

# Horizon

## Answers to Commonly asked Questions



If you have general questions about Horizon, please call Library Technical Services

Ed Bradley 840-7044  
Katy Rumore 840-7041

If you have network or hardware questions,  
please call Customer Tech Support at 744-6673.

**1. I don't know my Horizon password. How do I find out what it is?**

Call Ed Bradley at 840-7044. He is the Horizon System Administrator and can reset your password.

**2. How do I Fast Add an item in Horizon?**

Directions for Fast Adding are located in the Horizon Users Manual

**3. How do I delete an item from Horizon?**

Directions for deleting items from Horizon are located in the Horizon Users Manual.

**4. How do I make a borrower record for a volunteer?**

Directions for creating borrower records in Horizon are located in the Horizon Users Manual.

**5. A student changed homeroom teachers but is still showing up in the same homeroom on my Horizon Crystal Reports. How do I change his homeroom?**

The Directions are located in the Horizon Users Manual in the section on editing a borrower's record.

**6. I have a student that left my school and is not attending a Hillsborough County School but he is still showing up on my Horizon Crystal Reports. How do I solve this problem?**

The student is still on your report because he has books, blocks, and or fines on his borrower record.

You have two options to solve this problem.

#### **Option #1** Delete the Student from Horizon

If you are positive that the student will not be returning to a Hillsborough Public School then you should delete the student from Horizon. To delete the student you must first clear all fines, blocks, or overdue materials.

Once the student's record is cleared then follow the directions for deleting a borrower in Horizon Users Manual.

**Option #2** Reassign the student to a different homeroom and teacher If you think the student may return and do not want to delete his record then reassign the student to a different homeroom and teacher. Follow directions for Editing a Borrower Record in Horizon-Horizon Users manual. The student should be assigned to homeroom - Withdrawn, Room # - Withdrawn, and teacher - Withdrawn. When Horizon Crystal Reports prints the next report the student will be listed in homeroom Withdrawn instead of his previous teacher's homeroom.

#### **7. How do I print a Report**

The directions for uploading new reports or printing Horizon Crystal reports are located in the Horizon Crystal reports manual

#### **8. I have several books that have the wrong call number.**

##### **How do I change the call number for these books?**

Use the directions for editing an item record in the Horizon Users Manual. You can also use the same directions to change the barcode number, collection code, and item type.

#### **9. I have several books that are linked to the incorrect MARC record. What do I need to do to get the books linked to the correct record?**

Delete the items from Horizon and then Fast Add the books to the correct MARC records. The directions for Deleting Items and Fast Adding Items are located in the Horizon-Horizon Users Manual.

#### **10. When I log on to Horizons I get a message asking for my DB User and Password. What do I need to do?**

This message probably means that you lost your network connection to the Horizon server. Before calling anyone do the following:

Log on to IDEAS or SDHC. If you cannot logon to these programs then you probably have a network connection problem and need to call Customer Tech Support at 744-6673. If you can log on to these programs then call Library Technical Service at 840-7044 for the DB User and Password. The DB User and Password are not the same as the User ID and Password you use to logon to Horizon. The DB user is **hillsborough** and the DB password is **gobucs!**

### 11. May Equipment be Fast Added to Horizon?

The ONLY equipment that may be cataloged into Horizon is equipment that is assigned to the media center and is checked out for a short time (less than 1 month) to teachers. There are already Equipment MARC Records in Horizon to use for this purpose. The list of Equipment titles is located in the Horizons Folder which is in the Media Specialist Folder on the IDEAS desktop.

### 12. I need circulation statistics for my media center.

What report do I use? Daily: LI1000 in Crystal Reports

Monthly: LI1160 2<sup>nd</sup> page Crystal reports

### 13. I would like a shelf list in Dewey order of all the items in my collection. How do I request this report? Use Crystal Reports LI1190

### 14. I need to order books for my media center. How do I locate a list of approved vendors for processed and cataloged library materials?

Go to the Approved Vendors page

### 15. I need a new scanner for my media center.

Where do I get ordering information?

Call Steven Boyle at Compsee at 1-800-628-3888. Ask for ordering information for the Turbo Wedge Kit. The kit includes the scanner, reader box, cables, and stand

### 16. I need a new Horizon computer. How do I get ordering information?

<http://www.sdhc.k12.fl.us/itsweb/#>

You will find ordering information and hardware standards