## General Guidelines

Every staff person in the area, whether working the area or passing through, responds when the gates go off. Look at the gates to identify who has set the gates off. The person working who is assigned to the area should be approaching the customer who set the gates off but if they are not, you should.

The correct response when approaching the customer is to say something like "everything must not have checked out. Let's see if everything is checked out and security is off."

When you get to the gates computer you will be able to see if something did not get checked out or if security did not get taken off something. The process of checking out at the kiosk is actually a two part process, first the item gets checked out and then security gets turned off.

On the computer screen you will see items listed and either highlighted in red or green. Red means the item is not checked out. Green means security is not turned off. Examples will follow.

If the item is not checked out go to the kiosk and have the customer check the item out.

If security is not turned off you can do that at the gates computer.

Remember that the same rules apply to staff for the Media Area gates as they do for the Circulation Lobby gates. We do not go through the gates and set the gates off unnecessarily. Make sure anything you are carrying through the gates has been checked out and security is turned off.

# Normal Settings

The gates settings should be as this view shows so that security is not accidently turned off as customers pass by close to the RFID pad.

Note that no items are showing as being identified as not checked out or that security is turned off.

Note that setting on bibliotheca box in lower right corner is set on Custom.

Always keep setting on Custom unless working on an item that has set the gates off.
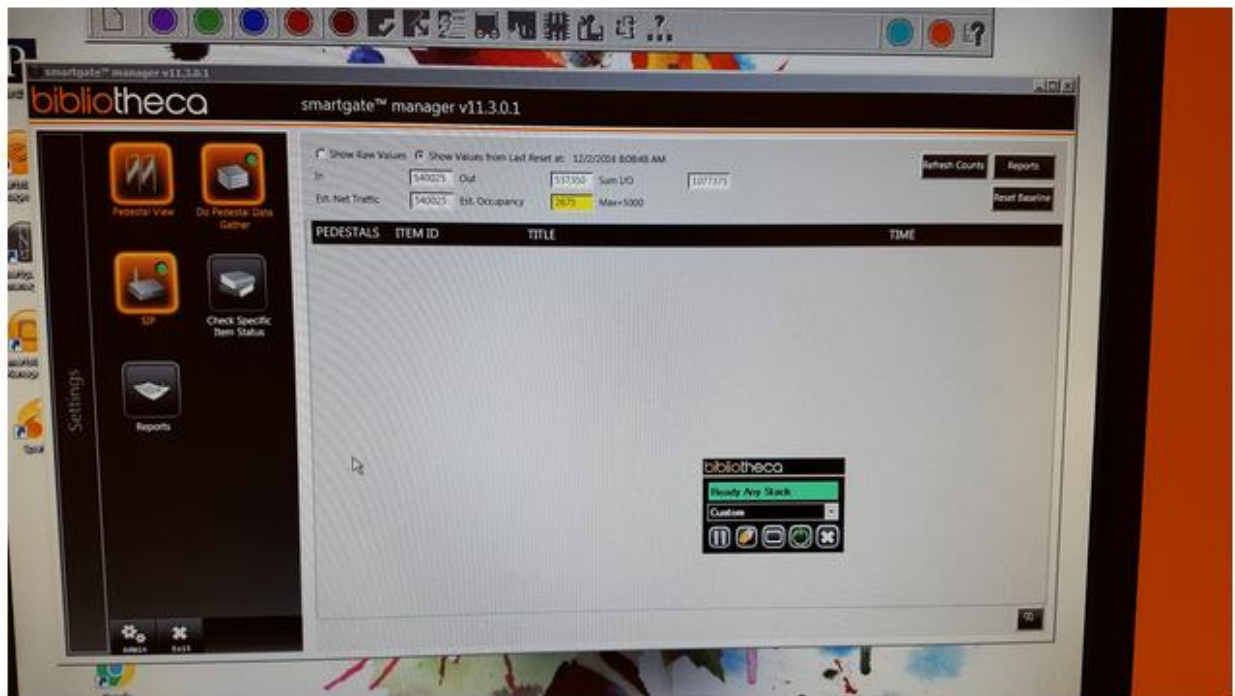
# Identifying Items with Security On

