

Real Life Library Scenario Patron calls on the telephone and asks to renew some of the materials they have checked out..

Assignment Your practice user should have three items checked out from self-study lesson #3. Renew two of those items using the Renew User wizard.

- Instructions
1. Log onto Workflows, then open the Renew User wizard.
  2. Because our Scenario has your patron calling on the telephone, you will not have their card. Click on the User Search helper at the top left of your screen to search for your practice patron's User ID number.
  3. When you have highlighted your practice patron on the list, click on [Renew Items for User]. (**Keyboard shortcut** - [ALT-b] )
  4. Your User may be DELINQUENT or BLOCKED due to overdue fines. If your user is DELINQUENT, simply choose [Renew Items] from the pop-up box. If your user is BLOCKED, go ahead and choose [Enter override and renew items] from the pop-up box. Use the word 'TRAINDAY' as your override code and click OK.
  5. Choose two of your three checked out items, and click the box to the left of their title to place a checkmark next to them. Leave one item overdue for future self-study tasks.
  6. Click on [Renew selected items] (keyboard shortcut [ALT-o] )
  7. You may receive an error message saying "exceeded renewal limit." Use your override code to renew anyway.
  8. The final screen should include a box showing you the two items that were renewed. **Note:** There will also be a box titled "Not Renewed." This box will not show the item you chose not to renew. It will only show items you tried to renew, which could not be renewed for some reason.

**Terms and Definitions:** When a button in Unicorn displays a letter underlined, you can click on that button without using the mouse by holding down the **Keyboard Shortcut** [ALT] key on the keyboard then typing the underlined letter.