Patron Status

Researcher

Builder

- Display
- Searching
- Security
- Slideshow
- Auto-hide
- Group Search
- Kiosks
- Bulletin Boards
- Explore Builder
- Maps
- Reviews

How helpful was this page?

Unknown macro: 'rate'

Tell us what we can improve.

Related Blog Posts

Blog Posts

- Blog: Site-specific eBooks created by Bethany Brown
  Jan 10, 2024
  Alexandria
- Blog: User-friendly– optimize your setup created by Bethany Brown
  Dec 01, 2023
  Alexandria
- Blog: Builder: customize your search created by Bethany Brown
  Nov 21, 2023
  Alexandria
- Blog: Making search strings using advanced search created by Bethany Brown
  Nov 01, 2023
  Alexandria
- Blog: Creating a slideshow for spooky season–or any reason! created by Bethany Brown
  Oct 17, 2023
  Alexandria
- Blog: Items: a few things you may not know... created by Bethany Brown
  Apr 12, 2023
  Alexandria
- Blog: Weeding items: why keep discarded items? created by Bethany Brown
  Mar 29, 2023
  Alexandria
- Blog: Enhance your skills in Alexandria– Virtual Librarian created by Bethany Brown

Feb 14, 2023
- Blog: Share your top titles created by Bethany Brown
Jan 10, 2023
Alexandria
- Blog: Searching by Subject created by Bethany Brown
Nov 16, 2022
Alexandria

Save as PDF

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.

Pa
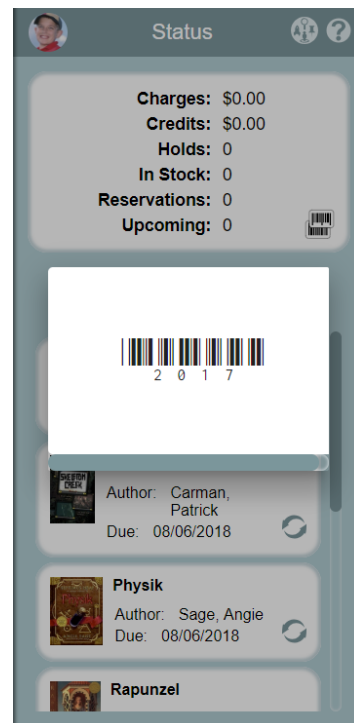
LastTime($conter
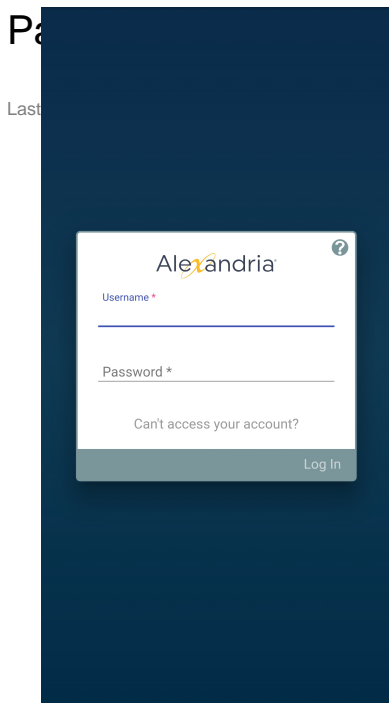
Log In

Log in from a desktop or mobile device.
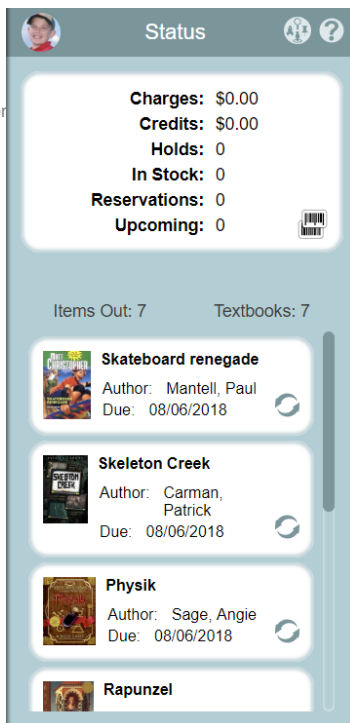
Account Summary

