

# Self-Service

## Tools

- [Authority Control](#)
- [Inventory](#)
- [Sites](#)
- [Routes](#)
- [Subscriptions](#)
- [Calendars](#)
- [Policies](#)
- [Security](#)
- [Activity](#)
- [Offline Mode](#)
- [Self-Service](#)
- [Textbook Tracker](#)

How helpful was this page?



Unknown macro: 'rate'

[Tell us what we can improve.](#)

[Save as PDF](#)



## About



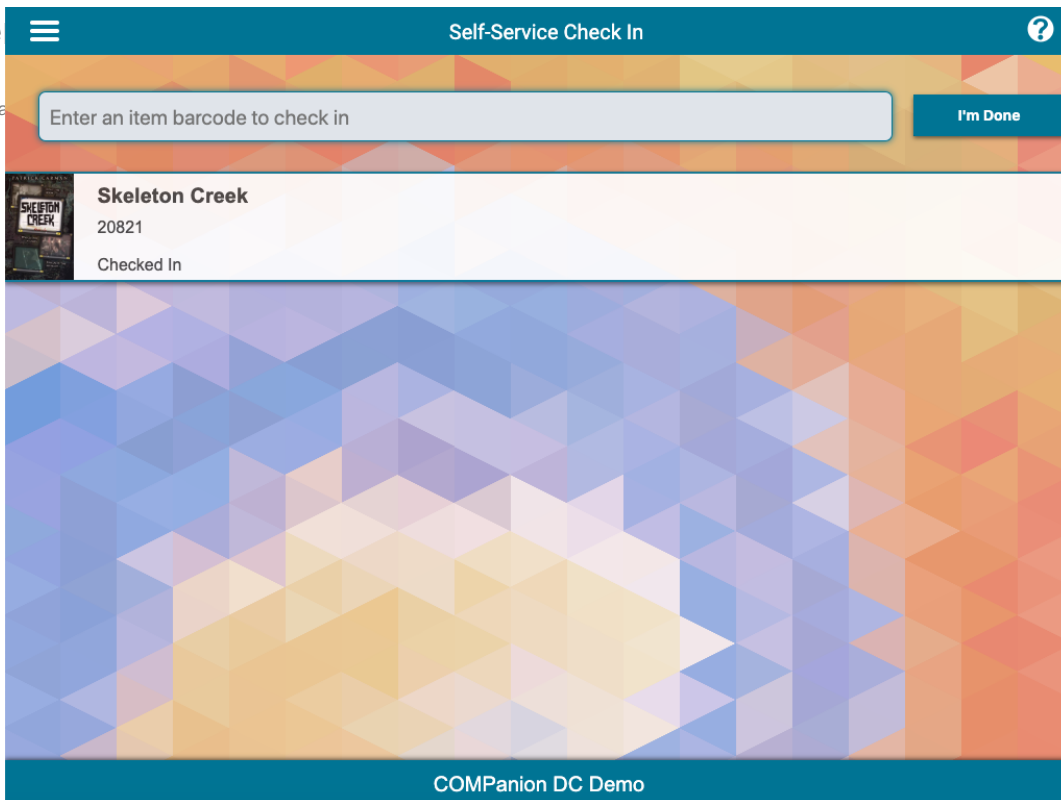
this page has been moved to <https://support.goalexandria.com/tools/self-service/>

Self-Service is an unattended kiosk interface that allows patrons to check items in or out themselves, freeing librarians to handle other library responsibilities.



[Learn how to set up kiosk mode](#) on your device to limit user access.

## Self-Service



Self-Service Check In

Enter an item barcode to check in

I'm Done

**Skeleton Creek**  
20821  
Checked In

COMPanion DC Demo

### Log In

To access Self-Service, log in to Alexandria and go to **Tools > Self-Service**, or add one of the following to the end of your [Alexandria login URL](#):

- **/SelfService** to choose Check In or Check Out mode (requires operator password to switch modes)
- **/SelfServiceOut** for Check Out mode
- **/SelfServiceIn** for Check In mode
- **/SelfServiceInOut** to choose Check In or Check Out mode between each user *without* requiring an operator password

Log in with your username and password, then choose Check Out or Check In mode. Once you're logged in, you'll stay logged in until you manually log out from the menu. Self-Service will not time-out or log you out automatically.



#### Security Preferences

The Self-Service settings in Alexandria's [Security Preferences](#) determine what access you (the security group you're assigned to) have to Self-Service: No Access, Check In Only, Check Out Only, or Check In and Out.

### Station Setup

Go to the menu in the top-left corner of the window and choose Settings. These settings are specific to the station and browser you're working on. Each station (computer, tablet, browser, etc.) will need to be set up manually. If the browser's cache is cleared, these settings will also be cleared and will need to be set again.

**Require Authentication for Check Out.** Patrons must enter their log in password to check out items.

**Disable Receipt/Email Receipt for Check Out.** If your patrons don't need their receipts, disable the receipt window from showing at the end of the check out process.

