



JCS Resource Center FAQs for Parents

Home study families will notice during the curriculum discussion time with your EF that the school has a list of popular selections for each grade level. The school seeks to provide quality curricula aligned with the Common Core Standards and that work well for home study students. What to Pick Up from the RC Forms (K-5, 6-8 and 9-12) are available on the Parent Portal. For convenience, the online resource center catalog can also be used to review available curriculum options (the link for the online catalog is found on the Parent Portal).

Materials and Services

The JCS Resource Center (RC), housed in Murrieta at 39665 Avenida Acacias, Ste. G. Murrieta, CA 92563, contains materials for every grade level that we serve. Resources include textbooks and supplemental materials such as literature, workbooks, videos, DVDs and manipulatives.

Besides obtaining resources directly from the RC, online access to an inventory of our resources is available from the Parent Portal. For convenience, the online resource center catalog can also be used to review available curriculum options: <http://destiny.juliancharterschool.org/>.

Checking Out Materials

Parents are welcome to visit the RC and browse the available resources. Visits can be of the drop-in variety or, during the busy seasons, an appointment can be made in advance. **Please check the daily visiting hours for availability.** Children and students under the age of 18 are allowed into the Resource Center under the supervision of a parent or educational facilitator. In addition, all the standard rules for student discipline must be followed.

Each student has a 50-item limit which includes items checked out from the RC and any items received from special EMR orders (home study students only). What to Pick Up from the RC Forms (K-5, 6-8 and 9-12) are available in the RC, or just browse the aisles. The RC is set up by subject, signs and labels distinguish the different sections beginning with K-5 grades and on up. There are rolling carts for your convenience to use while browsing the shelves and making selections. When all selections have been made, the parent will check out with an Resource Center representative at the front desk. The last name of the student is all that is needed



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to identify the patron in the Destiny system. The RC rep will scan each barcode to check them out to the student. Consumables are checked out and counted in the 50 item limit; however, printed copies are not checked out -- they are complimentary and do not count towards the 50 items.

All materials are due in June. The due date is adjusted every April to the following school year so that materials can begin to be checked out for the following school year. Materials must be returned, renewed or replaced at the end of every school year.

Requesting Materials

Resource Center materials ordered through the Destiny Online Catalog will be shipped to students that live more than 20 miles from the Resource Center in Temeucla. Those living in close proximity to these locations will pick up their materials from these sites during business hours. An email is typically sent to the EF when Will Call items are ready for pick up, and the EF will notify the parent.

Destiny.jcs-inc.org is the web site for the Online Catalog

To request resource materials please place them on "Hold" in Destiny enabling it to be pulled for your student. Materials requests will be initiated by placing "holds" on the items you are requesting.

Parents and EF will sign in to Destiny as the Student to place holds for the student. The Username and passwords are exactly the same as used to login to the JCS Student Portal.

If the password is forgotten or if you get an error - Go to the JCS Portal and Click- Forgot/Reset Password

Request each student's "Holds" via their own name, rather than grouped with their siblings.

Go to destiny.jcs-inc.org

Welcome Page >Upper Left: Select the student's "Site"

Note: Home Study students select - JCS Resource Center > Click – Login

Login as the student using student username and password combination

Go to the Catalog Tab

Click Title or Keyword to begin the search

Click on the title link of the chosen title (it will state how many copies are available)

If there are copies available, Click on the HOLD IT button

Multiple copies of a title can't be placed through Destiny. Please contact the Resource Center via email to request more than one of any item.

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Once you have finished choosing and Holding materials, log out. The Resource Center Staff prints the lists of Holds each morning, pull them from the shelves and check them out to the students. They are then sent to the Shipping Area and prepared for shipping or for Pick Up. Students within 20 miles/minutes from the Resource Center in Temecula can pick up their items the afternoon after placing their holds Monday - Thursday 9:00am - 4:00pm.

