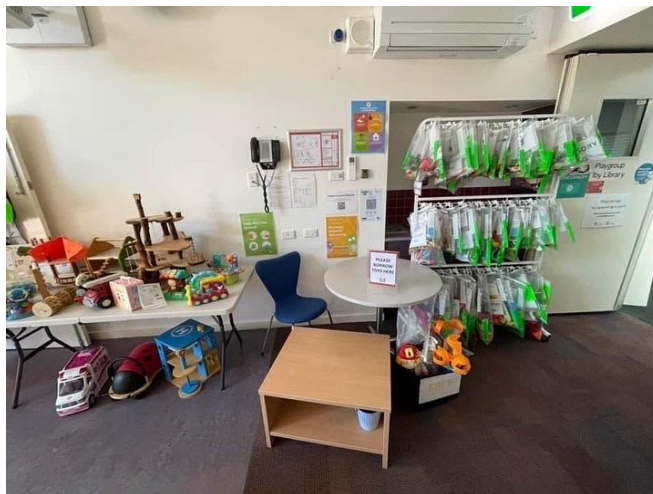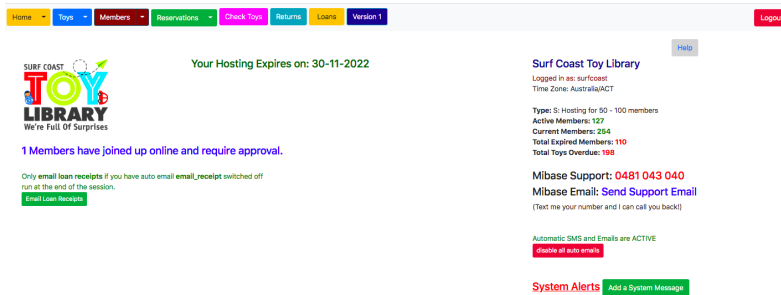# SCTL LOANS GUIDE

(updated 16/9/22)

Thank-you for volunteering today. We couldn't run the Toy Library without you!

Your role today will be to log which toys members borrow onto our Mibase system. The session coordinator will set you up and give you a run down. Shout out to them if you need any help at all! We don't want this to be a stressful experience for you.

Once on Home on the Mibase page you will see this. Refer to all the tabs at the top of the page. You only need to use the 'Loans' tab for Loans/Borrowing.

- To **loan out a toy to a member**, click on 'Loans' and then select 'Find Member', then click members name. An alert about the member may pop up. Please complete the task. Ask your coordinator to complete the task if you can't.

- Once in the members page select 'Toy Number' or 'Search' on the far right hand side.

- If you select 'Toy Number' and add in the number of the toy and press ENTER on the keypad, it will automatically add the toy to the members account.

- If you select 'Search' and add in the number of the toy, you will need to then select the orange Loan button on the right hand side.

- You can use either of these options. However, the second option allows you to check you have the right toy before borrowing it out to the member.

- If you don't select the **Loan** button you will not loan the toy out to the member for this option

- If you add the wrong toy, you can just press **Return.**

- Ensure you read any alerts that pops up when you add a toy. They may be safety alerts for members to know about or a task that needs to be completed for the toy. Ask your coordinator to complete the task if you can't.

 An example of an alert may be: *This toy has an accessory bag, This toy has batteries, There is a part of this toy in the reunite me box, Please keep the toy inside, This toy is missing 1 piece etc.*

- If the toy comes with an accessory bag, the member **must** take the accessory bag with them. If they don't want it, suggest they just put it in the cupboard away from the child or leave it in their car as we need all items to go out together. The accessory bag will match the number on the toy.

- If you cannot find an accessory bag, please ask the coordinator to help you as they will need to add an alert to the members page if it is not taken.

- Before the member leaves please check if the right toys are borrowed and are under the right Members name (it is easy to select the wrong member name).

- Remind members to count their toys and contact us via email within 24 hours if anything is missing or damaged. Or check toys before they leave!

- You need to press the red **RESET** button after each member to clear the page

- If you need any help at all, ask the session coordinator!

Thank-you for completing your duty and helping to provide this awesome service for our community!