

Arena Nova

Quick guide for end-users

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# About Arena Nova

Arena Nova is the most recent theme for the public-facing library system Arena from Axiell.

This document describes how to carry out common tasks in the standard configuration of the Arena site with Arena Nova.

## Navigation

You typically find a number of tabs at the upper part of the page, to make it easy to navigate the site, regardless of which page you are using. Click a tab to display for example information about the library, an overview of events, reading tips, to see what services the library offers and to search for items in the catalogue.

## Switching language

You can switch to another user interface language by clicking **Language** at the upper right of the screen. The catalogue and its descriptions will remain in the default language.

# Your account

## Signing in and signing out

### Signing in

You sign in at the top right of the screen, using your library card number and PIN code. Once you have signed in, you have access to **My pages** where you find your loans, reservations, fees, reviews, and much more, as well as all your personal information.

Keep your PIN code secure and make sure that nobody can see it as you enter it.

If you have forgotten your library card number or PIN-code, you can get help to restore these by clicking the links in the sign in window.

If you are signing in using a shared computer, do not allow the web browser to store your details.

### Signing out

Make sure to manually sign out from Arena when you are finished, to avoid that someone else uses your account before you are automatically signed out (after a predefined time of inactivity - usually set to between 15 and 60 minutes).

If you allowed the web browser to store your information by mistake or forgot to sign out, change your PIN code as soon as possible.

## My profile

When you have signed in to Arena, you find all your personal information under **My pages** / **My profile**. You can modify most settings by clicking the buttons below each section. If you have lost your library card, you can block it here.

The screen name is the name shown to others when you for example add a review.

## Self-registration

If you have not already registered at the library, you can do so by clicking **Join the library** at the top right of the screen. Fill in the form, where mandatory information is marked with an asterisk, and click **Send**.

## My media list

You can store items that interest you while you are exploring Arena. For example, you may want to collect items that you are considering borrowing or reserving.

The items you add to your list remain after you sign out from Arena, so you can return to it the next time you sign in. The list is accessible only to you; no other Arena users can see it.

When you have found a title that you want to add to your list, click **Add to media list**.

You find your wish list under **My pages** / **Overview** after signing in to Arena. From here, you can for example send the list in an email or printing it, or reserve or delete items in the list.

## Charges and payment history

The library may have set up charges for overdue items, reservations and similar. You find any charges under **My pages** / **Overview** after signing in to Arena. From here, you can see what caused each charge and make payments.

# The catalogue

The catalogue is a register of all the library items and electronic resources structured in a specific way.

## Searching

You find a search bar at the start page, and there is also a search icon available to the right next to the tabs on all pages. You can search with free text or make a more advanced search with filtering options and a possibility to search using keywords.

The search results are presented in a list, and you can sort on relevance, author, title or year. You can limit the search results using the facets on the right-hand side, to filter on, for example, author, media type or subject.

Once you click on an item in the search results, you will see all its details, and, provided that you have signed in, you can borrow or make a reservation. You can also add the item to your media list or send a recommendation to someone else.

At the top of the search results, you can save your search by clicking the **Save search** link. You find your saved searches under **My pages** / **My lists and reviews**, where you can select to be alerted about new titles that match your saved search.

## Ratings and reviews

You can share your thoughts and opinions about any item in the library catalogue by rating it or adding a review.

You find ratings and reviews that others have added by clicking a title in the catalogue.

You need to sign in to Arena to be able to add a review. Remember that it your review may be read by many people.

When you have found a title for which you want add review, click the title to see its details, and click **Add your review**. If you have not yet selected a screen name, you will be prompted to do so now.

You find the ratings and reviews that you have added under **My pages** / **My lists and reviews** after signing in to Arena. From here, you can update or delete the reviews you have added.

# Loans and reservations

## Loans

You find an overview of your loans under **My pages** / **Overview** after signing in to Arena. From here, you can manage your loans, by for example renewing them.

## Reservations

You need to sign in to Arena to be able to make a reservation.

When you have found a title that you are interested in, click the title to see its details, and click **Reserve**. When making the reservation, you can select a pickup branch and modify the reservation period (if allowed by the library).

You find an overview of your reservations under **My pages** / **Overview** after signing in to Arena. From here, you can manage your reservations, by for example selecting a different pickup branch or remove a reservation.

## The self-service kiosk

Some libraries offer self-service. This enables you to borrow and return items without involving staff directly. You can also pick up reservations yourself.

### Checking out

To borrow an item, you scan or type its barcode, and click **Check out**.

If the checkout is successful, you find it in the list of transactions (all transactions from the current session), at the bottom of the page. If any charges have been added to your account, you will find that information here.

### Self-service reservations

When the item that you have reserved is available for pickup, staff will place the item on the reservation pickup shelf (usually within the library), where you may find and pick up the item. The item will be labelled with the Arena pickup number, so that you pick up the correct item.

You then check the reserved item out at the self-service kiosk.

When you are ready to return the item, you can do so at the self-service kiosk or at the library front desk.

# Interacting with others

## Feedback to the library and purchase suggestions

You find forms for giving feedback to the library or purchase suggestions, and much more, on the **Our services** tab.

## Recommendations

You can send recommendations to others about titles that you like.

When you have found a title that you want to recommend, click **Recommend title**. Enter the email address of the person that you want to send a recommendation. The email address that you have entered in your details is already filled in under **Reply to:**, but you can update it if you want to. Add something about your recommendation in the message and click **Send**. A link to the title will be included automatically.