

Patron Status

Researcher

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Status

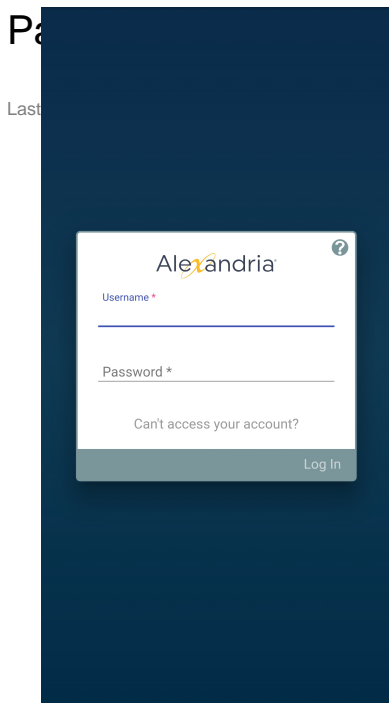


These pages (all tabs) have been moved to <https://support.goalexandria.com/researcher/patron-status>.

Patron Status is your patron's portal to their personal library account. It's where users can check their account status, view their holds and charges, renew items they've checked out, and more. They can manage their account from home (or anywhere else!) so they can spend more time reading.

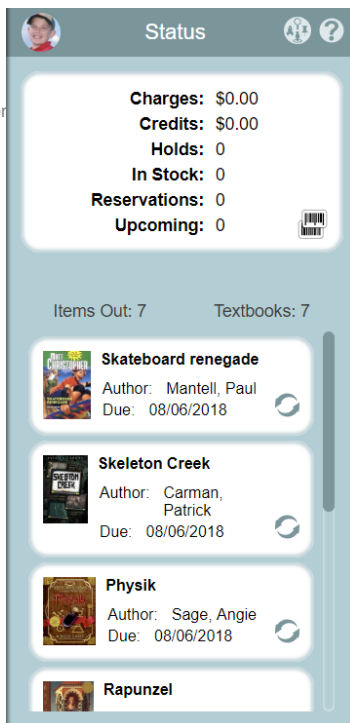
Status was updated in Alexandria 7.17.12. Check out the new features!

- **Access.** To log in, open a browser window on your desktop or mobile device, type **/status** at the end of your Alexandria URL, and then log in with your username and password.
- **Mobile Barcode.** Forgot your library card? No problem—you can open it on your smartphone! When you're ready to check out, tap the barcode icon in Status, and then hold it up to the scanner.
- **Style.** The interface style is set in [Researcher Preferences](#). Choose between [Bubbly Ocean](#), [Classic](#), [Seafoam](#), [Professional](#), and [Mosaic](#).
- **Researcher.** Click  at the top of your screen to open the main Researcher menu in another tab or window.



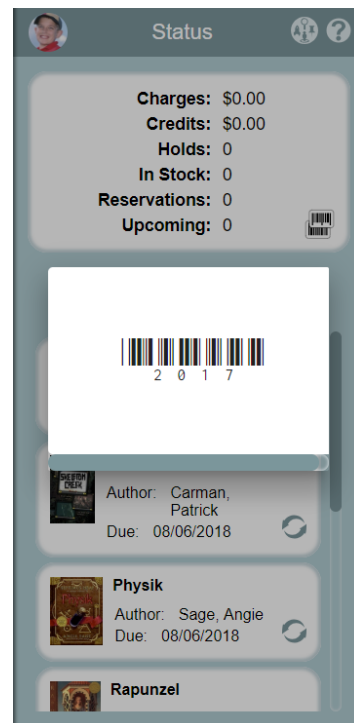
Log In

Log in from a desktop or mobile device.



Account Summary

View your account summary and renew checked-out items.

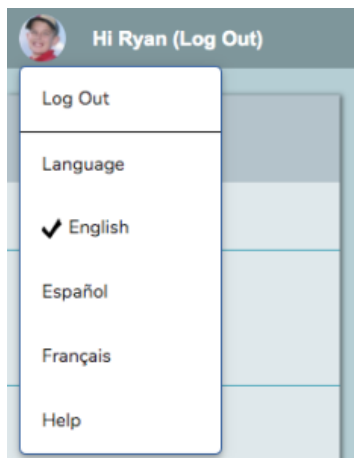


Mobile Barcode

Open your library barcode and use it to check out items.

