Using the Resources
On-Line Catalogue and Booking System
Basic Guide
Second Edition

• Read the Leaflets
• Watch the Videos
• View the Photographs all on your own computer screen!
Using the Resources On-Line Catalogue and Booking System

This guide shows you how to use the basic functions needed to use the Resource Service booking system.

To keep things simple it only covers the few functions needed to find items and book them out. There are other more ‘advanced’ features that are not covered in this guide.

If you have any problems using the system then please call our Technical Helpline: 01753 63 8675

Registered Users

This guide assumes that you are already registered to use the service.

Anyone can search, browse the catalogue and view the previews, registered or not, but only registered users can book and order items.

If you want to register then there is an on-line registration form. Go to www.bhps.org.uk/resources and click the Registration button.

Main Steps

The six steps to making a booking are:

1. Go to the web site
2. Log in
3. Search for items of interest
4. Book/order item/s
   Repeat 3 & 4 as necessary
5. Confirm the whole order and send
6. Log out

The first few times you use the system it is a good idea to give us a call at the end and check that your order has come through - 01753 63 8678
Go to: www.bhps.org.uk/resources or use your favourites/bookmarks to get to the Resources web site.

You will see a page similar to this...

1 Click on the Catalogue button.

You will then go to the the Basic Search page as shown below.

This page will change from time to time, but there will always be a ‘Catalogue’ button somewhere prominent.

NOTE You only ever need to single-click anything on our web site. Double-clicking links can cause problems in certain places.
Step 2

1. In the blue menu on the left of the screen click the Log In item. This will take you to the log in page as shown below.

You need to 'log in' so that the system knows who to send items to when you book or order them.

NOTE This blue menu is always at the top of the page. You may sometimes need to scroll back to the top to see it.
Note your username and password here for future reference.

**My username:** ______________________

**My Password:** ______________________

1. Click in the box labelled **User Name** and type your User Name.
   
   If you registered with the service after 1 April 2003 then you will have chosen your own User Name as part of the registration.

   If you used the Resources Service before 1 April 2003 then your User Name is your surname followed by your old client number, with no spaces, e.g.:
   
   bloggs123   smith456   jones6543

2. Click in the **Password** box and type your password.
   
   If you registered with the service after 1 April 2003 then you will have chosen your own Password as part of the registration.

   If you used the Resources Service before 1 April 2003 then your Password is your old client number only.

**NOTE -** You can change your username and password if you want to.

3. Click the **Login** button.
   
   You will then return to the **Browse Search** page as shown here.
There are two main ways of looking for resource items.

Decide whether you want to **browse the catalogue** or **find a known item**:

**Browsing**

If you want to see what we have on a particular subject then use this browsing method.

It’s as easy as **pick a subject and click Search**. You will then get a list of everything in that subject.

1. In the box marked SUBJECT, scroll through the alphabetical list with the arrow buttons or slider.

2. Click once on the subject you’re interested in.
   
   (You may then hold the **CTRL** key on the keyboard and click additional subjects if required.)

3. Click the **Search** button.

After a pause you will get a list of items like the example shown in **Step 5**.

Some subject sections are quite large and may take a while to come in.
Find a Known Item

Use this method if you are looking for a particular item you already know of, e.g. something you’ve used in the past or someone else has told you about.

To go straight to an item you already know of:

1. Click in the box marked **TITLE**.

2. Type two or three consecutive words from the item’s title.
   
   **NOTE:** We do not include “The”, “A”, “An”, etc. at the beginning of titles.
   
   It is better to type only a few words because even one difference, however small, to the title in the catalogue, will stop it matching up.

3. Click the **Search** button at the bottom.

You will get a list of items like the example in **Step 5** opposite. It will usually be just a few items since you are matching a particular item.
Step 5

After searching you will get a list of items like this.

Scroll down the page to see the whole list.

Step 6

Most items have previews so you can read the leaflets and watch the videos on screen.

