

ResourceMate: Navigating during COVID-19

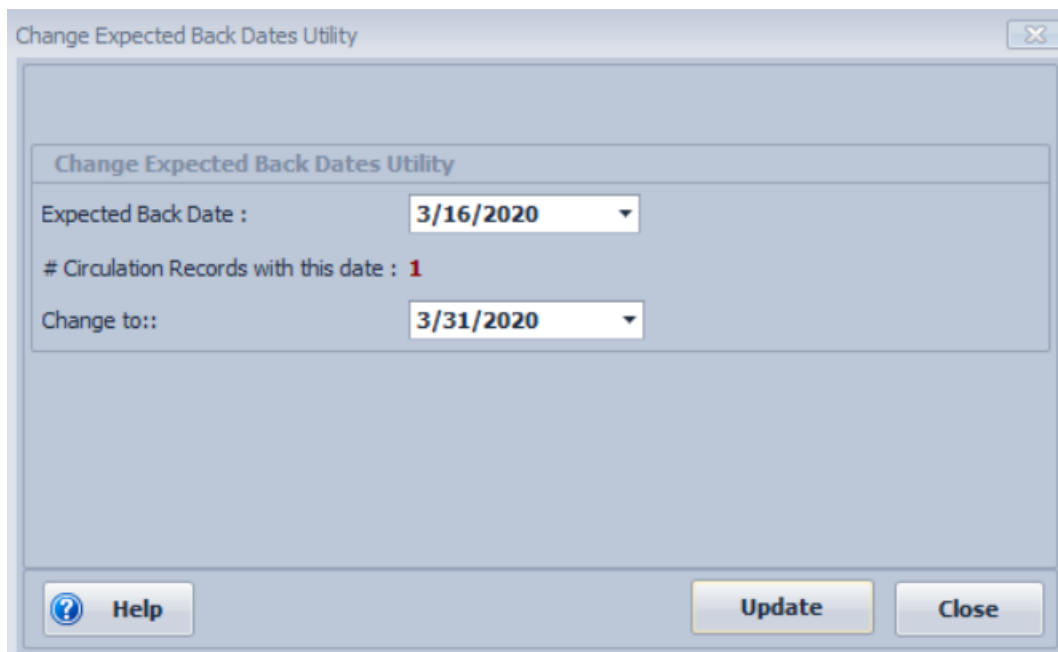
The impact of COVID-19 is changing at a rapid pace and has greatly affected our communities and libraries. One thing that will not change is our commitment to helping you continue to manage your library and collection. With that in mind, we've put together a few tips that will hopefully help guide you through this time. Please feel free to contact us with any questions, or to let us know how we can be of help to you.

Circulation

Changing Expected Back Dates

The abrupt closure of so many libraries may leave you in the position of having to deal with a large number of overdue items when normal library activities resume.

You can extend the Expected Back dates forward for items that are currently on loan by going to **Utilities > Change Expected Back Dates Utility** located near the top of ResourceMate. This utility will allow you to pick an Expected Back date and advance it for all items that are currently set to fall due on it.



Change Expected Back Dates Utility

Change Expected Back Dates Utility

Expected Back Date : 3/16/2020

Circulation Records with this date : 1

Change to:: 3/31/2020

Help Update Close

Enter the beginning **Expected Back Date** you would like to move forward, then enter in the new date in the **Change to** field, and press **Update**. ResourceMate will then apply the new expected back date for all of the items currently on loan that were originally due on that date.

