





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***

For presentation with teaching notes visit:

http://library.beau.org/help/lsw/2007_05/ Page 1



299621 Allen

299622 Beauregard

299623 Calcasieu

299624 Cameron

299625 Jeff Davis

299626 Vernon

Each Has A Bar Code Prefix



LSW Agreement Support:

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

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http://library.beau.org/help/lsw/2007_05/ Page 2



The LSW Database

Home Library:

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



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http://library.beau.org/help/lsw/2007_05/ Page 3

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.***



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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>

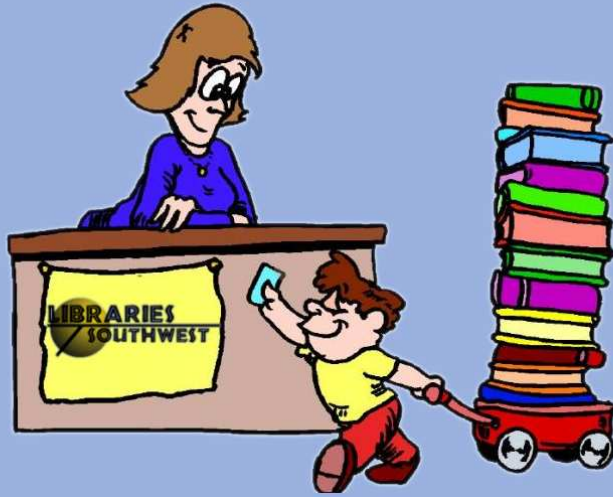
For help in the database, click the "help" icon on the page.



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http://library.beau.org/help/lsw/2007_05/ Page 5

Serving LSW Patrons



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



If not OK, check LSW database

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***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***

For presentation with teaching notes visit:

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



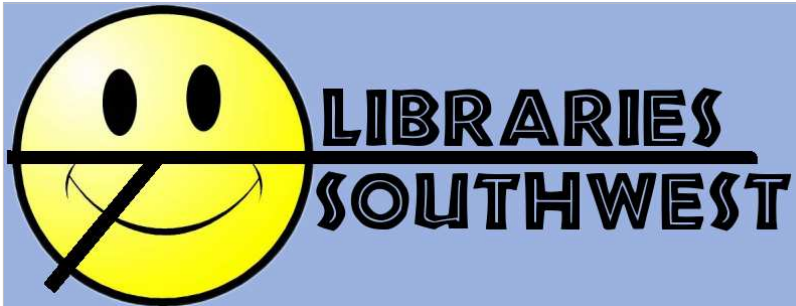
***If patron leaves angry
please advise the
home library.***

Take good care of your patrons

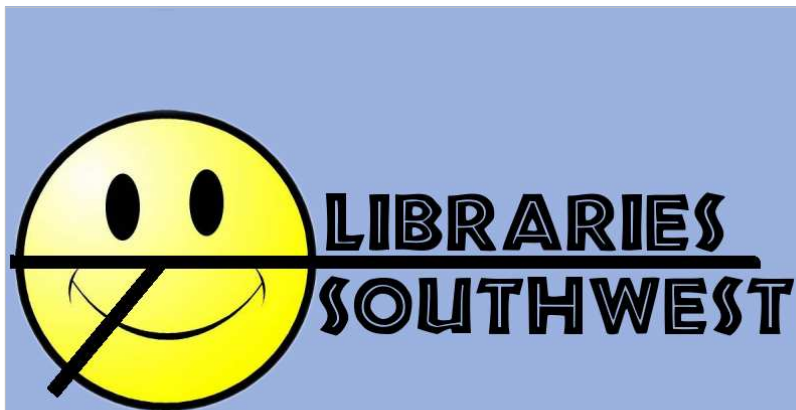


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http://library.beau.org/help/lsw/2007_05/ Page 8



Process & mail cards quickly
Offer a letter of introduction
Provide contact information
Update LSW to clear cards



For presentation with teaching notes visit:

http://library.beau.org/help/lsw/2007_05/ Page 9



Libraries Southwest Reciprocal Borrower's Agreement allows patrons with valid LSW cards to receive services from all member libraries.