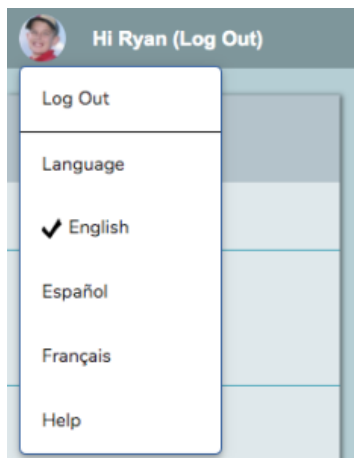View your account summary and renew checked-out items.

Mobile Barcode

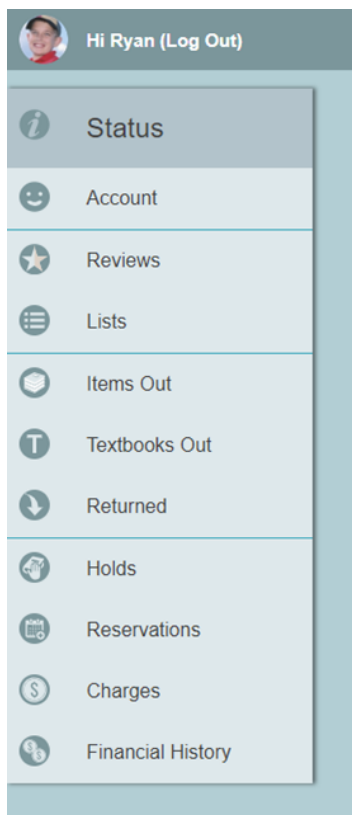Open your library barcode and use it to check out items.

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.

Hi Ryan (Log Out)

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

Search. Switch to Scout. (Mobile only)

