

ILS: ICS LIBRARY SYSTEM

User Manual of Operations and Frequently Asked Questions Document

*Prepared by the iLS DevTeam
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USER MANUAL OF OPERATIONS

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1 CREATING AN ACCOUNT

HowTo:

1. Visit the iLS website.
2. Accomplish the **Sign Up** form and click the **Sign Up** button.
3. An activation code will be sent to the email address you provided in the **Sign Up** form.

Problem(s) you may encounter:

1. **You receive 'Account already exists'.**
Someone has already registered an account using your student number. This someone is likely to be you. You received this message because iLS is not allowing anyone to have more than one library account. Try to login to see for yourself.
2. **You receive 'You are not registered in SystemOne'.**
You are not yet in the student roster. iLS is connected to the SystemOne database in order to verify if you are a student of UPLB. Thus, if you do not have a SystemOne account, or if your SystemOne account is currently deactivated, then you are not allowed to create a library account in the iLS.

Please approach Mr. Rommel Bulalacao at C-116 in the Physical Sciences Building regarding your SystemOne account or refer to the SystemOne Manual.

2 ACTIVATING YOUR ACCOUNT

HowTo:

1. Log in to the email you used to register your iLS account.
2. Look for the **verification email** from iLS.
3. Open the email and copy the **activation code** provided in the activation.

Problem(s) you may encounter:

1. **You did not receive the verification email.**
This is probably caused by a problem encountered in configuring the sending of the verification message to your email. You can choose the **Resend verification email** then repeat the HowTo mechanics.
2. **The verification code you entered was invalid.**
Check if you have correctly typed the verification code and if you didn't request for another verification code in your email. If that was not the case, you can either request for a new verification code instead or contact your librarian.

3 LOGGING IN

HowTo:

1. Provide your **student number** or the **email address** you used in creating your account and your **password** combination then hit the **Log In** button.

Problem(s) you may encounter:

1. **You receive 'Your username/password is incorrect'.**
Check if you have correctly typed either your username or password. Also, make sure you have created and verified your account before logging in for the first time.
2. **You forgot your username/password.**
Go to the home page of the iLS then click the **Forgot Password** link, which is found just below the **Log In** form. Provide the email address you used to register your account and wait for an email to be sent to you. Copy the **verification code** and click the link provided in the email. Enter the verification code and hit Log In.

4 VIEWING THE PROFILE SUMMARY

HowTo:

1. After logging in, the user will be redirected to the **profile** page, with its **summary** at the leftmost part of the page. It displays the **given name**, **student/employee number**, **course**, and **college** of the borrower.
2. It also displays the number of **overdue**, **borrowed**, and **reserved** materials at the moment.

Problem(s) you may encounter:

1. **There are discrepancies or mistakes in the information given.**
If there are mistakes in your profile information, please consult Mr. Bulalacao at C-116 or the OUR immediately. The system gets the information directly from the SystemOne database and is not responsible for any discrepancies in either your name or college information.
2. **You have already returned/claimed a library material but their count is still included in the borrowed/reserved page.**
There is a chance that the librarian has not yet acknowledged your request. Please contact your librarian for more inquiries.

5 SEARCH FOR LIBRARY MATERIAL

HowTo:

1. If you're logged in, type in your search query in the search box (found in the profile page) then hit the **Search** button. Once the search results are displayed, you have the chance to reserve library materials or cancel reservations. (This is under the assumption that the said library materials are available for reservation.)
2. For visitors or users that have not logged in, type in your search query in the search box then hit the **Search** button. You may view the search results, but cannot reserve.

Problem(s) you may encounter:

1. **An error occurred after you hit the Search button.**
This will actually never happen. The iLS was designed in such a way that any of your mischievous inputs (e.g. <?php echo something php>) will be handled. Thus, if you tried to enter any code snippets, it will only return a text that states **“No library material available”**.
2. **You cannot reserve for a specific library material.**
It's either you've already waitlisted for this material, it's for “room use” only, or you are currently borrowing this material.

6 RESERVE A LIBRARY MATERIAL

HowTo:

1. From your side panel, choose the **Search Library Material**.
2. Type in your search query in the search box then hit the **Search** button.
3. The results that will be returned to you will have a **Reserve** action. Hit the **Reserve** button to reserve the library material you need.
4. Remember, you are **required to log in** to your account to perform this action.