Session Menu

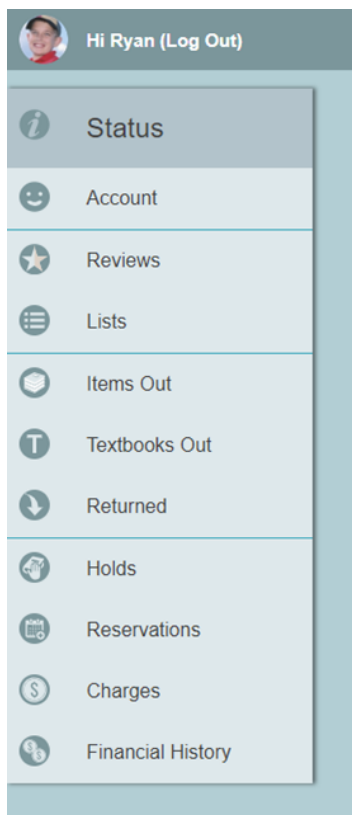
Click your patron picture or avatar in the top left corner of the window, or tap your name if you're on a mobile device, to open the session menu.





- **Log Out.** When you're done, click your name to log out of your current session to allow another patron to log in. You'll be automatically logged out once your idle time exceeds the timeout limit set in [Researcher Preferences](#).
- **Language.** Change the language setting for this session.
 - English
 - Espanol
 - Francais
- **Help.** Get some basic information on how Patron Status works.

Status Menu


The main menu is on the left side of the window. If you're on a mobile device, tap your patron icon in the top left corner of the window to open it, then tap outside the menu to close it.





 **Search.** Switch to Scout. (Mobile only)


 **Status.** Your account summary, including current charges, credits, holds, reservations, and your library card barcode.


 **Account.** Your personal account information, including your username and password.

 **Reviews.** Your book reviews, sorted newest to oldest. Edit and remove your reviews here.


 **Lists.** Your lists, sorted alphabetically. View, share, edit, or remove your lists here.


 **Items Out.** All the items you have checked out, sorted by due date. Overdue items are listed in red. Renew your items here.

 **Returned.** The items you've checked out and returned.

 **Holds.** The items you have on hold. Available holds are listed in green. Edit, suspend, or renew your holds here.

 **Reservations.** The items you have reservations for, sorted by the earliest start date.

 **Charges.** Your current charges for overdue or lost books and library fees.

 **Financial History.** View your paid, forgiven, or refunded charges.



If you're not able to view your account status, ask your librarian to update your **Account > Patron Status** [security group preference](#) to Basic Access or higher.

Account Account

 **Researcher > Status**

View your personal contact and student information, including your username and password.




The level of access you have to view and edit your account information depends on your **Account > Status** security group preference. To view your account status, it must be set to Basic Access or higher.

Contact Information

Your ability to view and edit these fields depends on your Patron Status [security group preference](#). Contact information includes the following fields:

- Username
- New Password
- Email
- Phone
- Address
- Address 2
- City
- State
- Postal Code
- Country

[Edit your contact information](#)

1. Click the  padlock icon to unlock the record for editing.
2. For security purposes, enter your password to continue.
3. Edit each field, as necessary.
4. Click Save when you're done.


Student Information

Student information cannot be edited. Field titles are dependent on the terminology set in [Terminology Preferences](#).

- Barcode
- Homeroom
- 2nd Location
- Grade
- Lexile
- Reading Level
- Card Expiration Date

Choose Avatar

You can choose an avatar to display instead of your picture in Scout and Status.

1. Click the  padlock icon to unlock the record for editing.
2. For security purposes, enter your password to continue.
3. Click **Choose Avatar**.
4. From the list that pulls up from the bottom of your screen, choose an avatar to use on your account. If you'd rather not use an avatar, choose **Use Picture**.
5. Click **Save** in the top right corner of the window.

That's it!