Destiny is the primary source for recording our materials, if items needed cannot be located in one of these three spots, please email Shawn at the Resource Center.

Pending Orders

When Destiny says that the item is “*ready*”, that means the system found an available copy, but the staff haven't located it in the RC, pulled it or checked it out. *Pending* means there isn't a copy available in the system. *Expired* means that the 6 week period set in the system has expired and the hold is no longer valid.

Placing a Hold on a Pending Item:

When all copies of a Title are checked out, you are welcome to place a hold that will remain in the system until a copy is returned, becomes available, or after 6 weeks expires. We can't promise that there will be an available item in that time frame.

The RC staff will leave notes on the Hold Request/Packing Slip regarding the status of an item not shipped with the others. N/A means that “not available,” we weren't able to locate any copies (it is no longer available). The RC restocks every spring/summer for the following school year, however there is no way to predict how many students will need a particular book and often we run out of stock before all Holds have been fulfilled during our busy months (August/September).

The RC will restock materials that are found on the “What to Pick Up” forms for each grade level. These materials are “picked” by the education department. Not all the materials found in the RC, or on Destiny, are “Picks,” and not all of them will be restocked when the inventory runs out.

Address Status:

When a new student enrolls, and at the beginning of each school year, EFs will complete this step so that books are sent to the correct location.

1. Place Shipping instructions in the Vendor program
2. Email the Resource Center Manager if you need her to make a note about a specific address.

Remember that if a student has moved or any information for a family has changed (even an e-mail address or telephone number), EFs need to submit a COI (Change of Information) form to the Registrar. If a family has a change of address, a current POR (Proof of Residence) must be submitted along with the COI.

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Shipments

The RC ships out packages Monday - Friday. Packages that are under 5 lbs. are generally shipped via USPS Media Mail. UPS Worldship emails a notification to the receiving email address of the parent.

If the package is shipping to the wrong address, please contact the RC as soon as possible. The sooner we know of a shipping error, the sooner we can take steps to retrieve the package, but only *if we know right away*.

The names and addresses in Destiny feed directly from Student Pathways/Enrollment and our UPS program. If the address is wrong in SP or enrollment, the RC isn't going to know unless the EF or parent alerts us. We can't ship UPS to PO Boxes, so other arrangements will be made to ship materials. By contacting the RC immediately we can reroute packages before it's delivered.

Receiving Materials

It is important that parents carefully check the list of items and their designation as consumable or non-consumable when they are received because they are responsible for the items. If materials are lost or damaged, families will be required to pay for them. It is easier to update and repair discrepancies as close to their checkout and shipping date as possible. Thank you for your help in this matter.

Materials checked out to the student, but haven't arrived yet:

It may take a day or two to get the materials shipped. The RC might have pulled them on Thursday, but did not ship until Monday. There may have been other extenuating circumstances that prevented the RC from shipping immediately. Shipments under 5 lbs. are sent via USPS Media Mail, it is slower than UPS, and saves on shipping costs.

Discrepancies on a student material list:

From time to time there may be discrepancies on a student's check out list. Maybe the student never had this book, this item was never received or student thought they returned it a long time ago. Please check the barcodes on the list and on the item to make sure they match, and check the title and the description in Destiny to make sure it is listing the physical item.

For instance, if the system shows that the book was checked out to the student on X date and has not been checked in yet, there are several explanations for the missing item, and we have to figure out which one applies:

1. EF may have delivered it to a different student
2. It could have been skipped during returns, not checked in, but put on the shelf in the RC

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3. The student may still have the item but can't find it, and doesn't recognize it
4. The barcode could have been placed under the wrong heading, so that it looks like it should be a different book
5. The staff may have checked out the item to the wrong student

Please email the [RC Manager](#) to investigate the item. Include the barcode, the title, student name, and any other detailed info that might help to sort this out.

