Processing Issue

Tip #1

When sending the item to the Pickup Library, YOU DO NOT CHARGE THE BOOK TO THE PATRON. When the item is processed in Callslip, the item has the status "In Transit". It will always have the status "In Transit" when being delivered through NEXT Counter to either the Pickup Library or being returned to the Holding Library.

Callslip - Preferences

Tip #2

Setting the correct “Preferences” for your Callslip workstation.
Callslip – Email Issue

Uncheck the “Send email for filled requests” box

Why do I need to uncheck the “Send email for filled requests” box?

Callslip – Callslip.ini

How do I reload my Callslip.ini file after an upgrade or to another workstation?
Can I process Callslip requests from any workstation?

You will need to make the following changes once you have loaded the new Callslip:

1. Under "Browse My Petits Template" set the following:
   - NV (Center) (not available in 5000-52000)
2. Under "Help" set the following:
   - "Help Menu" should be set to "Callslip" and "Callslip Location Code Change" should be set to "Y"
   - "Tips Menu" should be set to "Y"
   - "Default Location Code" should be set to your institution's location code

Also, remember to set the "Location Code" for your institution. When you save Callslips to the front office, the system will prompt you to select a location code for your institution.

Remember, if you only have one location code for your institution, the system will select that location code and update your Callslip with it.
There are no overdue fines on GIL Express books at this time. Recall fines are charged by some schools for GIL Express books. The University of Georgia and Georgia Institute of Technology currently charge recall fines. Recall fines are $2.50 per day. Patrons (including faculty) are responsible for paying these fines!
**Holding Library**

Discharge item to remove “In Transit” and “Lost” statuses then forgive Lost Book Fees
It is very important to daily pull GIL Express books off your shelves that have expired.

Once a GIL Express “hold” expires, it has the status of “Not Charged.”

They must be discharged to put them “in Transit” so that another patron cannot request them through GIL Express before they return to the Owning Library.

**GIL Express Web Site**

The web address for the GIL Express Web Site:

http://gilexpress.usg.edu/
STAT Courier – Help Desk

- For all EMERGENCY messages any libraries need to send to STAT Courier, please call USG Help Desk at 888-875-3697 or 706-583-2001.
- Be sure to use your university or college name, not library name, in all communication as well as the STAT Courier USG delivery/pickup site codes.
- Other messages should be posted to the G2UCB Listserv.

List Etiquette

- If you have an issue with an error or problem from another school, please email the contact person for that school directly.
- PLEASE do not post messages that might embarrass another school or individual.

Patron Information Report

- How can I check to see if one of my patrons has outstanding GIL Express obligations?
- We cannot view a patron’s My Account because of the new PIN.
- We need to make sure when patrons are graduating or leaving the employment of our University that they do not have GIL Express obligations.
- Bob Trotter created the Patron Information report which will allow us to see GE obligations and activity.