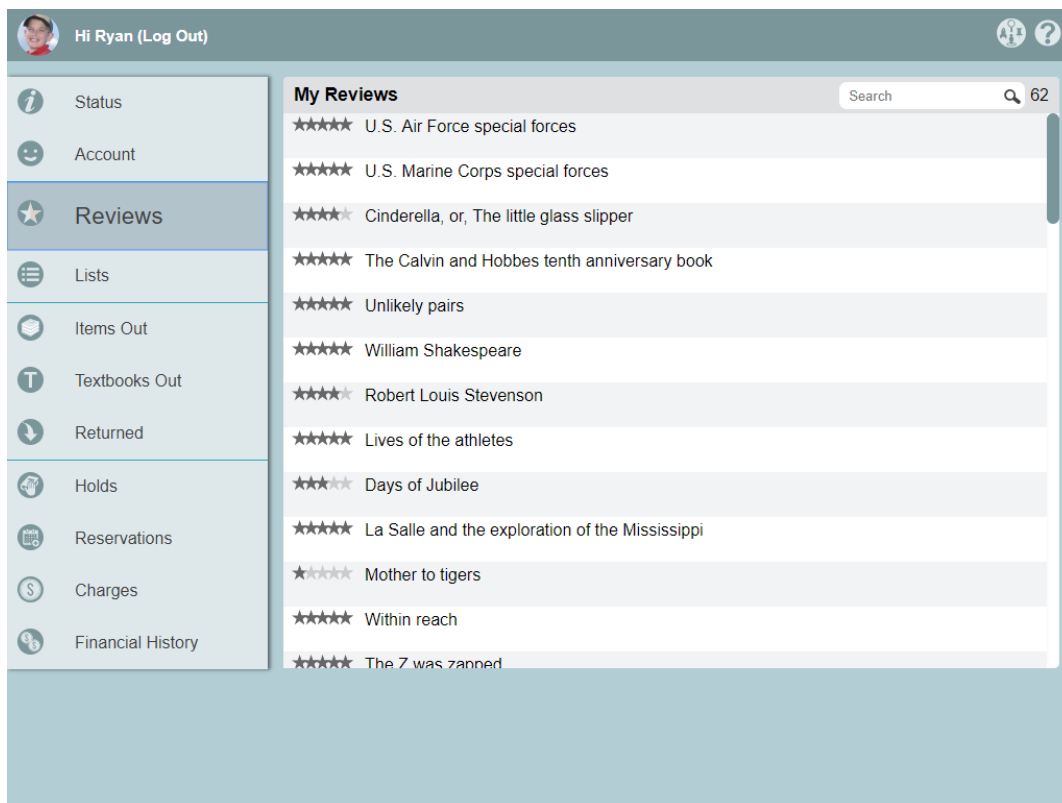
Use Picture



Reviews

 **Researcher > Status**

The Reviews tab contains a list of all the reviews you've submitted, sorted by the most recent first.

A screenshot of the 'My Reviews' section in the Scout app. The top header shows 'Hi Ryan (Log Out)' and a search bar with '62' results. A left sidebar contains navigation options: Status, Account, Reviews (highlighted), Lists, Items Out, Textbooks Out, Returned, Holds, Reservations, Charges, and Financial History. The main area, titled 'My Reviews', displays a list of reviews with star ratings and titles. The reviews are: U.S. Air Force special forces (5 stars), U.S. Marine Corps special forces (5 stars), Cinderella, or, The little glass slipper (4.5 stars), The Calvin and Hobbes tenth anniversary book (5 stars), Unlikely pairs (5 stars), William Shakespeare (5 stars), Robert Louis Stevenson (4.5 stars), Lives of the athletes (5 stars), Days of Jubilee (4.5 stars), La Salle and the exploration of the Mississippi (5 stars), Mother to tigers (4.5 stars), Within reach (5 stars), and The Z was zapped (5 stars).


Search


Do you have a lot of reviews? Use the search bar find the one you're looking for. Your total number of reviews is listed to the right.

