The Client is the staff interface for Wise.
For access to the staff client, contact your system administrator.

- **Get started with the Wise staff client**
  
  No image available

  Get started with the Wise staff client.
  - Access the Wise staff client
  - Wise staff client basics

- **Circulation**
  
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  Circulation is the first menu option in the Wise interface. Within this section, you will find the check-in and check-out screens, self service interface, daily counts, and authorizations.
  - Check in and check out
  - Self-service
  - Daily counts
  - Authorizations
  - Circulation workflows
  - Library-at-home

- **Customers**
  
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  New customers are created and customer information is maintained and managed under the Customers menu in the Wise staff client.
  - Customer administration
  - Search customer
  - Import data
  - Customer overviews
  - Customer types
  - Customer workflows
• Financial

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Financial transactions, such as service desk purchases, payment of fines and lost items are managed under the Financial menu. Reports and overviews are also available.

◦ Point-of-sale
◦ Batch revenue
◦ Management
◦ Financial overviews

• Catalog

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The Wise catalog displays all titles, items, and holdings information in your library's possession.

◦ Search the catalog
◦ Searchlight and filter
◦ View search results
◦ View items
◦ Use the clipboard in the catalog
◦ Periodicals management

• Items

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Items are added and managed via the Items menu.

◦ Request items
◦ Temporary items
◦ Search for items and view details
◦ Create item list
◦ Link items
◦ Discard and relocate items
◦ Labels
◦ Changing collections
◦ Relationships
◦ Batch changes
◦ Item statistics
◦ BCB/RCB report
◦ Item overviews
◦ Item workflows
• Titles

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Titles are added to your library collection and managed under the Titles menu.

◦ Order requests
◦ Order administration
◦ Budgets
◦ Subscription management
◦ Add and edit titles
◦ Thesaurus
◦ Titles overviews
◦ Titles and ordering workflows

• Holds

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Library customers can reserve titles from the collection. Where and how a hold is made depends on how the holds are configured.

◦ Show holds
◦ Hold requests overviews
◦ Cancel holds SchoolWise
◦ Hold request screens and details
◦ Hold request workflows

• Statistics and Selections

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Statistics and selections is a function of Wise intended to support the business process of your library organization. Key data from the system can be leveraged directly within this menu to create meaningful reports.

◦ Use statistics and selections
◦ Statistical data
◦ Selections
◦ Selections by set type and selection source
◦ schoolWise and Mediatheek Wise statistics

• Notifications

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Notification messages, such as overdue and hold notices, are generated and sent to customers via the Wise staff client.
About notifications
- Printing notifications
- Bills
- Notifications overviews

• Customer support

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The Customer support menu allows library staff to communicate with customers and resolve issues from within the staff client.
- Messages
  - Count status messages per owner
  - Notifications per customer
  - Message per administration
  - Open messages per owner

• Tickets

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Event tickets are created, issued, and managed in the Tickets menu of the Wise staff client.
- Issue tickets
  - Performances overview
  - Cancel tickets
  - Event management
  - Tickets overviews

• Branch management

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System preferences and configuration are managed within the Branch management menu. This menu provides access to additional Wise functions and saved files and templates.
- Workplace management
  - Workplace management configuration
  - Shelf management
  - Location and floor plans
  - Calendar
  - Opening hours
  - Enter visitor count data
  - Vacation loan periods
  - Staff PIN
- Argos workstation management
- Storage requests
- Service desk scan card
- Teaching set
- Test XML receipts
- Newsletter
- Portal links
- File management

- Manage periodicals

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Learn how to manage periodicals from within the Catalog in Wise.

- Periodical titles
- Create and manage subscriptions
- Receive issues
- Periodicals overviews

- Service points and delivery processes

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Learn to configure and use service points and delivery processes for hold requests.

- Configure delivery processes
- Delivery process check in
- Check out via delivery process
- Place delivery process hold requests

- Library self-service

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Learn about Library self-service in the Wise staff client.

- Configure self-service in the Wise manager
- Configure self-service stations