Problem(s) you may encounter:

1. **The library material doesn't have a reserve button.**
Some library materials are not allowed to be taken out of the library. Hence, instead of a Reserve button, there will be a **Room-use**. If you want to browse or borrow a library material but it's for room-use only, you can visit the library, and then ask the librarian for the library material. If it's not used by anyone, you can read the book in the library.

7 CANCEL RESERVATION

HowTo:

1. From your side panel, choose the **Reserved books**.

2. Look for the library material you wish to cancel your reservation to then hit the **Cancel** button. Click the “Ok” button on the prompt window and your cancellation request will be successfully executed.

Problem(s) you may encounter:

1. **Your reservation failed to cancel.**
Try to refresh the page or click the button again.

8 MANAGING YOUR PROFILE

HowTo:

1. From your side panel, choose the **Manage profile**.
2. Click the **Update email** button if you wish to change your email. Click the **Update Password** if you wish to change your password. You can only update either the email or password, but not both.
3. Hit the **Save** button if you're satisfied with the changes you made.

Problem(s) you may encounter:

1. **You receive 'Email already exists'.**
This only means that the email you tried to enter is already in the system's database. The system follows a 1:1 rule – one iLS user is to one email address. This means that an email address can only be used **once** inside the system.

9 NOTIFICATIONS

HowTo:

1. Once you logged in to your account, your header will contain a **Message** icon and a **Log Out** button. Hit the **Message** icon.
2. A dropdown of notifications will appear. These notifications are grouped into two: **reserved books** and **overdue books**. These notifications will be automatically

deleted from your notifications if you already claimed your reserved book or if you haven't returned your overdue book.

Problem(s) you may encounter:

1. **A notification about an overdue book is still showing in your notifications.**
Make sure you have properly returned the material and paid the fines. If it's still displayed, though, please check with the librarian for more inquiries.
2. **A notification about a reserved book is not showing in your notifications.**
Once you're at the top of the reservation queue, you only have two days to claim the said material. After the given time the one who's next in the queue will get the chance to claim it, making your reservation void.

SECTION B

FREQUENTLY ASKED QUESTIONS

1. **I cannot access the ICS Library System.**
Make sure that you are properly connected to the internet and have typed the URL of the site correctly. If all else fails, please contact your internet service provider.
2. **I failed to receive my verification code email.**
Check your email account's spam, just in case the email service put the message in there. Otherwise, you can ask for another verification code in the Verify page.
3. **The system says that I already have an account but I haven't created one yet.**
It's most likely someone already used your SystemOne information in creating an account, which should be directly addressed to the librarian.
4. **Can I make an iLS account without having a SystemOne account?**
No.
5. **I cannot find the material that I was looking for.**
Either you typed in the misspelled search query or the said material is not available in the library. Contact your librarian for more details.
6. **I'm a student from another university and would want to reserve for a certain material.**
Only bonafide students of the University of the Philippines – Los Banos and are registered for the current semester have the privilege to reserve and borrow books from the library, but you have the chance to search for materials and get to read and access them inside the library only.
7. **I want to reserve a library material but it is labeled "ROOM USE". What does this mean and what should I do?**
It means that the said material is not allowed to be taken out of the library (e.g. Special Problems, Theses, some magazines, etc.). If you want to use the material, go to the library and ask the librarian for the copy of the material.
8. **I accidentally canceled my reservation for a certain material.**

You can reserve for the material again, but your ranking prior to cancellation would be void as you're going to be at the bottom of the reservation queue once again.

9. **My borrowed material has not yet been shown in the Books in Hand tab.**

It's most likely that the librarian has not yet set the said material as "borrowed". Wait for a few minutes then refresh the page, otherwise, go to your librarian to fix this problem.

10. **The system did not approve my "claim" request.**

The most probable cause would be you have reached the maximum number of borrowed materials, which is three at a time. To approve your request, return at least one of the materials to the library.

11. **Can I reserve more than three materials at the same time?**

You can reserve for multiple materials, even though you've already reached your maximum borrowed count; however, if ever you are at the topmost part of the queue, you need to return at least one of your borrowed materials to the library before the two-day grace period expires.

12. **What is the "two-day" reservation grace period?**

Once you rank 1 in the reservation queue, and the librarian notified you already, you have two days to claim the reserved material. This is exclusion of weekends. If you missed the two-day period, the material reservation will move to the next borrower in line.