

Circulation Policy and Procedure Manual

Miller Library

2001

OPENING THE LIBRARY	4
CIRCULATION DESK.....	4
RESERVE DESK.....	4
CHECK- OUT	5
PROCEDURE	5
CHECK-IN	6
PROCEDURE	6
TBS (To Be Shelved).....	6
RESERVE MATERIAL CHECK-OUT	7
RESERVE MATERIAL CHECK-IN	7
SHELVING.....	8
ORGANIZATION OF RESERVE MATERIALS	8
Shelf-Reading	9
MICRO-COPIES	9
PHOTO-COPY MACHINES	10
CLOSING THE LIBRARY	10
CIRCULATION DESK.....	10
RESERVE DESK	10
END OF SHIFT CHECK LIST	11
ADVANCED - LIBRARY SKILLS	12
COLBY LIBRARY SERVICES -- There are three libraries on the Colby campus:	12
ON-THE-FLY (OTF) CHECK-OUT	13
OTF PROMPTS	14
CARREL CHECKOUT	15
CHECK OUT BLOCKS	15
CHECK OUT MESSAGES.....	15
CHECK-IN MESSAGES/BLOCKS.....	16
VIEW A PATRON RECORD	17
POLICY.....	17
PROCEDURE	17
RENEW ITEMS	18
POLICY.....	18
PROCEDURE	18
HOLD/RECALL ITEMS.....	19
POLICY.....	19
PROCEDURE	19
LIBRARY CARDS.....	20
PROCEDURES FOR LOST IDs.....	20
COURTESY CARDS.....	21
SPOUSES/RETIREEES	22
Research ASSISTANT CARDS.....	22
COLLECT PAYMENTS	23
POLICY.....	23
FEE SCHEDULE.....	23
OVERDUE MATERIALS	23

LOST/DAMAGED MATERIALS	23
INTERLIBRARY LOAN/Maine INFONET REQUESTS	24
DEFINITIONS	24
REQUESTS	24
HOLDING/PICK UP.....	24
RENEWALS	24
RETURNS	25
EMERGENCIES AND SECURITY	25
SECURITY.....	25
SYSTEM PROBLEMS.....	25
CUSTOMER SERVICE	26
BASIC.....	26
USING THE TELEPHONE.....	26
ADVANCED--Customer Service	27
Reliability	28
Assurance	29
Tangibles	29
Empathy.....	30
Responsive.....	30

BASIC - LIBRARY SKILLS

- The basic skills described here will get you through your first shift, maybe even your first week. After that you will need to go on to the **ADVANCED-LIBRARY SKILLS** and the **Customer Service skills** sections in this book.
- Everyone is expected to learn the procedures and policies for both the Reserve and Circulation desks. This is because:
 - We need everyone to be able to cover shift openings at either desk.
 - The person at the Reserve desk covers both desks when the person at the Circulation desk is clearing the library at closing.
 - To cover for the other desk permitting for restroom breaks, for one example.

OPENING THE LIBRARY

CIRCULATION DESK

- Turn lights on at panel.
- Turn on the copiers and fill the paper trays.
- Change date due stamps to correct due dates.
- Turn on/Log in terminal on Circulation desk.
- Check In any overnight Reserves.

RESERVE DESK

- Unlock all video cabinets.
- Turn on/Log in terminal on Reserve Desk.
- Empty Night Book Drop in Lobby at 9:00 am.
 - The key to the book drop is in the Circulation key drawer.
- Check-in any overnight Reserve.

CHECK- OUT

Patrons must have their Colby identification cards to check out materials.

Loan Policies (Short Version)

Books and Gov. Documents

Students: 28 days, 2 self-renewals
Faculty: 365 days, no self-renewal

Audio Books

Students: 28 days
Faculty: 28 days, 1 self-renewal
No provisions for Courtesy Card

Miller Periodicals

Students: 7 days, 0 self-renewals
Faculty: 7 days, 1 self-renewal

Videos

Students: 3 days, 0 self-renewals
Faculty: 7 days, 1 self-renewal
No provisions for Courtesy Card

Maps

Students: 7 days, 0 self-renewals
Faculty: 1 semester, 1 self-renewal
No provisions for Courtesy Card

- Students and faculty are permitted to check out additional material although they may have overdue items or fines. However, Courtesy Card patrons may not -- they must pay outstanding fines first. Always notify a patron of their overdue or fines. Offer to print a list of the items for them.

PROCEDURE

1. Select "**O**" for checkout from the Circulation Subsystem Menu.
2. Key name and password if requested.
3. At prompt, scan or key in the patron's barcode number.

Make sure the patron is using his or her own ID. (Be alert to messages and prompts. For example, the patron has overdue items, in which case the operator will be prompted "y/n" to view the items. For more information on messages and blocks, see section below.)

4. Scan in item barcode, located on the inside of the back cover (or the last page) it is unnecessary to **<RETURN>** after each item. Watch the screen closely in order:
 - a) To ensure the correct entry of the item (check title and item barcode).
 - b) To note the item's due date. If the message "**No item with barcode b_____**" appears for a periodical or government document, do an On-the-Fly checkout (see below). If a book barcode gives this message, route the book to the Supervisor.

5. Remove cards found in pockets and add a self-sticking date due slip. Stamp the date due on the slip and orally inform the patron of the due date/s. Make sure the date due matches what the computer indicates.
6. Desensitize the book/s and return it/them and the patron's card. **DO NOT DESENSITIZE VIDEOS** that ruins them.
7. **<RETURN>** at the end of a patron transaction, and the menu will be set to checkout for another patron transaction. **<RETURN>** again for the short circulation menu.