The screen below shows what you see when the gates go off because security did not come off when the items were checked out at a kiosk.  This view shows two items that have security turned on.  The items are highlighted in green. The bibliotheca box shows the settings to turn of security.
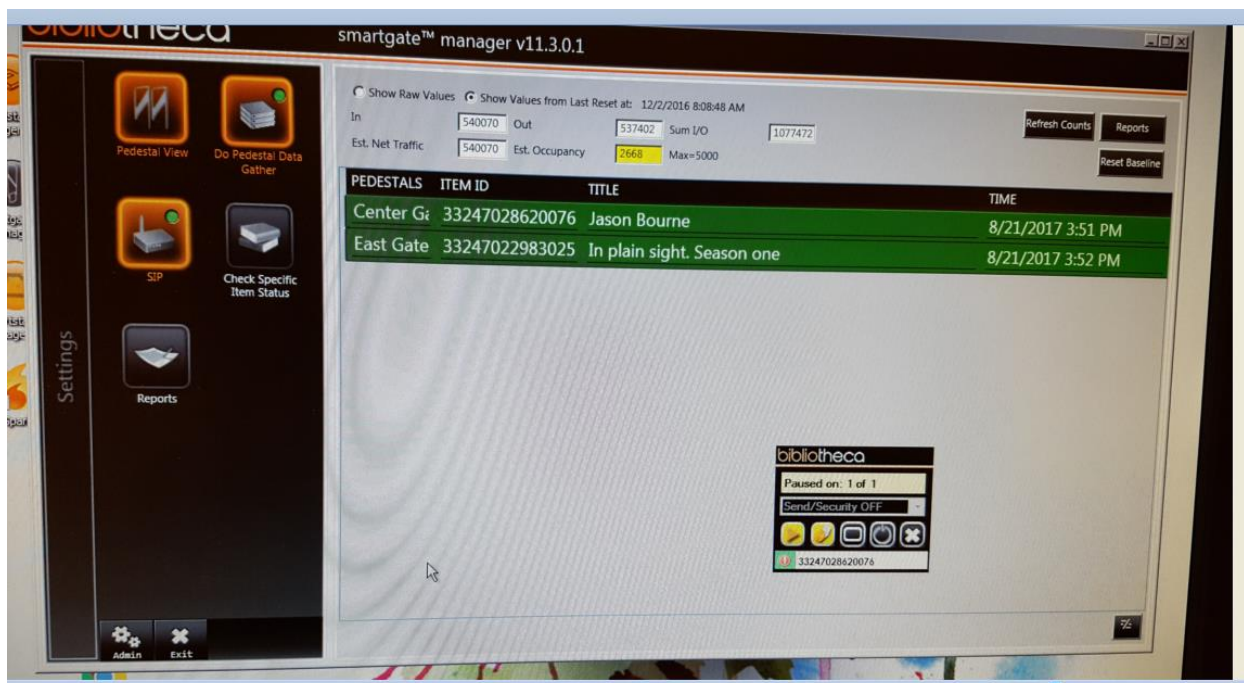
Change the option from Custom to Send/Security OFF or Security OFF.

Set the item on RFID pad.

Click on the eraser (the 2nd icon under the options).

If successful, the barcode for the item will show up under the icons and have an exclamation point in a red circle.

This example shows the first item in our list with the security taken off.

# Identifying Items Not Checked Out

The screen below shows what you see when the gates go off because the item did not get checked out. The items are highlighted in red.

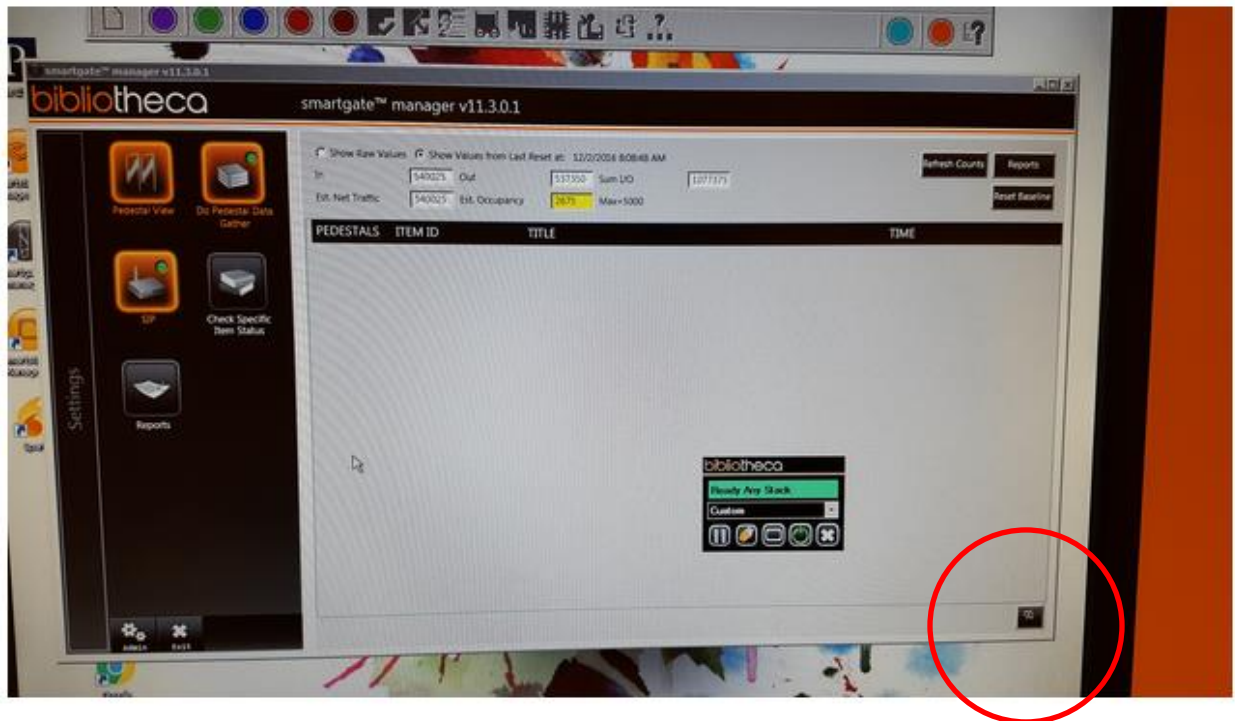Ask the customer to go to the kiosk to check the item out.

# After Resolving Issue – Ready for Next Customer

After you resolve either type of issue, security not turned off or materials not checked out, you need to reset the computer to be ready for the next incident.

Return the bibliotheca box to the Custom option.

Clear the screen by checking the box in the lower right corner of the page.