

PROBLEM WITH SELF-SERVICE MACHINE? POSSIBLE CAUSES:

1. You are not able to borrow book successfully (first time at the library, your card is blocked, your registration has expired – go to the lending desk).
2. Books are still/are not registered to your account (put each book in the gap separately, if this does not help, go to the lending desk).
3. Self-service machine is out of order (contact the librarian).
4. Overdue fines remain on your account or it is impossible to insert money into self-service machine (contact the librarian).

If you need help, don't hesitate to ask our librarians at the lending desk on the 2nd floor.

E-mail us: sluzby@k.utb.cz

Call us: [576 032 889](tel:576032889)

Comment on: [facebook.com/knihovnautb](https://www.facebook.com/knihovnautb)

I WANT TO USE SELF-SERVICE MACHINE

You can borrow, return, renew your loans and pay your overdue fines via self-service machine. Select one of the options on the screen and follow the instructions:

BORROW ITEMS / RETURN ITEMS

1. Show your UserCard. Put all your items at once there in the gap below. Always **check the screen and your account** whether the numbers of borrowed/returned items match.
2. Click on **Finish** and print the receipt.
3. If there is an attachment (CD, DVD) marked on the barcode of the book, you can pick it up at the lending desk. If you do not want the attachment, pick up the confirmation about borrowing the book without CD or DVD at the lending desk.

4. You can also return your loans by self-service check-in machine which is located on the right side of the ground floor behind the cloakroom.

ACCOUNT

1. Show your UserCard. You can find number of items, due dates, reservations, overdue items and fines here.
2. You can **renew your loans** one by one by indicating each item or all items together. **Check your account.** If there is a failure, contact the librarian at the lending desk.
3. If you want to **pay your overdue fines**, put the coins or bank notes inside the machine and select Pay charges. Then print the receipt. **Check your account.** If the overdue fines remain on your account or if there is any other failure, contact the librarian at the lending desk.