

The following questions are the most often asked on our technical support line. Many of the answers are also documented in the Help file. They are listed here in a question and answer format for your convenience – for greater detail check the Help file folder.

Q: What size labels do I need for AUTO LIBRARIAN LIBRARY SERVER VER. SE?

A: Bar code labels, book pocket labels and borrower address labels print on the AVERY 5160 (1" X 2-5/8") 30 to a sheet (or generic equivalent brands available at office supply stores). Spine Labels: [DEMCO](#) order #WR14217670 (1" x 1-1/2") 49 to a sheet. Card catalog cards: [DEMCO](#) order # WS14201580. These are all laser labels and require a laser printer.

Q: Why do I get an "error retrieving bin source info" error on my laser printer when printing labels and some reports: The following inexpensive laser printers (and other inexpensive laser printers that also have no onboard memory) are not supported with Auto Librarian SE and MAY generate this error when trying to print barcode, spine labels, and some reports.

HP Laserjet models: 1012, 1018, 1020, 1022, 1022n, 1220C.

A number of HP laserjet printers (some examples above) are designed to use the computer's memory for page setup. This reduces the price of the printer since it has little or no on-board RAM however these printers cannot accept data the way most printers do. The Lexmark 260dn and 360dn printers work well with Auto Librarian SE.

Q: What numbering system do I use for the booknum (bar code labels) and where do I start labeling and entering books into AUTO LIBRARIAN?

A: Simply start with the number 1 and begin with the books which circulate most often, or start with a bookshelf nearest the computer working your way down the shelves and across the room(s). First print a quantity of labels (say, 1500 or 50 sheets of the Avery 5160 label). Have the labels in front of you at the computer. Peel off the first label and place it on the upper right hand corner of the back of the book and add the book with that book number. Peel off the next label and place it on the next book and add the book into the system with that book number, etc., until all of the labels are used. Print a new quantity of labels (#1501 – 3000) and continue until all of the books are added to the Auto Librarian™ book database. As soon as a book is added it can be circulated.

Q: How do I reindex the database, how often?

A: Auto Librarian Library Server Version SE reindexes automatically every 5 days. Windows 7/8 users will need to run Reindex by clicking on the Reindex icon. Should you need to reindex otherwise and for Auto Librarian V.4 the reindex utility is located by closing Auto Librarian™ and clicking the Auto Librarian folder (on the C drive). Double-click the Reindex icon (a wheel). Click the Reindex databases button. View the Indexlog after Reindex has finished in the folder by double clicking on the Indexlog icon (a stenopad). Reindex should be run weekly. Two additional utilities will keep your database "tuned-up". They are Memoverify and Subverify located in the System folder which is located in the Auto Librarian folder. Run these two utilities monthly as well.

Q: What do I backup, how often? If my hard drive crashes how do I restore AUTO LIBRARIAN?

A: The Auto Librarian Library Server SE program backs up automatically upon closing the program. A copy of your Tables folder is placed in the Auto Librarian\Backup folder and is named TablesSE.zip. You choose the second backup location in Step 2 of the backup. Backup daily and keep a copy offsite as well. To restore place the TablesSE.zip (backup file) in the Auto Librarian\Backup folder and click Restore.exe to restore the backup.

Q: What do I do if Overdue Notices won't print (report says NO RECORDS) even though Overdue List shows overdue books?

A: Go to the Utilities file folder, Setup, Information Editor, Fine Rate Selection button. If your fines are set to Single click the set fine rate Button and set the fine rate to an amount greater than \$0.00. If you do not wish to charge a fine rate set the fines to Manual. The Overdue Notices will print properly only if the fine rate is greater than \$0.00.

Q: How can I modify the Spine Label report to adjust the labels to align properly on my printer or change the font size?

If the spine labels do not print properly with your laser printer in Auto Librarian™ Library Server V.4 (for example: call numbers run off the labels after the first few labels printing left to right or if the font size is too small) modify the report using the following directions:

Read entire directions first, then proceed

IMPORTANT: Make a copy of the original report spinelabel.srw (rename it spinelabeloriginal.srw so that the original file can be replaced if needed in case another printer is used. Click Reports, Custom, Custom Report Wizard. Open File - C drive, Auto Librarian, spinelabel.srw

At the Layout Page tab click on the design tool icon (with designer's triangle). Note that font size is also located on the Layout Page tab - change the font size here. Click Report Setup button. Label file tab. Look at the dimensions of the label. Adjust the Horizontal Gap - this is the gap between the labels left to right - (the current setting is .125).