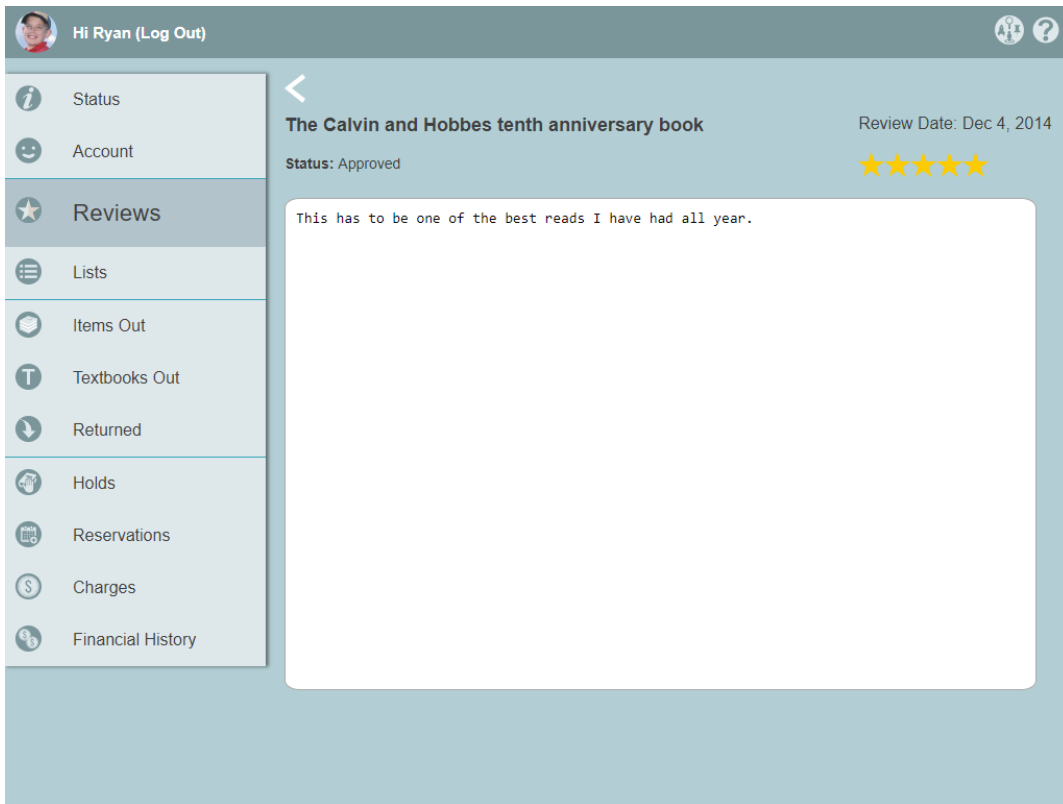
Tools

Select a review to view the tools to manage it.



 **Remove.** Permanently remove your review.

 **Edit.** Click the icon or double-click the item to open the review editor. Make changes to the text or update your star rating, then click **Save** when you're done.



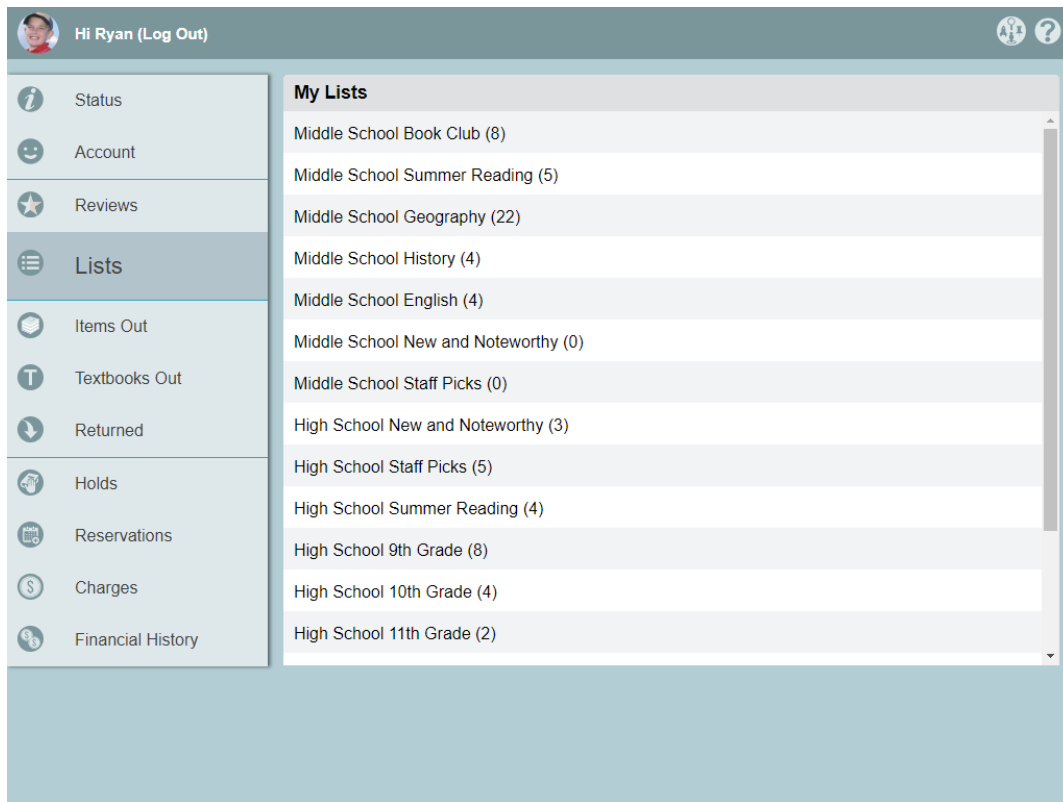
If you're not able to edit your reviews, ask your librarian to update your **Account > Reservations** [security group preference](#) .