CHECK-IN

You are expected to check-in items found around the circulation or reserve area -- on the counters, in the book drops or on the copy machines, etc. If there is any question, check the item in. Lose the minutes in a double check-in rather than lose the goodwill of a patron through their receiving a false bill. Please leave the work area neater than you found it.

PROCEDURE

- 1) Select "**I**" for **CHECK-IN** from the Circulation Subsystem Menu.
- 2) Key name and password if requested.
- 3) Select "**N**" for **CHECK-IN-- patron not present**. Then, scan the item barcode on prompt.
- 4) The system will either:
 - a) Check the item in and perhaps display any special messages, or
 - b) Indicate that the item was not checked out.

TBS (TO BE SHELVED)

Sort the returned material into the TBS area.

- Miller books are placed on carts.
- Science and Music/Art items are sorted to the labeled shelves.
- Damaged materials go to the repair shelf
- Items with hard to read call numbers go to the re-label shelf.
- Periodicals checked-out On-the-fly, are sorted to the appropriate shelf
- Other periodicals go to the shelves assigned to them.
- Oversize items likewise

RESERVE MATERIAL CHECK-OUT

- 1) Select “O” for **CHECKOUT** on the circulation subsystem menu. At the prompt, scan patron barcode to access the patron record. Confirm that the Patron record, the ID and the person at the desk all match.
- 2) Scan the item barcode. Wait for the title and barcode number and time due back to display. **INFORM THE PATRON OF THE TIME DUE BACK.** <RETURN> to conclude the check out. The screen will prompt for the next patron barcode. If there are, no checkouts to perform, then <RETURN> to the short circulation menu.
- 3) If, while checking-out an item from the reserve area a message appears: “**Item checked out to another patron and due on (date). Clear that checkout and checkout to this patron? Y/N.**” Select “yes.” The computer is now smart enough to waive any fines that might have accrued.
- 4) The New York Times, Wall Street Journal, and Boston Globe and Morning Sentinel newspapers are checked out manually. Use the Newspaper sign out sheet in the blue notebook at the reserve desk.

RESERVE MATERIAL CHECK-IN

Select “N” for **CHECK-IN** on the short circulation menu.

- When prompted, scan the item barcode, wait for the computer to process the information.
 - When prompted again scan the next check-in. <RETURN> to the short circulation menu when done with all check-ins.
 - Be sure that every item is checked-in before it is re-shelved.
- Patrons may checkout both a 2-hour reserve and a 24-hour reserve at the same

You are expected keep the return bin clear. Please leave the work area neat for the next person.

SHELVING

ORGANIZATION OF RESERVE MATERIALS

1. Reserve items are arranged in groups:

- a) Library books (in call number order)
- b) Personal copies of books (in numerical order)
- c) Folders (in numerical order)
- d) Videos (in numerical order)
- e) Periodicals (alphabetically and date)
- f) Newspapers (alphabetically and date, newest on top)
- g) Software (in numerical order)
- h) DVD's (in numerical order)

Other materials include sound recordings (records and cassettes), headphones.

2. Patrons use the public catalog to access course reserve listings by their professor's name, course number, or the title or author of the item, and then request the item at the reserve desk by providing one of the following:

Loan Policies (Short Version)

2-Hour Reserve Books and Folders
1 before 10:00p, 3 after 10:00p
24-Hour Reserves
1 before 10:00p, 3 after 10:00p
4-Hour Reserves
1 at a time.

- a) Call number of a library book
- b) Personal copy #
- c) Folder #.

3. Videos are also accessed by title or reserve list in the public catalog and requested by the video number.

4. The patron, through using the public catalog, locates all materials at the reserve area. Refer questions about use of the catalog to a reference librarian.

You are expected to re-shelve all materials circulated during your shift before the end of your shift. Please leave the work area neat for the next person.

SHELF-READING

This is an important duty and accuracy is essential. A mis-shelved item is a lost item. Check the log to see where the last shelf reader left off. This is where you begin. In turn you must keep track and accurately record where you finish shelf reading.

The goal is to correct errors in shelved items. Compare each book; folder, video or what have you with the one before it and the one after it, correct any errors. If you find a grossly mis-shelved book, remove it from the stacks and check it in. This is done so that any books that have been identified as missing or lost can be corrected in the library system.

If you find a book that has an unreadable call number or one that has the same call number as another book, make a note in the problem log for the stacks supervisor. If you have any questions regarding the status of a book or call number, bring it to one of the circulation staff.

Keep an eye out for books pushed back behind the row of books, also books placed on the wrong side of the bookends and correct these.

You are expected to shelf read, at least, two shelves during your shift.

MICRO-COPIES

- A. Follow the instructions printed on the microform machines.
- B. After copying a microform, rewind and place on the appropriate **TBS** shelf.
 - Be sure that film from departments (Gov. Docs. Periodicals) and other libraries (Inter-Library Loan, Science, Art/Music) are placed on their respective shelf.
 - Staple the microprint request form to the copies, note the number of pages, and file it alphabetically in the basket at the Circulation Desk.
 - Faculty/Staff do not pay cash for microprints, therefore the department or office to be billed must be indicated on the request form.
 - All other patrons pay **\$.10 per page** on pick-up. On accepting payment, mark "**paid**" on the form, record the patron's name and payment in the cash book.

You are expected to try to make all the copies requests received during your shift. Sometimes this is not possible; however, remember, please leave the work area neat for the next person.

PHOTO-COPY MACHINES

1. Basic Operation

- How to set original on machine or through auto-feeder.
- How to adjust light or dark
- How to enlarge or reduce
- How to make double-sided copies with form single side or double sided originals
- How to use the manual paper feed
- How to add paper correctly

2. Trouble Shooting

- Paper jams
- Error codes and resetting the machine

CLOSING THE LIBRARY

CIRCULATION DESK

- 1) Fifteen minutes before closing call Security (x 3345) to remind them of our closing time.