1. Click on a preview to see a larger version of it, or click on a video icon to watch the first five minutes.

2. To clear the preview click the cross in the top-right corner of its window.

If you don't find what you are looking for in the results then skip to Step 15 to start another search.
Step 7

There are two types of resources in our library: **Supply Items** (leaflets and posters to keep), and **Lending Items**.

To order leaflets and posters (supply items):

1. Click on the **Order Copies** link below the item.
   A window will appear as shown below.

Step 8

1. Click in the **Order** box and type the quantity you want of this item.
2. Click the **Order** button.
   A confirmation window will appear.
3. Click the **Close** button
To book a lending item:

1. **Click once** on its Booking Calendar icon. This will bring up a booking calendar window as shown overleaf.

**A Common Problem...**

If you click the calendar but it does not seem to appear, it is probably hidden behind the main window. This often happens if you double-click the calendar instead of a single-click.

Look along the list of buttons at the bottom of the screen for one called: **Calendar - Microsoft Internet Explorer** (name might be shortened). It is usually the right-hand most button.

Click on the button to bring the calendar to the front again.
The calendar shows two months at a time.

Click the arrows at the top to move forward or back a month to get to the date you require the item.
The Delivery box initially shows your preferred delivery method (chosen while registering) so you usually do not need to change it.

1. Click on the arrow in the Select delivery point box.

2. Click on the delivery method / delivery point you want to use for this item.

3. Wait for the calendar to redraw.

Changing the delivery method will change the days that the item is available since each point/method has a different delivery time.
Step 12

If the item is not available (grey) on the dates you require, we may have other copies available.

1. Click the code number of a different copy in the top left corner of the window.

The calendar will redraw for that copy.

Step 13

1. Click once on the first day **you need the item**, i.e. the day it will arrive with you. The date will appear in the 'Item required from' box.

   (Don't worry about delivery times, we will despatch the order the correct number of days in advance. If the date is green then we can get it to you by that date.)

*cont...*
2 Click once on the last day you need the item, i.e. the date you will send it back to us. The date will appear in the 'to' box.

You can book items for up to two weeks, and then extend them for further two week periods if they are still available.

You can only click on the green days. The item is not available on the other days.

3 Click the **Book** button.

You will then get a confirmation window as shown below.

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**Step 14**

![Confirmation Window](image)

1 Click the **Close** button to close the window.

This returns you to the search results list.

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**IMPORTANT**

At this stage all you have done is added this booking to your booking ‘cart’ on your computer - it is not a firm booking with Resources yet.

Once you have completed your whole order you must confirm the order (Step 17) and send it to us (Step 18). **Only then will the order have been placed.**
Step 15

If you want to book/order another item in the Search Results list then go back to Step 7.

Step 16

1. If you want to do another search to look for other items then click the Browse the Catalogue item in the blue menu and go back to Step 4.

Step 17

1. Once you have booked everything you want, or if you just want to check what you have ordered so far, click on Confirm Order in the blue menu.

You can click Confirm Order at any time to see what you have in your ‘cart’ so far. It simply lists what items you have for you to check (see overleaf).
You will see a list similar to this with all the items you have just ordered.

If you want to add more items, click **Browse the Catalogue** in the blue menu and continue from **Step 4**.

1. **OPTIONAL**
   You can click the **Remove Item** buttons if you need to delete items from your order.

2. Once your order is complete, click the **Send Order** button at the bottom.

⚠️ **This is a very important step** - If you don’t click **Send Order** here then your order will not be sent in and will be lost when you turn your computer off.

3. The first few times you use the system it is a good idea to call Resources at this point, **01753 63 8678**, and check that your order has come through.

Your order has now been placed on the system and you will see a confirmation page as shown overleaf. If you have email then you will receive a message confirming your order.
OPTIONAL

You can, if you wish, print a copy of your order.

1. Click **Print Order** to print a confirmation of your order.

It will open a window with a simple summary of your order as shown overleaf.
OPTIONAL

1. Click **Print** on the window that comes up to print the page.

2. Click the cross in the corner of the window to close it.

**Step 21**

1. Click **Log Out** on the blue menu to finish your visit.

This stops anyone changing your order if they use the computer after you.