Lists Lists



Researcher > Status


Create and add items to your lists in Search, then come here to manage them. This page contains a list of all your saved reading lists, sorted by the date they were last modified.





Tools


Click or tap an item on your list to view the tools to manage it. On a desktop browser, double-click your selection to open the list editor.



 **View.** View the items on your list in a new Search tab or window

 **Share.** Send a link to your publicly shared list to the email address(es) you specify. Separate multiple email addresses with a comma (*john.doe@examplelibrary.com,janedoe@examplelibrary.com*). Private lists cannot be shared.

 **Edit.** Modify the list name, limited to 50 characters, and change the privacy setting to Public or Private.

 **Remove.** Permanently delete this list.

Items Out

Items Out

 **Researcher > Status**

View a list of all of the items you have checked out, sorted by due date. Overdue items are shown in red.

Hi Ryan (Log Out)

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Status

smiley
Account

star
Reviews

list
Lists

book
Items Out

T
Textbooks Out

arrow
Returned

hold
Holds

calendar
Reservations

dollar
Charges

history
Financial History

Due Date; Barcode, Title

Jan 6, 2018; 30179, ER vets

May 20, 2018; 11557, Four things my geeky-jock-of-a-best-friend must do in Europe

May 29, 2018; 30676, Captain Cat


May 29, 2018; 12039, Across the universe

May 29, 2018; 31297, A week in the woods


Jun 15, 2018; 11511, Singing the Dogstar blues

Jun 15, 2018; 31603, Diary of a wimpy kid


Tools

Select an item, then click  to renew it.

May 29, 2018; 30676, Captain Cat




Alexandria will ask you to confirm that you want to renew the item. Click **Renew** to continue or **Cancel** to close the request.



Renew Item?
Are you sure that you want to renew this item?

Cancel
Renew



Renewal Successful!
31878 'Harry Potter and the Chamber of Secrets' has been renewed. New due date is May 29, 2018.

OK

If the item cannot be renewed, we'll let you know why. Possible reasons why an item cannot be renewed include:

- The item is on hold or is needed for a reservation.
- The item has a hard due date.
- You've renewed this item the maximum number of times.
- Your library card is about to expire.



If you're not able to renew your items, ask your librarian to update your **Account > Reservations** [security group preference](#) .


Textbooks


Textbooks Out





Researcher > Status


View a list of the textbooks you currently have checked out.


Hi Ryan (Log Out)


Status


Account


Reviews


Lists


Items Out


Textbooks Out

Returned

Holds

Reservations

Charges

Financial History

Due Date; Barcode, Title

Jun 18, 2019; 208517, Introducing Art

Jun 18, 2019; 210017, Music Theory and Composition: A Practical Approach

Jun 18, 2019; 206517, Grammar for Middle School

Jun 18, 2019; 211517, Sentence Composing for Middle School

Jun 18, 2019; 204517, Glencoe Health

Jun 18, 2019; 200017, Algebra 1

Jun 18, 2019; 207017, Holt McDougal Biology


Returned

Returned



Researcher > Status

View a history of all of the items you've checked out and returned, sorted by return date. Use the search bar to find a particular item in your list. Your total number of returned items is listed to the left.

To view the title in Search, select the item and click the  icon on the right.

Hi Ryan (Log Out)							
<ul style="list-style-type: none"> Status Account Reviews Lists Items Out Textbooks Out Returned Holds Reservations Charges Financial History 	<div> <div>Date Returned; Barcode, Title</div> <div>3 Search Titles</div> </div> <table> <tr> <td>Jan 14, 2019; 21543, Skateboard renegade</td><td></td></tr> <tr> <td>Jan 14, 2019; 20821, Skeleton Creek</td><td></td></tr> <tr> <td>Jan 14, 2019; 21873, Physik</td><td></td></tr> </table>	Jan 14, 2019; 21543, Skateboard renegade		Jan 14, 2019; 20821, Skeleton Creek		Jan 14, 2019; 21873, Physik	
Jan 14, 2019; 21543, Skateboard renegade							
Jan 14, 2019; 20821, Skeleton Creek							
Jan 14, 2019; 21873, Physik							

Holds

Holds

Researcher > Status

View a list of the items you currently have on hold. In-stock/on-shelf holds are listed in green. Expired holds are not included.