- 2) Clear patrons from the building, starting on the third floor and working down to the periodical area. You should try to get patrons to leave as you go, not just tell them the closing time. Turn off lights as you go, including lights in stack areas and rest rooms. In the microform room, turn off all readers.

RESERVE DESK

- 1) The person at the reserve desk is responsible for both desks while the circulation desk assistant is clearing the building.

- 2) Five to ten minutes before closing turn off every other light on the light panel.

Lap Top Storage

Patrons wishing to store their lap top computers may do so, at their own risk, and for no more than 24-hours.

To store:

- Patron completes the storage contract.
- Library staff initials contract.
- Check the claim badge out to the patron.
- Place the contract and the laptop in the storage spot corresponding to the claim badge you just checked out to the patron.

To Claim:

- Check in the claim badge (no ticket, no laundry).
- Return the laptop.
- Library staff initials contract for pick-up.
- Return the claim badge to its spot and file the contract in the box to the right of the circulation computer.

3) Five minutes before closing release the crash bars in the front doors with the Allen wrench to lock them.

4) Turn off copiers, micro-printers.

5) Lock video cabinets and leave the keys in the circulation key drawer.

6) At the closing hour, both employees should leave together, making certain that the front doors lock behind you. Security will come along shortly after you leave to lock the stairwell doors, turn out the rest of the lights, and set the alarms.

You are expected to be as certain as possible that all patrons are out of the building.

END OF SHIFT CHECK LIST

Did You Remember to:

- Make sure the book returns are empty (all items Checked-In).
- Finish all Microform copying possible?
- Fill out your Student Time Sheet?
- Make note of problems or questions for the full-time staff?
- Leave desk area neat for next shift?

ADVANCED - LIBRARY SKILLS

The library user doesn't care that you are just a student and not in the real world. They simply want their needs met, now. The library staff doesn't care that you are just a student and not in the real world. We have our own desk time and simply need you to do yours. Therefore the point of this section is to provide the information you need to do the more complicated tasks. Certainly at the start you will need to ask questions and we will be happy to help. However, as the semester goes on we expect you to retain and use the information we give you.

COLBY LIBRARY SERVICES -- There are three libraries on the Colby campus:

Miller Library -- Humanities, Economics, and Social Science materials

Bixler Library -- Fine Arts and Music materials

Olin Library -- Biology, Chemistry, Geology, Physics, Math

In addition to housing books, periodicals, and audiovisual materials for their subject areas, each has study space, course reserves, a reference collection, circulation services and a librarian. Additional services are:

Media Services - Miller - Ground Floor - ext. 3306

The Audiovisual department rents and purchases AV materials for classroom use, loans AV equipment, and assists in the production of graphics and AV materials for curriculum and research projects.

Interlibrary Loan - Miller - Main Floor - ext. 3288

ILL borrows materials from other libraries for faculty, students, and staff research. Patrons submit complete bibliographic descriptions on the forms provided at the Reference Desk to request interlibrary loans. Interlibrary loans usually take from two to four weeks to arrive with loan periods determined by the loaning library.

Music Listening - Bixler Library - ext. 3232

Listening stations are available for use of the non-circulating collection of musical recordings housed in Bixler. A schedule for listening times is in Bixler.

Reference -	Miller Library	ext. 3463 (Main Floor)
	Bixler Library	ext. 3892
	Olin Library	ext. 3722

The reference and departmental librarians teach individuals and classes how to gain access to Colby's collections through the automated catalog, indexes, and other bibliographic tools. They will help you find specific information on any subject in reference books and government documents. Reference librarians can guide you through the initial stages of library research for papers and projects, and assist you in gaining access to other libraries through On-line Search Services and Interlibrary Loan.

Special Collections - Miller Library - Main Floor - ext. 3284

Special Collections provides resources for students and faculty working on many specialized topics (e.g., turn of the century American culture, contemporary American poetry, Irish literature and history from 1850 to the present, and the history of Colby). Materials in these collections are non-circulating.

ON-THE-FLY (OTF) CHECK-OUT

Some items are checked out on-the-fly, meaning that short bibliographic and item records are created at the time of checkout because there is no record in the database.

If scanning a periodical or document barcode, either one present or one that has just been applied, results in the message “No item with barcode b_____,”

C > CREATE bibliographic and item records
S > SEARCH for existing bibliographic record
Q > QUIT
Choose one (C, S, Q)

MACRO-KEYS

F1 Periodical
F2 Gov Docs
F3 Maps

Press F1 at the prompt enter the Volume and Number.

[Return]

Enter the Title and Date at the next prompt.

[Return]

Select "No" and finish the record.

than an OTF checkout will be necessary. Select option “C” for “CREATE” bibliographic and item records.

- Select **(1)** for “ON-THE-FLY CIRC ITEM RECORDS”, then enter the information at the prompts using the OTF prompts table as a guide (see below).
- After entering the item record information, select **(1)** for “ON-THE-FLY CIRC BIB RECORDS” and enter bibliographic information (see below).

Be accurate and complete in entering this information. **If you make a mistake when entering a record, you can edit the record when you have finished by answering YES to “Edit record?”**

- To edit a record, select **B** to edit bibliographic fields or **I** to edit item fields.
- Then, type the number of the field to edit, and

retype the information correctly for that field.

- Then choose QUIT and YES, make changes permanent (below for example).

