Using the Resources
On-Line Catalogue and Booking System

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

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

If you have any problems using the system please call 01209 313218.

Registered Users

The 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 wish to register, then there is an on-line registration form. Complete the form and click submit. We also need proof of your home address for those clients wishing to borrow resources, for this we also need to be sent proof of home address ie copy of driving licence, household bill etc. Please send this to:-

Health Promotion Information and Resource Centre
The Kernow Building, Wilson Way, Pool, Redruth
Cornwall TR15 3QR

NB: There will be a delay in authorising your registration until proof of ID has been received

To find the online booking system go to the Health Promotion web site www.healthpromcornwall.org then click on the virtual library link.

NOTE You only ever need to single-click anything on our website. Double-clicking links can cause problems.

Step 1

Log In

In the green menu on the left of the screen click the Log In item. (You need to ‘log in’ so that the system knows who to send items to when you book or order them).

Click on the box labelled User Name and type your User Name
Click on the Password box and type your password.
Click the Login button. You will then return to the Browse Search page.

It is recommended that clients who registered in person at the Health Promotion or had a User Name and Password given to them over the phone change them both on their first visit to something memorable to them. This can easily be done click Personal Details on the top bar then click change details and save.

Step 2

Search for items

Browsing the Catalogue

In the box marked SUBJECT, scroll through the alphabetical list with the arrow buttons or slider.
Click once on the subject you’re interested in. (You may 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.
Click the Search button.

Locating a known item

Click in the box marked TITLE.
Type two or three consecutive words from the item’s title. Click the Search button at the bottom

Some items have previews so you can read the leaflets or preview the videos on screen.
Step 3

Ordering

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

Supply Items
Click in the order box and type the quantity required.
Click Order button. A confirmation window will appear. Click the Close button.

Loan Resources
Click once on its Booking Calendar icon. This will bring up a booking calendar window. 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 required.
Click on the arrow in the Select delivery point box.
Click on the delivery method/delivery point you want to use for this item. Wait for the calendar to redraw.
If the item is not available (grey) on the dates you require, we may have other copies which are available.
In the top left corner of the window, click the code number of a different copy. The calendar will redraw.

Step 4

Booking
Click once on the day that you want the item to arrive with you. The date will appear in the 'item required from' box.
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 four weeks, and then extend them for a further period towards the end of the loan if available.
Click the book button you will then get a confirmation window.

At this stage all you have done is added this booking to your booking ‘cart’ on your computer - it is not a firm booking yet. Once you have complete your whole order you must confirm the order Step 5 and send it to us Step 6. Only then will the order have been placed.

If you want to book/order another item currently on screen then go back to Step 3.
If you want to do another search to look for other items then click the Browse the Catalogue item in the green menu and go back to Step 2.

Step 5

Confirm Order
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 green menu. You can at this stage click the remove item buttons if you need to delete items from your order.

Step 6

Send Order
Once your order is complete, click the Send Order button at the bottom of screen.
This step is very important if you don’t click send order here then your order will not be sent in and will be lost when you turn off your computer.
A e-mail confirming your order will be sent.

The first few times you use the system it is a good idea to call us on 01209 313218 to check that your order has come through.

Step 7

Log Out
Click Log out on the green menu to finish your visit.