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***

Any member library accepts the application and forwards it to the parish where the patron resides. The "home" library issues the card & mails it to the patron.

Home library lets the library which received the application know that the card has/has not been issued.

Home library enters a record into the LSW database. Only the home library should change the record in the LSW database.



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Each Has A Bar Code Prefix

The first 5 digits of the barcode (29962) identifies the card as a LSW card.

The 6th digit identifies the home library. The digits are assigned to the libraries in alphabetical order.

Do you know your library's prefix?



LSW Agreement Support:

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

Support for the LSW Borrower's Agreement is available at <http://library.beau.org/help/lsw>

Purpose is to:

- Answer questions
- Solve problems
- Train staff
- Identify areas where local library procedure may vary

Includes local library contact information & ideas for improving patron service.



The LSW database allows member libraries to store and share information about LSW patrons.

Life cycle of an LSW card – the beginning:

Patron applies at any member library & is issued a temporary card.

Application is forwarded to the parish library where the patron lives.

Home library issues the card & advises the library where the patron applied.

Home library enters the card in the LSW database.

The LSW Database

Home Library:

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



The home library is responsible for losses or damages.

Only the home library should modify the patron's record in the LSW database.

Member libraries enter information from the LSW database into the local database for patrons they serve.

Member libraries advise the home library whenever there is a problem with one of their patrons.

The database emails closed/blocked notices to all member libraries. Each member library is responsible for blocking or closing that patron's record in the local system if it is entered there.

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***



Each member library should have a written procedure for serving LSW patrons.

Some member libraries enter all LSW patrons in the local circulation system.

Other libraries only enter records for LSW cards which have been used at that library.

All libraries should check the LSW database whenever a patron presents an LSW card which the local circ system shows as blocked or closed.

LOCAL ADMIN:

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



Each library has an administrative user account for the LSW database. This account is used to setup and maintain other user accounts for that library.

Local library procedure determines the level of access (view, edit, etc) for each user account the admin sets up.

Local admins close accounts, change passwords, etc. as necessary to insure that no one except current staff has access to the database.

The LSW Database

Beauregard:

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



It may be possible to automatically update the local database from the LSW database.

Beauregard will provide a sample record dump along with a description of the fields to any member library.

The usual procedure is for the member library to give the dump along with the local library's specifications (which fields to update, etc) to the vendor.

When any member library is using an auto dump, Beauregard will post a new datafile daily.

LSW Database:

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

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



The LSW Database is located at:

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

A username and password is necessary to access the database. This is issued by the local library.

The “help” icon on each page provides help for that page. Local libraries should insure that all staff are familiar with the “help” icon.

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



If not OK, check LSW database

When a patron presents a LSW card:

- Check the local circulation system to see if the patron has been entered. If there is a valid record there, continue to checkout.
- If there is no record, check the LSW database. If there is an “approved” record in LSW, follow local procedure to add a record in the circulation system and check the patron out.
- If there is no record in LSW, contact the home library for instructions.
- If the LSW record shows closed or blocked, assist the patron in contacting the home library to make arrangements to clear the record.

***Unresolved Problems?
Assist patron in checking
with the home library.***

***Check local library
procedure.***

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



If the patron's record is closed or blocked in the LSW database, the patron will need to work with the library which issued the card to clear up the problem.

After you have provided contact information for the patron's home library and explained the procedure, the patron still may be unable to check out at this visit.

Depending on the patron's request and on local procedure, there may be something you can do to serve the patron.

For example, patron seeking information may be able to use an Internet printout or photocopy.



***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***

Each member library has provided information for LSW libraries or patrons to use whenever there is a problem.

This contact information is linked to the LSW help page at: <http://library.beau.org/help/lsw>

Please provide the patron with the name(s) and contact information for their home library whenever there is any problem.

It is important for all patron service personnel to be trained to locate the information and provide it to the patron.