OTF PROMPTS

ITEM record defaults

- 1 > ofitm: ON-THE-FLY CIRC ITEM RECORDS
 - 2 > catitm: CATALOGING ITEM RECORDS
 - 3 > resitm: RESERVE ITEM RECORDS
 - 4 > pagitm: PAGE/CBBM ITEM RECORDS
 - 5 > mapitm: Olin Map Item Record
- Choose one (1-5)

	<u>PERIODICALS</u>	<u>GOV. DOCUMENTS</u>
LOCATION	<RETURN>	<RETURN>
ITEM TYPE	<RETURN>	2
CALL #	PERIODICAL	type document #
VOLUME	type vol. <u>and</u> issue <u>and</u> date	<RETURN>

BIBLIOGRAPHIC record defaults

- 1 > oftbib: ON-THE-FLY CIRC BIB RECORDS
 - 2 > catbib: CAT BIB RECORD
 - 3 > ordbib: NEW ORDER BIB RECORDS
 - 4 > resbib: RESERVE BIB RECORDS
 - 5 > pagbib: PAGE/CBBM BIB RECORDS
 - 6 > gftbib: GIFT BIB RECORD
 - 7 > mapbib: Olin Map Bib Record
- Choose one (1-7)

LOCATION	<RETURN>	<RETURN>
AUTHOR	<RETURN>	type name of agency (e. g. U.S. Dept. of Agriculture)
TITLE	type name of periodical	type name of document
Edit record? (y / n)		

CARREL CHECKOUT

When a patron comes to the desk and says they are checking material out to their study carrel do the following:

After checking out the book through the Circulation system, take a green carrel flag (in drawer at Circulation desk); write the book barcode on it, stamp it with the due date, and initial it. Put the flag in the book and ask the patron to leave it there as long as the book is kept in the carrel.

CHECK OUT BLOCKS

Occasionally the system will block a checkout. This could include any of the following situations:

- 1) The patron's card has expired. If a courtesy patron wishes to renew an expired card, get a staff member to implement the renewal. If one is not available, have the patron fill out another application. No more items should be loaned unless the renewal fee is paid.
- 2) The patron is using a card, which has been reported as lost. Keep the card and turn it in to the Circulation Supervisor in person or, if after hours, attach a note explaining the circumstances.
- 3) A courtesy patron has exceeded the checkout limit or owes money for fines. The patron must return the books and pay any fines before checking out more items.
- 4) The item is on hold for another patron. The checkout is then denied. Put the item on the hold shelf with a slip indicating the requester's name and today's date.

The system may ask you if you wish to override the block. Only full time staff have authority to do this.

CHECK OUT MESSAGES

- 1) "Item checked out to another patron and due on (date). Clear that checkout and checkout to this patron? y/n." Select "**yes**" if appropriate.
- 2) "This item is currently checked out to this patron. Renew item?" Select "yes" only if the patron wants to renew.
- 3) "Should item's missing status be cleared (y/n)?" If the book is in hand then it is not missing. Choose "**y.**"

CHECK-IN MESSAGES/BLOCKS

Select N> for patron not present then check-in the items. As with Checkout, watch the screen for messages and blocks when checking items in. These might include the following:

1) **Item is "x" days overdue**. The system will generate a fine notice if appropriate and nothing else needs to be done. However if you think there should not be a fine (e.g. the book was found in the stacks), give the book to the Circulation Supervisor with a detailed note explaining the case.

2) Put **on hold shelf for Doe, Jane E**. This is an item on which a hold or recall was placed. At the prompt select <Y> to print a slip. Then select printer number one. Write the patron's last name and today's date on the end of the slip, and then insert the slip in the book. If the slip indicates a location other than Miller then route the item to that location. For example, Hawthorne-Longfellow goes into the return drawer, as does Ladd Library. Likewise, though unusual, holds for the Olin or Bixler branches need to be routed accordingly. If the item is to be held at Miller Circulation then shelve it on the hold shelf ordered alphabetically by the requesting patron's last name, i.e. why you wrote the name on the end of the slip.

3) There **is no item with this barcode**. Check to see if the item belongs to Colby. If it does, make a note of the message and give the item to the Circulation Supervisor, or put it on the "Problem Barcode" shelf in TBS. If it is not a Colby item, put it in the **Inter-Library Loan** or **Maine INFOnet drawer** with a note.

4) **Illegal barcode**. The system does not recognize this as an item barcode. Try scanning it again or typing the number in. If there is still a problem, give it to the Supervisor.

5) **On the Fly/Check in item? (Y/N)**. Select "y," and put it on the OTF shelf in the TBS area.

6) **Item status is billed. Check it in? (Y/N)**. Select "y," then, **and has been cleared**. Press "Space Bar" and continue.

7) **Item status is BUS. OFF. BILLED**. Check it in and route the item to the Supervisor with a note or printout.

8) Record _____ **in use by system**. Determine that the record is not currently in use on another terminal, e.g. the Reserve desk, or Olin or Bixler. Notify the Supervisor or a staff person immediately. If it is a patron number (record number begins with a "p"), it will be necessary to do a manual checkout. Check -in of that patron's items will also be blocked. Therefore, set those items aside with a note of the time and date. If an item record (record number begins with an "i") is locked, set the item aside and leave a note for the Supervisor, or do a manual checkout.

VIEW A PATRON RECORD

POLICY

This function is used to answer patrons' questions about their own records. The information available includes items checked out, and their due dates, money owed, and holds placed by the patron, as well as permit students to renew items. It is also used to request and renew Maine INFOnet loans,

Remember that it is a violation of the Federal Privacy Act to divulge information from a patron's record to any other person, innocent, as the other person's request might seem.

PROCEDURE

Select "**V**" in the text based catalog, or, in the Webpac, Select personal records under the catalog:

- a) key in your last name
- b) key in your University ID #

You can also access this information from the Checkout function, scan in the patron barcode and key "-=" at the prompt. Then select one of the following from the menu (see illustration below):

"C" Display items **CHECKED OUT** to the patron. Select this option to view and print, if requested, a list of the items a patron has checked out and their due dates, including notations of any holds placed on the items. Titles can be displayed with either call number or barcode.

