



LIBRARIES
SOUTHWEST

LSW Borrower's Agreement

- * Card is issued by "home" library***
- * Card is honored by all 6 parishes***
- * Home parish covers losses***
- * Home parish renews, blocks,
maintains & closes card***



LIBRARIES

SOUTHWEST

299621 Allen

299622 Beaugregard

299623 Calcasieu

299624 Cameron

299625 Jeff Davis

299626 Vernon

Each Has A Bar Code Prefix



LSW Agreement Support:

<http://library.beau.org/help/lsw>



LIBRARIES

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The LSW Database

Home Library:

- * adds new records***
- * updates patron records***
- * blocks for fines or misuse***
- * closes (expired, lost, stolen)***



The LSW Database

All Member Libraries:

- * Transfer info for new patrons into local circ system***
- * Monitor emails for "block/close"***
- * Check records to see if block/close has been cleared***



LOCAL ADMIN:

- * Adds new staff accounts***
- * Assigns access level (view, edit)***
- * Closes staff accounts***
- * Trains & corrects staff db use***
- * Reports problems to Beau.***



The LSW Database

Beauregard:

- * Houses/maintains Database***
- * Provides on-line tech support***
- * Will provide data file upon request***



LSW Database:

<http://library.beau.org/lsw/db>

***For help in the database, click
the "help" icon on the page.***



Serving LSW Patrons



***Check the local circ system
If OK, check out***



If not OK, check LSW database

Unresolved Problems?

***Assist patron in checking
with the home library.***

***Check local library
procedure.***

***Is there any way
to serve patron?***





When there is no way to serve ...

... try for sad without mad!

- * encourage patron to try again***
- * provide home library contact info***
- * make sure patron knows we care***

***It's bound to happen
sometimes ...***



***If patron leaves angry
please advise the
home library.***

Take good care of your patrons





LIBRARIES SOUTHWEST

Process & mail cards quickly

Offer a letter of introduction

Provide contact information

Update LSW to clear cards



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