

Nook Circulation

Things to remember:

- 21 day loan period
- Renewable if no holds
- \$5.00/day overdue fine, \$50.00 maximum overdue, no grace period
- \$140 replacement fee
- Nooks will be stored in a designated area in each branch. This designated area will be used for charging, resetting, and holding Nooks.
- Nooks will not be held on open hold shelves. Instead, they will be kept in a secure staff area.
- Patrons can transfer items downloaded from the Washington Anytime Library to the Nook, but NOLS is not responsible for any material transferred to the Nook. If an e-book transferred to the Nook is due after the Nook itself is due, the Nook's due date will remain the same and e-book and any other material will be cleared from the Nook when it is returned.

Check Out:

1. After retrieving the Nook, open its case and make sure the Nook, USB cord and Quick Start Guide are present. Show the patron that all parts are in good condition.
2. Using the Quick Start Guide as a reference, explain the loan period, overdue charges and replacement charges associated with the Nook.
3. Scan the barcode located on the back of the Nook and let the patron know the due date.
4. Staff are not expected to give a full demonstration of the Nook at the time of check out, but questions should be answered as they are asked.

Check In:

1. Ask the patron to wait while you check the Nook being returned.
2. Open the case and verify that the Nook and USB cord are not damaged or missing.
3. If the Nook, Nook case, and USB cord are all present and in good condition, continue to step 5. If the any part is damaged or missing, continue to step 4.
4. The following steps should be taken if a part is lost or damaged.
 - a. If the patron has the lost the Nook and all its parts, follow normal lost item procedures.
 - b. If **only the Nook** is damaged or lost, declare the Nook lost.
 - i. When the dialog box appears to confirm charges, change the replacement cost to \$140.00 (the patron will not be charged for the USB cord or case). The processing fee will remain \$10.00 and the overdue charge will remain as-is.
 - ii. Notify the patron of the charges on their account and their option to purchase a new Nook or pay the replacement cost.
 - iii. Print out the item record of the lost Nook and initial it. Attach the printout to the Nook case and place the damaged Nook back inside the case. Place the Nook in a routing envelop and address to Technical Services (the device will have to be deregistered so that titles can be put on a new Nook).
 - c. If the patron has lost or damaged the case or USB cord, charge the patron for the cost of the part.
 - i. Open the patron Polaris account and select "charge"
 - ii. Scan the Nook's barcode into the associated item field.

- iii. In the description field, enter the name of the part the patron is being charged for and your initials.
 - iv. Notify the patron of the charges on their account.
 - v. Check the Nook in and change its status to “in-repair”
 - vi. After the patron has left, replace the missing part (extra USB cords and cases will be provided to each branch).
 - d. If any part is missing, but the patron believes that they can find the part, do not check the Nook in.
 - i. Fill out a Snag Form and place the Nook in the designated secured area – not the normal snag shelf.
 - ii. The Nook will remain checked out to the patron until the missing parts are returned.
 - iii. If the missing parts are not returned by the time the Nook is billed, waive the automatic charges and follow step c above.
- 5. The following steps should be taken to check the Nook in
 - a. From the Polaris Shortcut Bar, select “file” and then “log off” to log off the current user from Polaris. A dialog box will appear to confirm your selection. Select “OK”
 - b. From the Polaris Shortcut Bar again, select “file” and then “log on” using the generic circ account at your branch. After entering your username and password, select “OK”
 - c. A Polaris Log On Branch dialog box will appear. Select “Outreach” from the dropdown menu and then “OK”.
 - d. Open a Polaris check in window and check in the Nook using the barcode on its back. The Nook’s status will now be in transit to the location where it is on hold or is owned.
 - e. Let the patron know that the Nook has been checked in and notify them if they have been charged any overdue fines.
 - f. Repeat steps a through c to log Polaris back on to your specific branch.
 - i. Make sure to select the branch you are at during step c.
 - g. Deliver the Nook to the secure staff area designated in each branch for return processing.

Return Processing:

1. Take the Nook and the USB cable out of the case.
2. Plug the USB cable into the NOOK and into a USB outlet.
3. Turn the Nook on and check for the NOLS wallpaper and titles. If either is missing, follow step 4 to reset the Nook. If everything is present, continue to step 5.
4. Reset the Nook
 - a. If the screen is locked, unlock it by pressing the “n” button and then dragging your finger along the bottom of the screen.
 - i. If the Nook has been turned completely off, turn the Nook on by pressing the power button on the back of the NOOK first.
 - b. Press the “n” button on the front the Nook to display the menu.
 - c. Select the “Settings”
 - d. Select “Device Info”
 - e. Select “Erase & Deregister Device”
 - f. Select “Erase & Deregister Device” again
 - g. A warning screen will appear. Select “Reset Nook”

- i. If the Nook is not connected to a wireless network, it will ask that you connect to a network in order to deregister the device.
 - ii. Select the wireless network available in your library and connect to it.
 - h. A welcome screen will appear once the Nook has been deregistered.
 - i. Select "Next"
 - i. The Nook Terms of Service will appear.
 - i. Select "Agree"
 - j. You will be asked to select the time zone.
 - i. Select "Pacific Time" and then "Next"
 - k. The Nook will then attempt to connect to a wireless network. When the wireless network available in your library appears, select it.
 - l. Once the Nook is connected to a wireless network, select "Continue with Setup"
 - m. A sign-in screen will appear.
 - i. Enter the NOLS Nook account email address and password.
 - n. A small window will appear stating the registration was successful.
 - i. Select "OK"
 - o. The Nook has now successfully been reset.
5. Leave the Nook plugged in while it charges.
 - a. It can take 2-3 hours for the Nook to fully charge if the battery is completely dead.
 - b. Staff will check on the status of charging Nooks at an interval determined by the branch Manager.
6. When the Nook is full charged, unplug the USB cord from the outlet and Nook. Place the USB cord and the Nook back in the case. If the Quick Start Guide is missing or damaged, replace it with a new one.
7. Open a Polaris check in window and check the Nook in. Deliver the Nook to its appropriate destination.