"H" Display items on **HOLD** for patron

"F" Display **FINES** owed by patron. To view fines or other charges owed by the patron. Moneys received should be entered in the cashbook with the patron's name and the reason for payment. This information is necessary so that the Supervisor can credit the appropriate accounts daily.

"M" Displays **MORE** of the patron record.

RENEW ITEMS

POLICY

Colby students may renew an item twice, provided it has not been not a recalled or held for another patron.

Faculty is not allowed to renew an item. Instead, they can check the item out again. That is, the item must be checked-in, follow the procedure described above then, checked out again. The new check-out is not permitted if a hold or recall has been placed on the item.

Courtesy card patrons may renew an item only once. They may renew by telephone. They must wait on line while the function is performed. This is so that if blocks or messages arise the patron can be notified at once. If the patron cannot wait on line, then ask them to call back when they have time.

Items can be renewed any time during the loan period. The new due date is calculated from the original due date, not the renewal date (e.g. up to 4 weeks for a courtesy card patron).

PROCEDURE

There are three ways to renew an item:

1. In the **checkout mode** scan or key in the patrons' barcode number. Scan or key in the item barcode and the message will appear: "**This item currently checked out to this patron. Renew (y/n)?**" Enter "**Y.**" Continue until all items are renewed. Then proceed as with any other item checkout.

2. Use the **Renew** function on the main circulation menu. Scan the patron's barcode to access the patron record (see illustration below). In this function a list of items checked-out will be shown (if more than 5 items are checked out, select "**D**" to display up to 15 checkouts on one screen.)

a. Select "**R**" to renew item(s).

b. In answer to "which items?" Type the number(s) of the item(s) to be renewed (ex. 1-4, or 1,2,3 or just 2). <RETURN> and watch for the message "***RENEWED**" to appear next to the item(s) selected. Otherwise, another message may appear for an item, such as "**ON HOLD**" and in this case the renewal is denied. If an item is on hold, check it in (or request the courtesy card caller to return the item). At the prompt select <Y> to print a slip. Then select printer number one. Write the patron's last name and today's date on the end of the slip, and then insert the slip in the book. If the slip indicates a location, other than Miller route the item to that location. Tell the patron that they will be notified by email when the item has been returned and is ready for pick-up.

c. Upon completing the renewals, select “Q” for **QUIT** and then <RETURN> to return to the circulation menu.

3. In either, the text based catalog or the Webpac Patrons may self-renew. In the Webpac the select <CATALOG> and then <Personal Record>. They then type their name and College ID# in the form and submit their request. Select the items checked out and buttons to renew all or renew selected items appear. The patron must check the “box” beside the items selected for renewal and then click the button. Patrons are responsible for their records at Bates and Bowdoin as well as their Colby records.

HOLD/RECALL ITEMS

POLICY

A **HOLD REQUEST** means that the book will be placed on the hold shelf at Circulation and the patron notified whenever the item is returned. A **RECALL REQUEST** will shorten the loan period and a notice to this effect is sent to the patron. Two weeks of uninterrupted use of an item are guaranteed, so a recall placed in the first two weeks of use will force a new due date at the end of that period. An item held longer than 2 weeks will be due 5 days after the recall is placed. A patron may request a hold and/or a recall is placed on a book or Government Document that is currently checked out. Likewise a hold -- but not a recall -- can be placed on a periodical. A Maine INFOnet loan can also be suggested to the patron recalling a Colby book that is in circulation. Holds/Recalls may not be placed on short-term loans such as videos or reserves. Courtesy patrons do not have recall privileges, but may request a hold.

PROCEDURE

NOTE: VERIFY THAT ANOTHER COPY OF THE REQUESTED ITEM IS NOT AVAILABLE BEFORE PLACING ANY HOLD OR RECALL

- Select “H” for **HOLD/RECALL** on the circulation menu.
- Key last name and password as requested.
- Scan or key in the patrons' barcode. The patron’s record will appear on the screen with the message "**Which record to hold?**"
- Enter the title or call number by first typing “t” and then the title or the call number by first typing "c" and then the call number.

- The difference between a hold and a recall: a hold puts the patron into the queue for the item on its return they will be notified. A recall puts a hold on the item and shortens the loan period.

- <RETURN>
- Select “H” for HOLD, then “P” for **PLACE HOLD**.
- Request the patron to specify on what future date the item will no longer be needed. Select “A” for **SPECIFY NOT WANTED AFTER DATE** and enter date specified by the patron or 14 days from today then.
- “Q” for **QUIT AND PLACE HOLD**.

If the patron wishes to recall the item, then at **RECALL** select (1), **RECALL ITEM WITH DUE DATE (DATE)** (see illustration below) and tell the patron what the new due date will be. A notice will be sent to the patron who has the book and the material must be returned within five days or it will be treated as an overdue item and a fine of \$1.00 per day will be charged.

LIBRARY CARDS

PROCEDURES FOR LOST IDS

Emergency Reserve Policy for lost IDs:

The student must present a Picture ID **and** a Temporary ID to prove who they are.

This is allowable only once and a new ID must be obtained on Monday Morning!

Reminders:

Students can get a temporary ID at Security

-These IDs are only good for 72 hours.

-They will not have a barcode, so follow the procedure for Emergency Reserves.

-The replacement charge for a new ID is \$15.00.

NO ID! NO CHECKOUT!