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



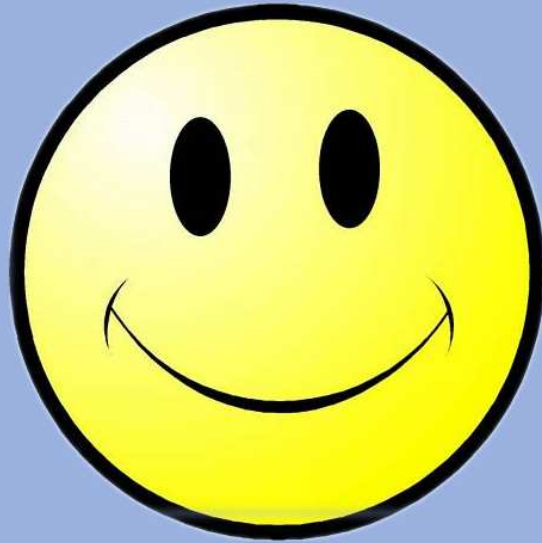
***If patron leaves angry
please advise the
home library.***

When an angry patron storms out of the library, it's natural to want to forget about it.

But if the patron has an LSW card, it is very likely that he'll soon storm into his home library.

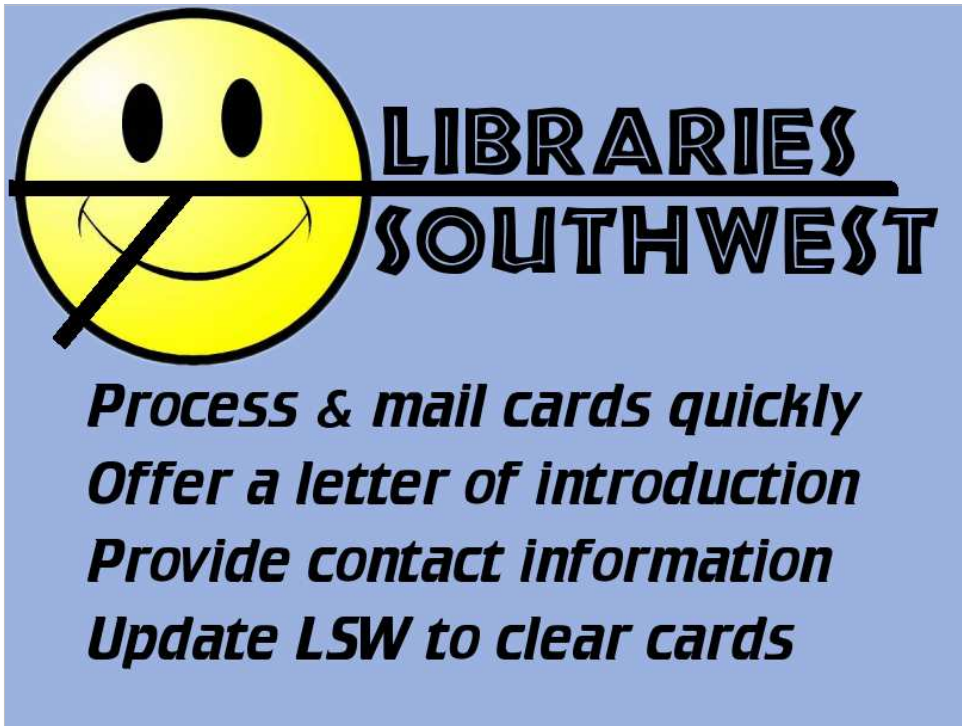
Have mercy on the staff who will be trying to sort out the issues ... take time to email, fax or call the contact person at the patron's home library with a brief “heads up” about the problem.

Take good care of your patrons



LSW patrons who live in your service area vote in your elections!

Take every opportunity to remind them that their library provides super service through LSW.



If there is a delay in issuing a LSW card, consider contacting your patron and/or the library which took the explanation to let them know about the situation.

Some LSW libraries provide a letter of introduction for the patron to take along on the first visit to a member library.

Make sure your patron knows how to contact you if there is a problem using the card at a member library.

If you approve a card which has been canceled or blocked in the database, update the database asap.



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- * Download GIMP (GNU Image Manipulation Program) for Linux, Mac or Windows from <http://www.gimp.org>
- * The notebook on which the presentation was developed runs the WBEL (WhiteBox Enterprise Linux) Operating System, a project of John Morris and the Beauregard Parish Library. <http://whiteboxlinux.org>