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, registered or not, can search, browse the catalogue and view the previews 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: _______________________

You will have chosen a User Name and Password as part of the registration process. If you have forgotten them then just give us a call.

1. Click in the box labelled User Name and type your User Name.
2. Click in the Password box and type your password.
3. Click the Login button.
   
   You will then return to the Browse Search page as shown below.

Once you are logged-in you can change your username and password if you wish.
There are two main ways of looking for resource items.

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

For either method you only need to use the left hand three boxes. The right hand boxes are optional for doing more advanced searches.
If you want to see what we have available on a particular subject then use this browsing method. It’s as easy as *pick a subject and click Search*. It will then give you a list of everything relevant to 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.)

   If you can’t find the subject you need in the list then type it into the **KEYWORD** box above the list.

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.
Locating 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. 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 photo, read a leaflet or watch the first five minutes of a video.

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.
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.

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**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.
Step 10

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.
OPTIONAL

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.

Each delivery point/method has a different delivery time associated with it, so changing the delivery method will change the days that the item is available to you. E.g. The ‘Collect on the day’ method makes the item available today if you can come in for it (and it’s not booked out to anyone else).
Step 12

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

1. In the top left corner of the window, click the code number of a different copy.

The calendar will redraw, since each copy has its own calendar.

Step 13

1. Click once on the day that you want the item to 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**

![Image of 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 currently on screen then go back to Step 7.

Step 16

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

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 (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.

3. **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.

   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.
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.