COURTESY CARDS

Courtesy cards are available to persons not affiliated with Colby who are permanent, year-round adult (at least 18 years old) residents of Maine or Visiting Scholars (usually here for the summer). The annual fee is \$5.00 for Waterville residents, \$20.00 for non-Waterville residents, and the fee is waived for Colby alumni. There is no fee exemption for senior citizens. Alumni and visiting scholars may check out up to six items at a time. Other borrowers may check out only one item at a time. They may wish to apply for an exemption to the one book limit. An exemption application will not be accepted until a new borrower has had a library card for six months. Exemption applications are under the circulation desk. Completed applications should be left in the basket on the cabinet if the exemption is granted the patron will be notified by mail. **Loan periods are the same as those for students.**

Applications and policy sheets are at the Circulation desk. It is important that all information requested on the form is provided. The employee should enter Numbers from I.D. on the form. There are two reasons for this: 1) to confirm the ID is the applicant's and has a current address, and 2) to make sure the numbers are legible. Do not enter Credit card numbers on the form, simply list the type of card used (MC, VISA, ETC.).

Review the "**COLBY COLLEGE LIBRARY COURTESY CARD POLICY**" with the applicant.

- Begin by asking if the person is both 18 years old, at least and a full-time year round Maine resident. If so, continue by describing the Application procedure.
- Emphasize the need for two forms of current ID. Maine Drivers license numbers and Social Security numbers are the most universal identification for records. The Social Security number can be given verbally.
- Visiting Scholars must present a valid Faculty Card from their institution.
- Inform the applicant of the annual fee, and that the card is nontransferable. Collect the fee and record it in the cashbook.
- If the patron is a Colby alumnus, the fee is waived.
- Explain the necessity of a complete application, the one-week processing period for the card, and that their money will be refunded if the application is denied.

Only one item can be checked out at the time of application, except Alumni may check out 6 items at the time of application. Record the item's information on the lines provided on the application form. If the item is a periodical or government document without a barcode put a barcode on and record the number, title, and call number (for Gov. docs.). Place the

application in the Courtesy Card tray behind the circulation desk. If the applicant wants to check an item out from a branch library (Bixler or Olin), use the Branch Library Authorization form (under the circulation desk). Enter the patron's name and the date and sign the form. This acknowledges that the patron applied for a card. The patron can then go to the branch with the form.

Review the loan provisions with the patron.

- The 4-week loan period for books (not 1 month), the 1-week period for periodicals.
- Explain the fines and the replacement fees.
- Inform the patron of their checkout limit.
- Explain the recall policy.
- Finally explain the privileges the card carries: Government Documents Both State and Federal, books, periodicals, sound recordings, and use of the Science and Music/Art libraries. Courtesy patrons may not request items via Maine INFOnet loan or ILL, nor use the A/V and software libraries, nor do on-line bibliographic searching.

SPOUSES/RETIREES

Spouses of faculty and staff members and retirees and their spouses have blue Colby Identification cards and the same borrowing privileges as members of the faculty and staff. However, they may not have patron records in the computer system, and in this case records must be made. To do this, record the same information as for a courtesy card applicant. Spouses must clearly indicate on the application the Colby employee to whom they are married. Mark **“Spouse”** or **“Retiree”** clearly at the top of the application form. A full-time staff person will create a record in the system.

If a staff person is present, ask him/her to assign the patron a barcode. If no staff person is available, ask the patron to return when a staff person is available, usually during regular business hours.

Spouses and retirees may take out items when they fill out an application. However, if possible, they should wait until their record is entered, usually within a day. Any checkouts at the time of application should be recorded on the application form.

RESEARCH ASSISTANT CARDS

Research Assistants to faculty are issued special cards. These cards look like courtesy cards. They have both the student and the faculty member names and the department. These enable the student to check items out for the faculty member on faculty loan rules. Be sure the student using the card is the student named on the card. Application forms for these cards (found under the Circulation Desk) should be completed and signed by the student and faculty member and returned to the Circulation Supervisor. Loan periods are generally for one academic year.

COLLECT PAYMENTS

POLICY

Payments are collected at the Circulation desk for the following charges:

- 1) Overdue Fines/Replacement-Processing Fees
- 2) Reserve Fines (including videos)
- 3) Microprint Copy Charges
- 4) Courtesy Card Application Fees

Carefully record all payments in the ledger in the cash drawer, including the patron's name (printing is appreciated), and the amount paid recorded in the appropriate column for fines, microprints or courtesy card application fees. At times when staff is not present and the cash drawer is locked, payments should be put in a manila envelope in the "cash and key drawer" and all details of the transaction recorded on a ledger sheet in the envelope. Any large payments after hours should be discouraged due to security concerns. **Ledger entries must be complete and accurate because they are used in crediting patron accounts each morning for the previous day's receipts.**

FEE SCHEDULE

OVERDUE MATERIALS

- | | |
|--------------------------------------------------|-----------------------|
| a) Circulating Books, Periodicals, and Documents | \$.25 per day |
| b) Videos | \$1.00 per day |
| c) 2-hour Reserve Materials | \$.50 per hour |
| d) 1-Day Reserve Loans | \$5.00 per day |
| e) Items on Recall | \$1.00 per day |

LOST/DAMAGED MATERIALS

All borrowers will be billed for lost materials at the CURRENT REPLACEMENT COST of the item PLUS A \$25.00 processing fee.

INTERLIBRARY LOAN/MAINE INFONET REQUESTS

DEFINITIONS

1) The **Interlibrary Loan (ILL)** department processes requests for books not found in the Bates, libraries, and all requests for articles at any location.

2) **Maine INFOnet** requests are for items found in the joint catalog. These are processed through the Circulation Department.

REQUESTS

1) ILL requests are made on lavender forms at the Reference Desk. Please refer all questions regarding ILL s to the ILL or a reference librarian.

2) Maine INFOnet Requests are requested on line through the Web. Refer questions regarding Maine INFOnet loans to the Circulation Supervisor or a librarian.

