

If a patron has issues with CloudLibrary

Patron can't login

Click on Display User in Workflows

Search for the User

Click on the Checkouts tab to see if the patron has an overdue item if they do renew the item

If they don't have an overdue item Click on the Bills tab to see if they have a fine

If they have a fine they will need to pay it or you will need to forgive it.

If they don't have a fine then click on the User Group tab to see if they belong to a group that has an overdue or a fine.

If their record has no issues then you will need to send an email to Cloud Library support

cloudsupport@bibliotheca.com

Subject: Patron Issue

Include in the email what the issue is, the patron's user id and pin

Example: The following patron is unable to log in to Cloud Library.

User ID: 1000202222222

Pin: 9999

Patron is having an issue with a book

Verify what the issue is with the book (if the patron doesn't know what the issue is log in to CloudLibrary as the patron, try to view the book and then copy the message)

Send an email to Cloud Library support

cloudsupport@bibliotheca.com

Subject: eBook Issue or eAudiobook Issue

Include in the email what the issue is, the patron's user id, the patrons pin and the title of the book.

Example: The following patron is having issues downloading an item. (or whatever the issue is)

User ID: 1000202222222

Pin: 9999

Title: Harry Potter (provide the entire title and possibly the ISBN)