i **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

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

🥾 Boot

🐟 Dinosaur

🦖 Dragon

🐸 Frog

🧜 Mermaid

🦉 Owl

🏴‍☠️ Pirate

🚀 Rocket

🚀 Rocket 2

🦄 Unicorn
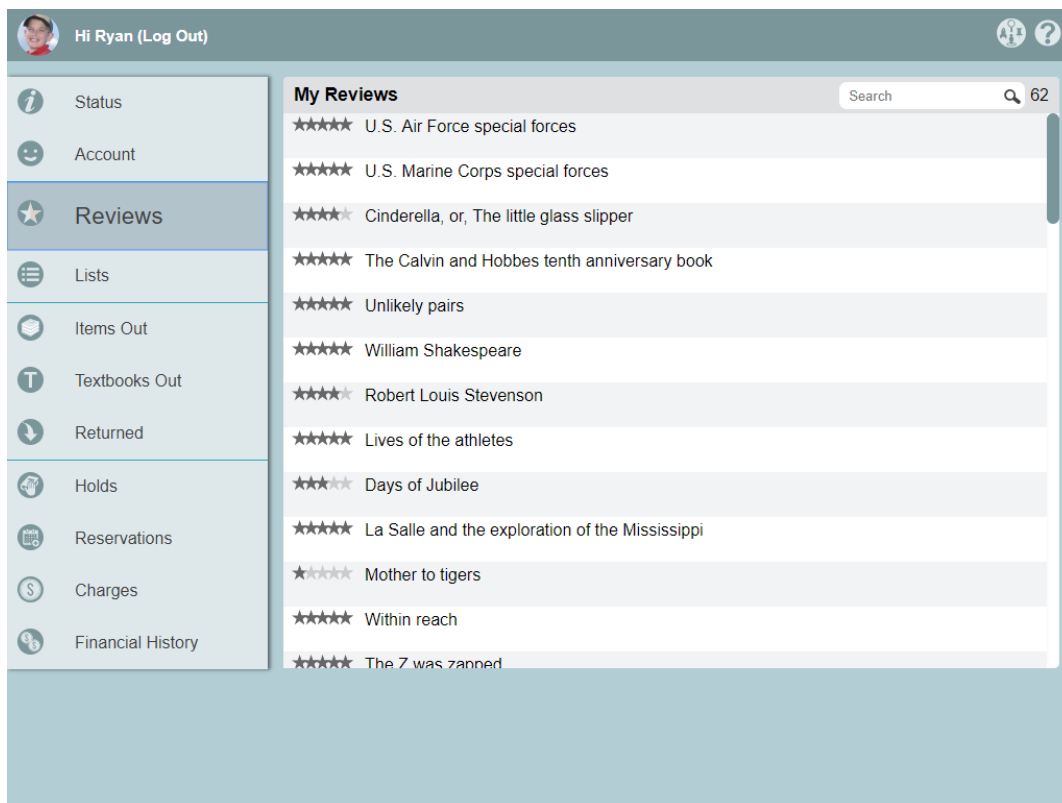
Reviews
Reviews

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

Hi Ryan (Log Out)	✳️ ❓

ℹ️ Status	**My Reviews** Search 🔍 62
😊 Account	★★★★★ U.S. Air Force special forces
⭐ **Reviews**	★★★★★ U.S. Marine Corps special forces
☰ Lists	★★★★☆ Cinderella, or, The little glass slipper
⬡ Items Out	★★★★★ The Calvin and Hobbes tenth anniversary book
T Textbooks Out	★★★★★ Unlikely pairs
⬇ Returned	★★★★★ William Shakespeare
	★★★★☆ Robert Louis Stevenson
🔄 Holds	★★★★★ Lives of the athletes
📅 Reservations	★★★☆☆ Days of Jubilee
Ⓢ Charges	★★★★★ La Salle and the exploration of the Mississippi
🌐 Financial History	★☆☆☆☆ Mother to tigers
	★★★★★ Within reach
	★★★★★ The Z was zapped

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.

★★★★★ Flygirl 　　　　　　　　　　　　　　✏️ ✖️

⊗ **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.
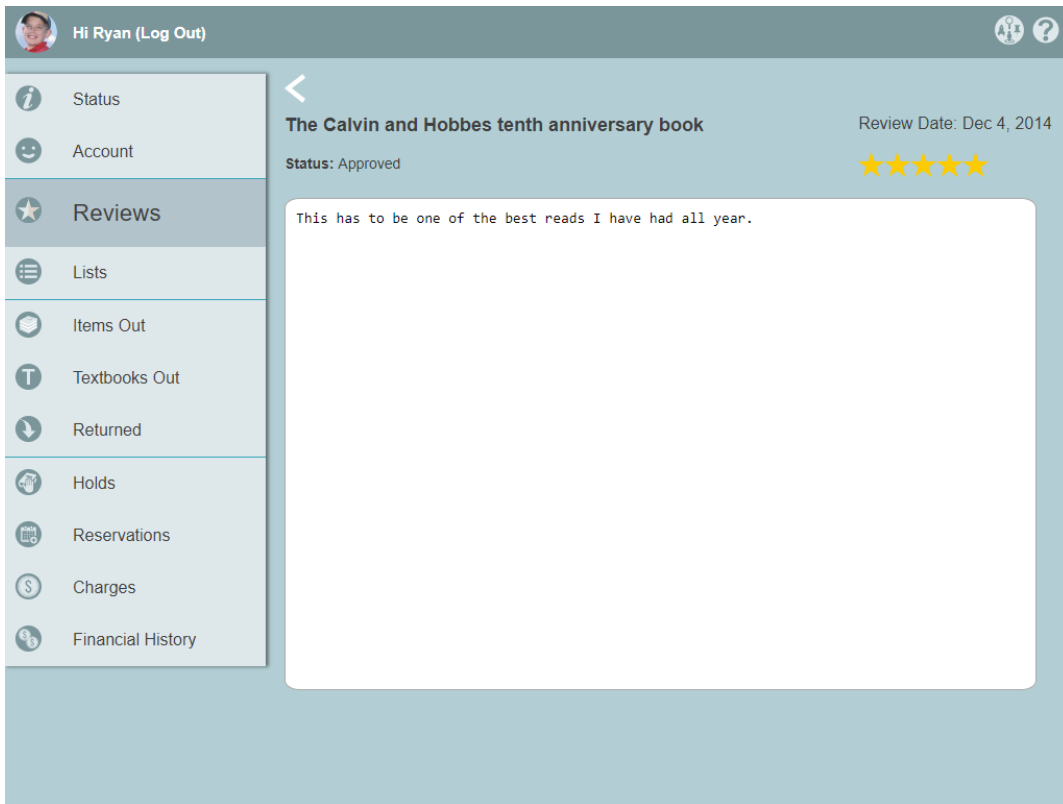
⚠ If you're not able to edit your reviews, ask your librarian to update your **Account > Reservations** security group preference .

