

Managing No Shows

These instructions assume that you have logged in to the admin site (<http://libonline.scls.lib.wi.us/admin>) with your library's username and password.

To Search for No Shows

1. From the Bookings menu, select No Show Administration
2. Enter the patron's card number if you wish to search for a specific patron's no shows. Leave the card number blank if you wish to see all no shows for a given time period (if you wanted to forgive no shows due to network or computer problems, for example).
3. Enter the Search Start and End dates (No-shows stay on file for the previous 14 days)
4. View the results

No Show Booking(s) Search Result				
Please select the no show booking(s) you want to delete.				
<input type="checkbox"/>	Patron Name	Card Number	PC Name	Date of Booking
<input type="checkbox"/>	KERRI A. HILBELINK	290780-████████	Test #3 (3.7, no PM)	Apr 1 2009 4:21PM - 4:36PM
<input type="checkbox"/>	KERRI A. HILBELINK	290780-████████	pretend tester	Apr 1 2009 4:25PM - 4:40PM
<input type="checkbox"/>	KERRI A. HILBELINK	290780-████████	LINK Print Tester	Apr 1 2009 4:36PM - 5:06PM
<input type="checkbox"/>	KERRI A. HILBELINK	290780-████████	LINK Print Tester	Apr 1 2009 4:50PM - 5:20PM
<input type="checkbox"/>	KERRI A. HILBELINK	290780-████████	pretend tester	Apr 6 2009 2:20PM - 2:37PM

Records: 1 - 5 of 5 - Pages:

To Delete a No Show

1. From the results, check the box for the no show you wish to delete or check the box in the blue bar to select all of the no shows listed
2. Click on the Delete button

Things to note:

- When you are in *No Show Administration* or when you run a *No Show By Patron Report*, the results will only display No Shows created at your library.
(Kerri has requested that they reprogram this to display No Show results for ALL libraries, but it has not been fixed yet).
- To view all No Shows (for all libraries) for a particular patron, it is necessary to run a "Booking History by Patron" report instead.
- You may only delete No Shows that were generated at your library.