Reproducibles

The Reproducible Spreadsheet is a list of all reproducible workbooks that can be copied for students. The Reproducible List is found on the Portal under Resource Center. The link to the List is at the bottom of the page. It is an Excel spreadsheet and you will need to access Microsoft Excel to open it. It may take a minute or two to load the file.

The repro masters are kept in the Resource Center Copy room (the Vault). To maintain the integrity of the Vault, the masters must stay in the RC. Parents and EFs are allowed to browse the Vault and request items on site, or send a copy request to copyrequest@juliancharterschool.org. The code at the left of the list and title of item are needed to place a copy order.

Items ordered from the Repro Spreadsheet will be printed the way that the book would be received if it was personally purchased. If special requests are desired please include those instructions with the copy request. Black & White copies are the only option available. The turnaround is 3 business days (or less). Please limit requests to 12 items at a time.

EMR items ordered by students that have reproducible licenses will be added to the Reproducible spreadsheet and copies sent to the student for use.

How do I check my students' check out list?

To check what is on your student's check out list in Destiny, please log in using the username and passwords used to log in to the JCS Student Portal. If the password is forgotten or if you get an error - Go to the JCS Portal and Click- Forgot/Reset Password

Withdrawal

Materials should be returned as soon as possible to the Resource Center or the SD High School Academy. For those students having trouble getting to a JCS site to return books the family should contact the RC to make other arrangements.

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EMR (Educational Resource Materials)

EMR funds may be used by home study families to request approved materials and materials from approved vendors in cases where the materials are not available in the RC. All EMR (educational material resources) are processed through the resource center for inventory and check out. EMR orders are part of the 50-item limit. Items purchased using EMR are property of JCS and must be returned, unless marked consumable. Speak with your EF regarding any needs. Please refer to the vendor ordering guidelines found on the Parent Portal for ordering information and guidelines.

The Vendor program shows progress on requests. During the busy seasons (August & September, January & February) there is a great amount of work, Purchasing and the RC do the best they can. Please check the Vendor program for statuses. The RC is not notified when packages are shipped, we can't be sure of when items will arrive. Please plan accordingly.

Consumables and Non-Consumables

Consumables are materials that can be used only once. They are identified with a Green Barcode and a large black "C" written on the cover. Consumable resources that have been completely consumed (no remaining educational value) need not be returned to JCS. These materials are kept on the students' Follett record for at least one semester before they are manually deleted. If there isn't a green barcode and/or a large, black "C" on the cover, but there are concerns about using up an item, then please contact the RC to find out the status.

Non-consumables are materials that can be used over and over again and are identified with white barcode labels. Non-consumables are the property of the school and must be returned. Examples of non-consumables are: teacher editions, textbooks, novels, microscopes, globes, educational games, and DVDs.

Returning Materials

All materials are to be returned to JCS at the end of every school year and/or upon withdrawal from the school. You may return materials directly to the Resource Center throughout the year (during open hours) as you are finished using them. Resources that have not been returned to JCS within 14 days after withdrawal will be considered lost and a bill will be sent to you requesting the return, repayment or replacement of the resources. It is a violation of school policy and California state law to retain school materials. The materials or payment should be submitted to the Resource Center for the replacement costs within 30 days of notice. In order to maintain the resources to supply all the students of JCS, it may be necessary to employ a service to retrieve any resources that have not been returned in a timely manner after withdrawal.

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Damaged, Lost or Non-Returned Materials

The Governing Board recognizes that instructional materials are an expensive resource. Even as instructional materials are provided for use by students, they remain the property of the school. Students are responsible for returning borrowed materials in good condition, with no more wear and tear than usually results from normal use. When materials are lost or so damaged that they are no longer usable, the student shall be responsible for reparation equal to the current replacement cost of the materials. When materials are damaged but still usable, the executive director or designee shall determine a lesser charge. If lost materials are returned to the RC within six months after payment has been made to replace them, reimbursement will be issued to the payee.