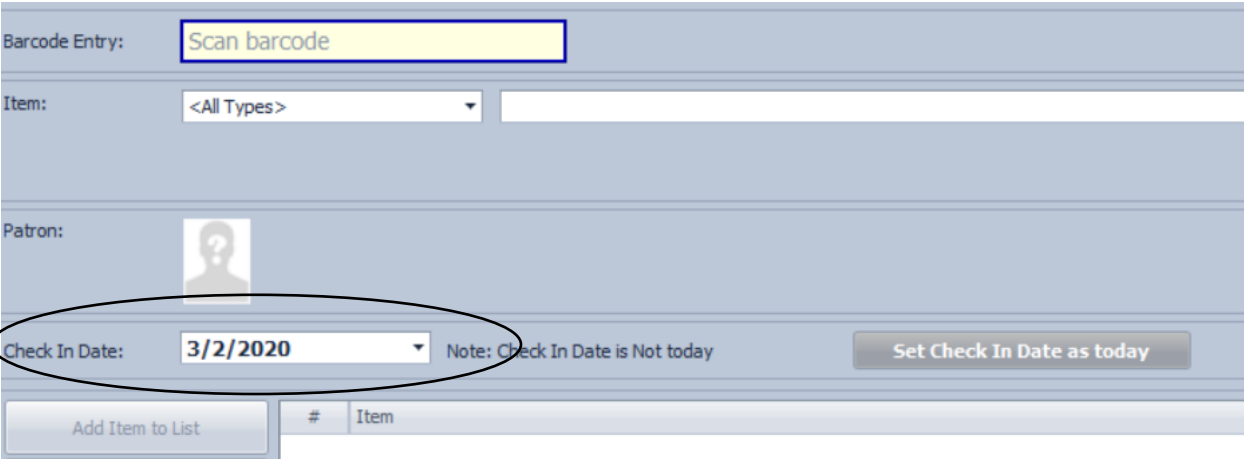
Tip: Because official sources can't predict with certainty when the use of public places will resume, you may want to think about using the utility to move ALL expected back dates to a fixed date in the future so that your copy of ResourceMate shows everything due back on, say, Monday, April 6. At that time, if it has deemed to be in the public interest to extend closures, it will be an easy matter to use the Change Expected Back Dates utility again and move all Expected Back Dates forward again. In this manner, you will only have to do an initial day-by-day move forward once, and subsequent postponements can be handled easily.

Note: we are currently working on a new update that will contain more options for easily changing the expected back dates. ResourceMate will notify you when the update is ready to be downloaded and applied, or you go to **Help > Check Internet for Updates**.

Global Check in Date

If you are thinking of the opposite direction, please remember that you can set the check in date to a date of your choosing, and it will be applied to all of the books you are checking in. For example, you might want to check in a large number of books with the same historical check in date when normal library activity resumes. Or if you're dealing with a large number of books that were dropped off by patrons, but several days after library closure.

To do so, select **Check In** from the ResourceMate toolbar, then set the date that you would like to use as your check in date and scan the barcode of the items to be returned.



The screenshot shows the ResourceMate interface for checking in items. The 'Barcode Entry' field contains 'Scan barcode'. The 'Item' dropdown is set to '<All Types>'. The 'Patron' field shows a placeholder icon. The 'Check In Date' dropdown is set to '3/2/2020' and is circled in red. To the right of the date is a note: 'Note: Check In Date is Not today'. A button labeled 'Set Check In Date as today' is visible. At the bottom left, there is an 'Add Item to List' button and a table header with columns '# Item'.

Web OPAC

For Web OPAC customers, the Home Page text can be changed at any time and is a great way to communicate important notices or messages to your patrons. For example:

Attention Library Patrons!

Due to the unprecedented circumstances that face us following the advent of the COVID-19 virus, the library will remain closed until further notice. You can call our main number for more information. We're posting informational voice mail messages on a regular basis to keep all our patrons informed. Please note as well that our item return drop boxes are closed. We are asking patrons to retain items borrowed from the library in their care until it will be safe for the library to resume activity. Thank you for your forbearance as we all work through this!

Please consult the online Web OPAC Admin Guide for more information:

<https://resourcemate.com/pdf/WebOPACAdminGuide.pdf>

Protecting your Data

Create a new Backup file

Having a reliable and recent backup of your data is vital. We recommend regularly creating backups of your data so you can have peace of mind knowing your data is secure.

To create your backup file, go to **File > Backup**. The location in the **Backup File Name** field will be set based on your previous backup location. You can use that location, or click on the folder icon to the right of the field and select another location. We strongly recommend saving a copy of your backup to a flash drive, or memory stick so that you can take it offsite. If you have active support, another option for you is to upload a copy of your backup file to our website for safe storage. After your backup file is created, you can upload it by going to **Help > ResourceMate on the Web > Off-site Backup**.

Please do not hesitate to reach out to our Support team if you have any questions, or need more information. These are difficult and worrisome days for everyone; we can only wish you, your loved ones and members of your community a healthy and safe future.

Thank you,
Your ResourceMate Team