**Use Alexandria Network Printer.** Receipts for Check Out and Check In will be formatted to print on the Alexandria Network Printer.

**Printer Address.** Enter the IP address for your network printer.

## Mode

In Check In mode, scan or enter an item barcode to check it in. That's it! Items are displayed one at a time, and the screen is cleared automatically after 15 seconds of inactivity.

In Check Out mode, Alexandria needs to know who the item is for. So enter a patron barcode first, then enter an item barcode to check the item out. The item on the screen will show if the item has been checked out or renewed and when it's due. When you're finished, click **I'm Done**. Choose how you want your receipt, then click **OK** to clear the screen.



Click the title at the top of the screen to select a different mode. Because you're effectively logging out of one mode to log in to another, you will need to enter your password again. (Librarian only)

## I'm Done

When you're done checking books in or out, click **I'm Done** at the bottom right of your screen. Next, choose if you want a printed or emailed receipt, then click OK to process your transactions and clear the screen. If you click Cancel, you'll go back to your transaction list.

## Menu

Access the menu from the top-left corner of the screen.

- **Language.** Change the interface language to English (Inglés), Spanish (Español), French (Français), and Portuguese (Português).
- **Settings.** Set up authentication and printer settings for this station. (Librarian, only)
- **Log Out.** This is to log out of Self-Service mode, not for the patron to log out of their account or session. To prevent accidental logouts, the librarian who logged in to Self-Service mode must enter their password to log out and return to the main screen; no other password will do. (Librarian, only)

# Check Out Mode

## Check Out Mode

To begin, scan or enter your patron barcode and, if prompted, enter your login password. Your basic account information will show on the first line, including your picture, name, items out, overdue items, number of in-stock holds, and charges.

[blocked URL](#)

As items are scanned, the patron information will be updated. For example, if Darla checks out an item she has on hold, her In-Stock Hold number will go from 1 to 0, and her Items Out will increase by 1.

When you're finished, click **I'm Done**.

Finally, choose if you want a printed or emailed receipt ([if configured](#)), then click **OK**.

That's it! The Self-Service screen will automatically be cleared for the next patron.

When a circulation transaction can not be processed in the Self-Service interface, a warning sounds and message appears and you will be directed to the front desk for additional help. These exceptions can occur due to policy restrictions, unapproved transactions (e.g. an item checked out to another patron), hold/reservation and policy conflicts, temporary items, items from outside locations, etc.

## I'm Done

When you're done checking books in or out, click **I'm Done** at the top of your screen. Next, choose if you want a printed or emailed receipt, then click OK to process your transactions and clear the screen. If you click Cancel, you'll go back to your transaction list.



#### Are you still there?

If there hasn't been any activity in 1 minute, Alexandria will ask if you're still there. If you are, move your mouse or click Yes to reset it. If there still isn't any activity after 15 more seconds, the session will be cleared so it's ready for the next patron.

## Troubleshooting

Transactions are processed as they occur; there is no undo option. When a transaction cannot be processed, an error will be displayed in-line directing the patron to the front desk for assistance. These errors can occur due to policy restrictions, unapproved transactions (like an item already being checked out to another patron), hold/reservation and policy conflicts, temporary items, items from outside locations, etc.

### Unable to process your request

You might have a fine on your account, or the book you're trying to check out might have a hold or be checked out to someone else. Take your item to the librarian at the front desk to see what's going on.

### Unknown barcode

The patron or item barcode you've entered isn't in the system. Make sure it was entered correctly and try again. If you continue to see this error, ask a librarian for assistance.

### Duplicate barcodes

When a barcode matches both an item and a patron, the patron will be assumed first, and the item will be assumed if a patron is already current.

## Check In Mode

### Check In

To access Check In mode directly, type **/selfservicein** at the end of your Alexandria login URL.

[blocked URL](#)

This mode is pretty simple:

1. Scan or enter an item barcode to check it in. If the item was overdue, the due date will be shown in red.
2. When you're finished, click **I'm Done** at the bottom right to clear the screen for the next patron. The screen will clear automatically after 15 seconds.

## Troubleshooting

Transactions are processed as they occur; there is no undo option. Any error will be displayed in-line.

In Self Service, while you can check out copies that belong to other sites, you cannot check in copies from other sites due to the copy becoming **In Transit** and needing special handling from the librarian.

### Unable to process your request

You might have a fine on your account, or the book you're trying to check out might have a hold or be checked out to someone else. Take your item to the librarian at the front desk to see what's going on.

### Patron barcode

You've entered a patron barcode in the item barcode field. To check an item in, enter an item barcode.

### Unknown barcode

The patron or item barcode you've entered isn't in the system. Make sure it was entered correctly and try again. If you continue to see this error, ask a librarian for assistance.

### Duplicate barcodes

When a barcode matches both an item and a patron, the item will be assumed.