Hi Ryan (Log Out)	
<ul style="list-style-type: none"> Status Account Reviews Lists Items Out Textbooks Out Returned Holds Reservations Charges Financial History 	<div> <div>Placed -- Position -- Barcode, Title</div> <div>May 17, 2018 -- In-Stock until 05/22/2018 -- 12071, Harry Potter and the deathly hallows</div> <div>May 17, 2018 -- In-Stock until 05/22/2018 -- 30172, Everything I know about cars</div> <div>May 17, 2018 -- #1 in queue -- , Panda bear, panda bear, what do you see?</div> </div>

Select an item to view the tools to manage it. If the item is in-stock, you can remove your request. If

May 17, 2018 -- In-Stock until 05/22/2018 -- 12071, Harry Potter and the deathly hallows



May 17, 2018 -- #1 in queue -- , Panda bear, panda bear, what do you see?



- **Edit.** Double-click the item to change the library site and pickup location.
- **Suspend.** Change your hold settings until the date you specify.
- **Remove.** Cancel your hold on the item. This cannot be undone.



If you're not able to view your holds, ask your librarian to update your **Account > Holds** [security group preference](#).

Reservations Reservations



Researcher > Status

View a list of the items you currently have reserved.

Hi Ryan (Log Out)

- Status
- Account
- Reviews
- Lists
- Items Out
- Textbooks Out
- Returned
- Holds
- Reservations**
- Charges
- Financial History

Start Date to End Date -- Barcode, Title
05/27/2018 to 05/30/2018 -- 21677, Bridge to Terabithia
05/26/2019 to 05/31/2019 -- 21812, Harry Potter and the prisoner of Azkaban


Tools

Select a reservation to view the tool to remove it.

05/27/2018 to 05/30/2018 -- 21677, Bridge to Terabithia




Alexandria will ask you to confirm that you want to renew the item. Click **Renew** to continue or **Cancel** to close the request.




Remove Reservation
Are you sure you want to remove this reservation?

Cancel Remove



Removed Reservation
Your reservation for Bridge to Terabithia was successfully removed.

OK


 If you're not able to view your reservations, ask your librarian to update your **Account > Reservations** [security group preference](#).



Charges


Charges


 [Researcher > Status](#)


View a list of your current charges for overdue or lost books and library fee, sorted by date. The total amount due is listed under the list of charges. View only.


 **Hi Ryan (Log Out)**


 


 Status


 Account


 Reviews


 Lists


 Items Out


 Textbooks Out

 Returned

 Holds

 Reservations

 **Charges**

 Financial History

Charge Date; Type & Amount = Due; Barcode & Title -- Charge Note

Jul 5, 2018; Fee \$2.50-\$0.00=**\$2.50 Due**; 20026 WAT Water Damage;20026;355.1 GRE -- Military police

Jul 5, 2018; Fee \$3.25-\$0.00=**\$3.25 Due**; Fee Charged

Total Due: \$25.75

Library


Textbook

History



Financial History


 [Researcher > Status](#)

View your complete financial history, sorted by date. Scroll through the first 50, then use the arrows to move between pages. View only.




Hi Ryan (Log Out)







Status




Account




Reviews




Lists




Items Out




Textbooks Out




Returned




Holds



Reservations



Charges



Financial History

Transaction Date; Type, Amount -- [Receipt #] Note

Feb 19, 2019 12:52 PM; Payment, \$1.00 -- [Receipt #439] Late; - Charge Balance: \$9.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #420] Late; - Charge Balance: \$28.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #421] Late; - Charge Balance: \$27.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #422] Late; - Charge Balance: \$26.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #423] Late; - Charge Balance: \$25.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #424] Late; - Charge Balance: \$24.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #425] Late; - Charge Balance: \$23.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #426] Late; - Charge Balance: \$22.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #427] Late; - Charge Balance: \$21.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #428] Late; - Charge Balance: \$20.00;

Feb 19, 2019 12:51 PM; Payment, \$1.00 -- [Receipt #429] Late; - Charge Balance: \$19.00;

Feb 19, 2019 12:50 PM; Payment, \$1.00 -- [Receipt #409] Late; - Charge Balance: \$50.00;

