

# Polaris FAQ's

Have a question about Polaris? Here are some Frequently Asked Questions and Answers.

*Why does the message "Notification option is e-mail. Please enter an e-mail address?" appear when trying to save a patron registration.*

There are a few reasons this message may appear:

1. You have your password/log in information saved and it is auto filling the email form with an invalid email. Delete your saved log in information.
2. Under notification in the patron registration the notification option is set, by default, to email. If no email address was entered, you will need to change this to phone or text message notification.
3. Polaris is trying to remind you that email is the preferred method of notification. You can just press OK to continue.

*How do I remove my stored password in Google Chrome?*

It is important to remember not to save your Leap log in information. This can cause issues when saving patron records as it causes the work form to autofill.

To remove your stored leap log in information, follow these steps:

1. Open Google Chrome. Click on the three little dots under the X button at the top right-hand side of the screen. Click Settings.
2. Once in settings, locate the Autofill section. Click Passwords.
3. Find the saved password for search.prl.ab.ca/leapwebbapp and click on the three dots on the right-hand side. Click remove. This will delete the stored password/log in information.

*Why can't my patron log in to the PAC or TAL?*

1. First check that the patron's registration is current and the account is in good standing. If so, check for Blocking Notes. If there is a blocking note the Notes will appear in red text.

If a patron has a blocking note on their account they will not be able to use the PAC or TAL Services. If the note is not important you may choose to delete the note (for your patrons only. Do not delete another library's patron notes), or move it to a non-blocking note. Click update notes to save the changes.

2. Does the password need to be reset? If the patron created a password, and can no longer remember it, you can reset it back to the last four digits of their phone number in their patron registration. If they have an email associated with their account they can reset the password themselves to something of their choosing.

NOTE: Please make sure that you have not saved your Leap log in information. It may auto-fill this area making it difficult to properly reset the password.

*My patron returned an item within 2 days of being overdue, and still got charged fines. Is there still a grace period in Polaris?*

There is still a two-day grace period in Polaris, and patrons are not charged fines (if fines are charged) for days that the library is closed. If your patron returns an item late, within 2 days of the original due date, and that item is checked in within the 2 days of the original due date, they will not be charged fines.

However, if a patron returns an item 2 days past the original due date, and the item is not checked in within those 2 days the patron will be fined from the original due date because in Polaris if the grace days are exceeded, the fine is calculated as if there were no grace period.

### *Why can't I override renewal limits?*

Library staff cannot override renewal limits on materials with hold requests to respect other patrons waiting for the items. This is to ensure Resource Sharing Policies are followed and to provide high customer service region wide.

### *I am giving a different library an item from my library collection. What do I need to do?*

You can change the assigned branch of the item, but you MUST contact your Consultant so that the owning library can be changed.

If the owning library is not changed the library will not be able to edit or make changes to the item record.

### *I have added a new item from an existing bibliographic record, but am getting an error message "This item will not display in PAC. Do you want to continue saving?"*

1. Check that you have checked the 'display in PAC' box.
2. Did you create the item from an item template? Please DO NOT use ILL or On the Fly item templates. These (ILL and On the Fly) items do not display in the PAC and thus the system gets confused and gives an error message.
3. Save the item, then check in the PAC to verify that the item is, or isn't displaying.

### *An admin override box appeared when I tried to delete a patron. Can I delete a patron record?*

You can delete patron registrations if needed from the patron registration work form. On the right-hand side is a DELETE button. If an admin override box appears it may be because:

1. The patron has blocking notes, outstanding fees, or checked out items that need to be addressed.
2. Does the patron have Associations attached to their record? If so, these will need to be removed before the patron record can be deleted.
3. Note that you can only delete your library's patrons. For example, an Alix patron can only be deleted by Alix staff at Alix library.

### *I am logged in with my-ADV (Processing) account. Why do I keep getting admin override boxes appearing?*

The ADV account is to be used for processing and adding items only. You cannot use it for regular circulation functions or patron registration tasks.

NOTE: you cannot be logged into both your processing (ADV) and circulation (CIRC/STAFF) account in the same browser, at the same time. If you must use the same computer for both accounts open your regular circulation account in Chrome and use a different browser for your processing (ADV) account.