HOLDING/PICK UP

Interlibrary loan (ILL) books, photocopies, and Maine INFOnet books are picked up by patrons at the Circulation Desk. These items do not need to be checked out.

Maine INFOnet and Held items: These items are kept on the center set of shelves in the Circulation bookcases and are kept in order by patrons last name. These items must be checked out to the patron.

RENEWALS

When a patron requests a renewal on a book we have received through the Maine INFOnet system, take the following action:

- 1) Patrons can self-renew using their patron record in the catalog.
 - a) **BATES or BOWDOIN** may be renewed 3 times for the full **28-day loan** period each time. Use the **RENEW** function
 - b) all other books maybe renewed once for a full 28-day loan.

RETURNS

Place **ILL and Maine INFOnet** returns in their respective drawers at the Circulation Desk. If an item is returned that does not belong to Colby and does not have a yellow or pink slip, check the barcode or the book plate to determine the owning library and then place it in either the ILL return drawer or the Maine INFOnet drawer with a note.

EMERGENCIES AND SECURITY

SECURITY

It is important to monitor patrons as they enter and leave the library. Watch for people entering with food and tell them to take it back outside, likewise "Nalgene" bottles are not permitted in the library, except those with a drinking spout. As patrons leave, make certain that they carry their book bags through the detection system with them. If they set off the alarm, you must find out why. Ask them to go through their bag with you. Used text books can set off the alarm, simply desensitize them like any other book. Never, tell a patron to hold a video above their head and walk through. Always hand the videos to them on the other side of the gates. We expect you to look out for the library's interests. Sometimes that means calling Security because we do not expect you to endanger yourself.

SYSTEM PROBLEMS

- A. If for some reason the computer is disconnected the operator will be prompted for Login> type "**Libtech.**" **This Login is only to be used at the Circulation or reserve desk. Do not use it at the public terminals, and do not share it with patrons.** The public terminal login> is "library."

- B. Other system problems should be directed to a full-time staff person or, if one is not on duty call the Circulation Supervisor at home. If no one is available do manual checkouts. Make certain you note the time of checkouts for Reserve items.

CUSTOMER SERVICE

BASIC

USING THE TELEPHONE

The props to support your telephone image include the pens and paper at the circulation desk. The shelf under the counter next to the Circulation well has both a Central Maine phone book, (statewide phone books are at the Reference desk) and a campus directory, as well as this book.

- Answer the telephone at latest by the third ring, preferably on the first ring.
- Identify yourself to the caller: “Miller Library, Circulation Desk, this is Jane Doe. How may I help you?”

If you have to put the call on hold, ask the caller if you may do so. “Can you hold for 30 seconds?” If you know you will be unable to help them at the end of that time, ask your co-workers for help. If this is not possible either, or if the question is beyond your scope, transfer the call to either Eileen or Bob (see below for instructions). The quality of your voice should reflect a smile. Imagine a mirror in the well and smile at your reflection as you answer the call.

That telephone call justifies your presence at the Circulation Desk. That caller is your job and deserves the best you can give. Many of the calls you receive at Circulation will need to be transferred to the correct department (Yes, you are the Switchboard.) All transfers entail the same series of steps.

- The first is to ask the caller’s permission to be transferred. “I think, given your question, you should speak with a Reference Librarian. Her name is Peggy Menchen and the extension at the Reference Desk is 3463. May I transfer your call now?”
- On the affirmative, press the Transfer button, then either press the programmed button, or key the numbers of the extension. At this point you can wait for the pick-up and announce the call: “Hi, Peggy, Reference question.”
- Then press the transfer button to complete the transaction.

Alternatively, simply press the transfer button again, without announcing the call.

- The advantage of the first method is that you can screen the call and announce the caller (always politely).

- The advantage of the second is that if you are very busy at the desk you can direct the call and in the worse case, they still will be able to leave a message on voice mail.

If you know the person is unavailable, offer the option of taking a message, or, transferring to that person's voice mail, or offer assistance yourself. If you cannot help, interrupt, politely, and say so; then suggest a message, or voice mail. Often time's library staff will leave specific instructions regarding expected calls. "I am in a meeting. If so-and-so calls tell them "blue.""

No matter what, you need to behave professionally on the telephone and **maintain your composure**. Ask for information, "May I tell her who is calling?" Use the caller's name, and provide courtesies: "Thank you for calling Dr. Jones." Request messages tactfully: "Will he know what this call is about?" Alternatively, "May I give him a message from you when he gets back?" Verify the information provided: "Your name, again, was: . . ." "Can you spell that for me please." "That phone number was: . . ." Your message should include the caller's full name, and business affiliation, phone number area code and extension, the message or action requested, the time and date of the call, and your name. It is also good to determine where the call is from: if we return a call at 8:00 am EST, it is 5:00 am in Seattle.

Above all else **listen** to the person you can think faster than they can talk. So answer the questions who, what, where, why, when and how, by listening to them. Also, direct the conversation, as you must in order to help the caller identify their problem and then get them to the correct place to get their problem solved. That may not be the library. It may be the Vice President's Office or Security that they need. Each bureaucracy, firm, department, or business, has its own language, and structure; it is impossible and absurd to expect a caller to know and use these. Instead, your goal is to make this local dialect transparent. **You are here to help**.

ADVANCED--CUSTOMER SERVICE

You have 30 seconds or less to present a positive image of Colby College and Miller library to the public every time you answer the telephone, or greet a patron at the desk. Library patrons, fellow students, and professors do not distinguish between you and Miller Library. **For them you are Miller Library and at times Colby College.** So use "I" instead of "We," or "They"; this shows that you understand that you are the library. Try to avoid saying "the policy is. . ." or "they will not allow. . . ." If you dislike being treated like a clerk, the important first step is to act like a professional. **You represent Miller Library and you can solve and answer many problems and questions.**

What do library patrons want from me, and from the Circulation Department?