FINES are affixed in three instances:

- a. after a student has withdrawn from the school without returning materials
- b. In July if materials are not returned, renewed or replaced
- c. A particular item has been lost or damaged

Returning Students

Students returning to JCS who have un-returned items and/or fines in Destiny will be flagged in registration. They must return, renew, replace or pay for the unreturned materials before registration can continue.

End of the School Year Guidelines

Student accounts need to be up-to-date and in good standing to ensure a smooth closure to the school year. All resources must be returned or renewed by June 30th of each school year. Each student needs to return, renew or replace all items on the materials list. All materials must be accounted for. The RC and your EF will help you out with this process.

K – 7 students: follow the *Student Materials Inventory steps* below to renew books and materials for the following school year.

8th – 12th grade students: need to return **all** books before checking out next year's materials.

Students transferring to a JCS Academy from home study must return all materials to the Resource Center.

Graduates: all materials need to be returned **before graduation**, June 7th, or students will not be allowed to participate in ceremonies.

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All consumables due June 2017, should be deleted from the SM list. If there are consumables left on your student's list that are not due 2018, please contact the RC so they can remove them.

The family will be responsible for the replacement cost of materials that are no longer in good, usable condition (that is, damaged beyond normal wear and tear).

Any lost or damaged resources will remain on the student's account. An email will be sent with the replacement costs and instructions to return, replace or repay these items.

Overdue materials:

- Materials not received by June 30 are overdue on July 1st and fines will be attached.
- All fines must be cleared before additional items can be checked out, by renewing, replacing or paying for the items.
- Student materials cannot be checked out to an EF or a second party while awaiting for overdues to be cleared
- EUs may not be available if there are fines on the student's list.

A. Meeting with your EF who will Collect Materials for Return to the RC.

1. An automated email will be sent out to the EF and the student with the student's materials list. Please check for every item on the student materials (SM) list.

2. The students should locate each item and mark off the following codes in the STATUS column (please don't use colored inks or highlighters):

K – Student is keeping item for next school year, **due June 2018**

R – Item is being returned with the SM list

T – Item needs to be transferred to another student, include the next student's name.

3. All items on the SM List must be marked with a status. Unmarked items will not be renewed, they will remain outstanding until a status is declared. **Please indicate the date that the materials are being returned at the top of the list.**

4. Turn in the SM list to your EF, along with your returns.

5. The EF will turn in the lists and returned materials to the RC as soon as possible.

B. Dropping off materials at the SDA for return to the RC.

1. An automated email will be sent out to the EF and the student with the Student's Materials list. Please check for every item on the Student Materials (SM) list.

2. The students should locate each item and mark off the following codes in the STATUS column (please don't use colored inks or highlighters):

K – Student is keeping item for next school year, **due June 2018**

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R – Item is being returned with the SM list

T – Item needs to be transferred to another student, include the next student's name.

3. All items on the SM List must be marked with a status. Unmarked items will not be renewed, they will remain outstanding until a status is declared. **Please indicate the date that the materials are being returned at the top of the list.**

4. Drop off your returns to the SDA with Eileen Lightbody.

5. Turn in your SM List to your EF.

6. The EF will turn in the lists to the RC as soon as possible.

C. Returning the materials to the RC in Murrieta in person

1. An automated email will be sent out to the EF and the student with all the student's Material list. Please check for every item on the Student Materials (SM) list.

2. The students should locate each item and mark off the following codes in the STATUS column (please don't use colored inks or highlighters):

K – Student is keeping item for next school year, **due June 2018**

R – Item is being returned with the SM list

T – Item needs to be transferred to another student, **include the next student's name.**

3. **All items on the SM List must be marked with a status.** Unmarked items will not be renewed, they will remain outstanding until a status is stated.

4. Return materials to the RC with the SM lists for update.

****Students do not need to bring items to the Resource Center that are being renewed/kept.**

Thank you so much for your help. Don't hesitate to contact Shawn Glahn at the Resource Center with questions. sglahn@juliancharterschool.org