MAK A CARD
Make a card for your favorite fictional character or historical figure. NOTE: They prefer notices by email and have authorized their spouse (or best friend) to pick up holds on their account.
1) What did you type in front of the phone number to ensure your patron does not receive robo calls? 555
2) Where did you type the note about the patron's holds? In the circulation-note field

CHECK OUT
Check out four items to your new patron.

CHECK IN
Check in one of your items. Is the title in all caps? No
What does that tell you about the item? It is not a fast add.

CLAIMED RETURNS
You have three items left on your patron’s account. Claim return one of them.
1) What is the fine balance on the account? $0.00
2) How many items are still checked out on the account? 2
MARK AN ITEM LOST AND TAKE A PAYMENT
Mark one of the items on your patron’s account lost. Now take full payment for the item.

1) What three things did you type in the note field? Branch, initials, date
2) What is the fine balance on the account? $0.00
3) How many items are still checked out on the account? 1

MARK AN ITEM DAMAGED
You have one item left on your patron’s account. Following each step on your cheat sheets: 1. Mark the item damaged. 2. Create a manual invoice for the item. 3. Take payment for the item. Now:

1) What three things did you type in the note field? Branch, initials, date
2) How many items are checked out on the account? 0