

- If a patron is looking to make a booking for one of the library spaces, inform them that we are unable to book spaces for them during an outage, and they can book the space on the website once it is back online. For any patrons that arrive for an audio room or group room booking during an outage, you can verify the booking by asking for their booking confirmation email.

Once Back Online

6. Once everything is back online, add the items and returns logged from the sheets into Libcal and Alma. **Delete information off the sheets as you add them into Alma and LibCal.**