How do support areas, Acquisitions, Cataloging, Interlibrary loan, etc., work to serve library patrons?

What are the details -- little things -- that make a big difference for a library patron's satisfaction?

Indeed, these listening skills should help in your face-to-face interactions at the desks. Also pay attention to your eye contact, how you use silence, your gestures, your posture, facial expressions, physical contact, smell, and overall appearance. Make eye contact with the patron, as you transact their business, but avoid staring them into the ground. Silence is an important aspect of communication, but it too can be aggressive. Your gestures and posture communicate a subtext that can speak even more loudly than your words, making your words ring false. Instead of slouching, or crossing your arms in front of your body, or jingling change in your pocket, have your head up and your hands ready to help. A smile is a most valuable tool; use your eyes and voice to smile too.

On-stage: Is everywhere a library patron can see or hear you.

Offstage: Is somewhere safely away from the public.

We borrow Dr. Leonard Barry's **RATER** mnemonic to structure our practice of Customer Service. RATER is abbreviated from the following words.

Reliability: Provide what was promised, dependably and accurately.

Assurance: Knowledge, and courtesy, convey/create trust, competence and confidence.

Tangibles: Facilities, equipment, and your own appearance communicate competence.

Empathy: Caring and individual attention demonstrate reliability and assurance.

Responsiveness: Helping customers promptly fundamentally informs customer service.

RELIABILITY

Reliability is based on three levels of expectations. First are organizational promises. One example is the MAINE INFONET consortium, where, together, we have worked to make all library materials available to everyone. We aim to fill MAINE INFONET loan requests in three working days. Second are patron expectations. All users of Miller Library have expectations for and about libraries because of past experiences. One example is that lawyers are often accustomed to closed stacks. So they expect to call ahead and have someone retrieve the materials they need. We have open stacks and too small of a staff to provide this service. Our job then is to educate the library patron (without condescension, or prejudice) about how we work. Third, are personal promises. These are promises you make to particular persons. These promises need to fit within the bounds of organizational promises, and patron expectations. That is they need to be correct, reasonable, and timely. If you cannot follow through do not promise. But do not stop there get the patron to the right person, or place to get their needs met.

Fixing broken promises:

Apologize: Even if it was not your fault, acknowledge the problem and the patron's disappointment.

Listen and empathize: listen, actively, let the patron tell their story.
Fix the problem quickly and fairly: if you can, otherwise get the patron to the person that can, quickly.
Offer Atonement: One simple way is to say: “If this every happens again you come to me and I will personally correct it for you.”
Follow Up: Our customers are trapped they have to use the library so this is easy to do. Ask them the next time you see them how things are going and if the problem is resolved. If not do something!

ASSURANCE

Product Knowledge: Library patrons expect you to know the loan rules, how fines accrue, how to work the photocopy machines, and how to charge credit to their venda- card. Take time to know the information in this book and you will be able to answer most of the patron questions you encounter.

Company Knowledge: Library patrons expect you to know how the different departments of the library coordinate so that you can help them met their needs. Likewise, they expect you to know something of how the college works too.

Listening Skills: Library patrons are transacting business, in business time is money, therefore respond to their specific needs. Proactively listening, that is asking pertinent questions, and listening to the answers is expected.

Problem Solving Skills: Once you have heard the library patron, it is time to connect them with the service or person to help them. Moreover, when there is a problem, they expect you to know how to fix it, fast. Again such a fix, as far as you are concerned, maybe getting them connected with the right person or service, rather than you doing something heroic.

Style: Every one of us is unique, yet in this situation our goals are very similar. Our bottom line in Circulation is to provide reliable service, delivered quickly and confidently, by knowledgeable, courteous people. Your own style will develop as you seek to provide this service.

TANGIBLES

Pride yourself on you own appearance, and the appearance of a product or service. **On-stage** work areas should be clean, safe, and comfortable.

When a library patron gives you information write it down. You demonstrate their importance in this way.

EMPATHY

Empathy means acknowledging and affirming another's emotional state, "I can understand how frustrated you must feel." It is not the same thing as sympathy, where you identify with and even feel something akin to the person's frustration of whatever. Empathy allows you to provide the human touch and yet to still behave professionally and to be responsive and proactive.

RESPONSIVE

Find out what the patron really needs. Ask them about time line. Make a commitment, but be realistic. However, if you give yourself too much leeway you will seem less competent.

If a patron must wait for service, then be clear about how long. "I will be with you right after I do x.." It is more frustrating to not know why you are waiting then to have to wait for a certain amount of time.

Do not say this:

“I don’t know.”

“We can’t do that.”
alternative solution.

“You will have too. . .”

“No” when used at the
beginning of any sentence.

“She went to the restroom.”

“Are we through yet.”

“No Problem.”

“Honey” or “Buddy”
or “Lady”

“That isn’t my concern/job.”

“Yeah, Yeah, I’ll get to it.”

Say something like this instead:

" That is a good question. Let me
check and find out.”

" Boy that is a tough one. Let’s see
what we can do.” Then find an

“Here’s how we can help you with that,” or
“The next time that happens, here’s what you
can do.”

Think before you speak and phrase
it positively. “Talk with the reference
librarian and see if they will give permission
to borrow that non-circulating item.”

"She is not available just now can I
take a message.”

"Will there be anything else?"

"It will be my pleasure.”

Use the patron's name or title error
in the direction of formality.

“I understand your frustration let me see if I
can help you locate the person/Department
that can resolve this issue.”

“I will take care of that for you personally.