Changing this setting just a bit will increase the margin on the left of each label therefore a small change will be quite noticeable. Click Preview Report tab. View and/or print 1 page of the report (on paper first - holding the spine labels underneath the paper up to the light to judge whether or not the change is adequate). After a desirable compromise is reached save that setting by saving the report (spinelabel.srw) and make a note or print screen the desirable settings for future reference. To print screen: press Alt key and Print Screen Key. Click Start, Programs, Accessories, Paint, Edit, Paste, File, Print.)

Q: What are the system requirements for running Auto Librarian™ SE?

A: In general, for the Auto Librarian™ Library Server SE, 24 MB of RAM with a PC with Windows XP – Windows 10 installed.

Q: Is there a limit to the number of books and/or borrowers that can be entered into AUTO LIBRARIAN?

A: No, the only limiting factor is the size of your hard drive. The database can handle an unlimited number of records (theoretically 2 billion records).

Q: Is there a limit to the number of subjects that can be used in AUTO LIBRARIAN?

A: No, there are four subject fields in each book/item record. Each of these can be filled. Subjects can be chosen from a prebuilt subject listing however these do not have to be used.

Q: Can the AUTO LIBRARIAN book/item database be searched at a remote computer?

A: Yes, in two ways. 1) Install a Remote Card Catalog searching station (one machine per licensed copy). [Auto Librarian™ Remote Card Catalog](#) is purchased and installed on the remote computer (networked to the Library Server computer). The book/item database can be searched and books checked out can be placed on reserve from the Remote Card Catalog. 2) If you purchase the Auto Librarian™ SE Internet Catalog the AUTO LIBRARIAN book/item database can be searched by any of your patrons having Internet Access from their home and/or office computer! Check it out at: www.k12ss.com/elibrary and view the demo by entering the pin#: plib500. This is the "view only" version of the new Auto Librarian.net™ software for the Internet.

Q: Is bar coding equipment essential or is it optional?

A: Bar coding equipment is not essential to the functioning of Auto Librarian™ however bar coding equipment can help to reduce errors in keying in book and borrower numbers when checking out and checking in library materials. Also, the [Tricoder portable bar code unit](#) allows for desk use during the year in addition to portable inventory at year's end. There are several [non-portable models](#) available to fit your library's budget. The LZ-360USB is the mid-range and most popular model. It is important to label all library materials with a bar code label when setting up the library even if bar coding equipment isn't ordered immediately. The library will be set up for bar coding in case equipment is ordered in the future and the readable number on the label will be used until that time. See our [Shopify store](#) for pictures and extensive bar code unit information as well as information on all MC² SYSTEMS' products.

Q: Is there a charge for technical support or an annual service fee?

A: No, Auto Librarian™ has no annual service fees other than for the Web-based software such as: MARC Record Locator, Auto Librarian Internet Catalog, Auto Librarian Textbook.net and Auto Librarian.net. All Technical support questions are answered through our [Technical Support Contact Form](#).

Q: What are MARC records and how do they relate to AUTO LIBRARIAN SE?

A: MARC records are machine readable book records which can be imported into AUTO LIBRARIAN with the [MARC/AL Interface Utility](#). This utility will import MARC records (in USMARC or MICROLIF format) from disks sent with newly purchased books or other sources for the MARC record. After filling in the input form with the source for the booknumber, callnumber, and price the MARC records are converted to AUTO LIBRARIAN records. These converted records can be then viewed and sent to the AUTO LIBRARIAN book database. Usually major book vendors will ship the MARC records on disk with the purchase of books at little or no additional cost to the buyer. Large book orders can be imported in a matter of minutes. NOTE: AUTO LIBRARIAN does not export MARC records however the MARC records remain intact and can be kept for safekeeping on floppy disks. To download MARC records from the Internet the MARC Record Locator utility built in to Auto Librarian SE. This service costs \$34.99/year. Click on the Search MARC button in the Add Books Form to complete a request for a pin# or order online from our [Shopify](#) store.

Q: Are there any instructional videos for Auto Librarian SE?

A: Yes! Here is the link to the videos:

<http://www.k12ss.net/web5/videotutorials.htm>

Q: Can books be entered from a remote computer for instance from my home and/or office computer?

A: Yes, using the [Remote Data Entry](#) program can be inputted at any computer with Windows 95- Windows 10, saved to flash drive or disk and brought to the Library Server for downloading. With this feature volunteers can input books in their spare time and get the book database built in no time!

Q: How do I contact Technical Support or Sales if I have further questions not answered above or in the Help File?

We prefer that you fill out and submit a contact form. Here are the links for both Sales and Technical Support:

<http://store.scanbarcode.com/pages/contact-us>