Lists
Lists

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.
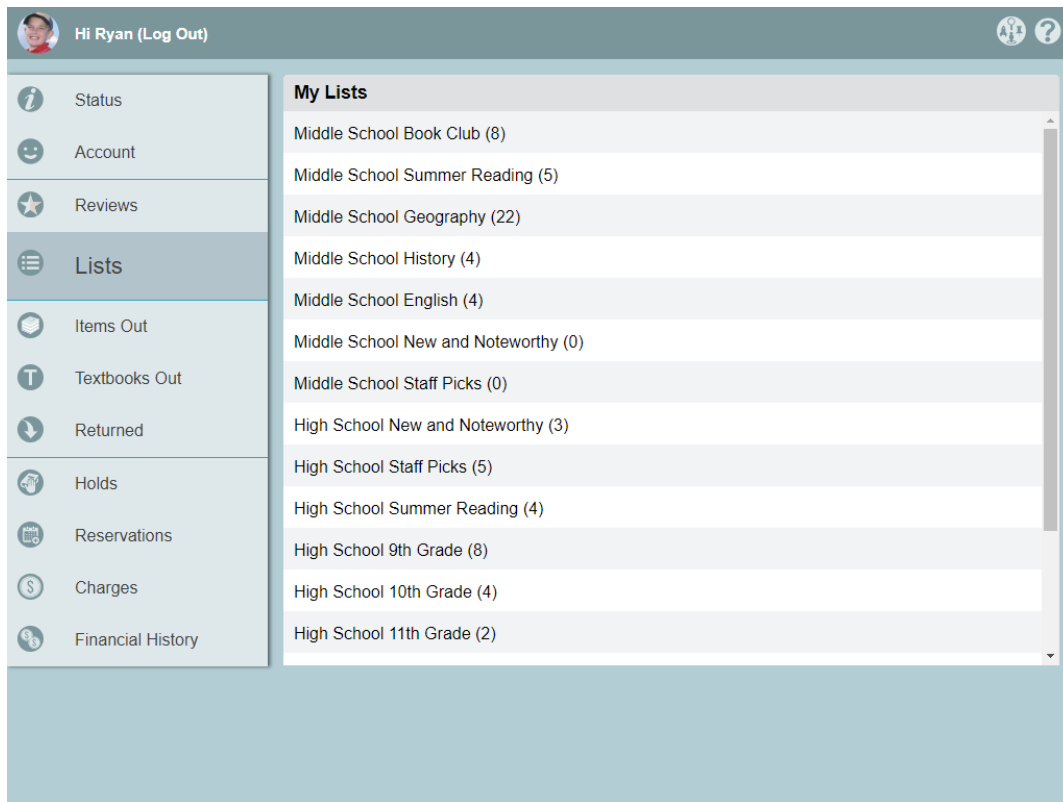
Tools

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

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

Tools

Select an item, then click to renew it.

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

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

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

Returned
Returned

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.

Holds
Holds

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.

Tools

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.

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

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)	

ℹ Status	**Charge Date; Type & Amount = Due; Barcode & Title -- Charge Note**
😊 Account	Jul 5, 2018; Fee $2.50-$0.00=**$2.50 Due**; 20026 WAT Water Damage;20026;355.1 GRE -- Military police
⭐ Reviews	Jul 5, 2018; Fee $3.25-$0.00=**$3.25 Due**; Fee Charged
☰ Lists	**Total Due: $25.75**
⬡ Items Out	
Ⓣ Textbooks Out	
⬇ Returned	
Holds	
📅 Reservations	
Ⓢ Charges	
Financial History	
Library Textbook	

History
Financial History

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

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;