

NORTHWEST VISTA COLLEGE PROCEDURE

Procedure Number: LLR 002
Procedure Title: Library Circulation Desk
Originating Unit: Academic Success
Maintenance Unit: Library

General Procedures for Dealing with Library Patrons

- When approaching library patrons, always be courteous and respectful.
- If you have approached a noisy or disruptive patron and the behavior continues, ask a librarian, supervisor or the Library Director to talk to the patron.
- If the disruptive behavior continues to be a problem, the librarian, supervisor or Library Director will make the decision to call security.

[Student Code of Conduct](#)

Circulation Desk

Circulation desk staff should be prepared to answer questions related to campus departments, provide phone numbers and call departments, if necessary. They should refer all questions pertaining to research, e.g. how to find books and articles, to the librarian at the reference desk. Computer related questions are to be directed to the Computer Help Desk.

Circulation desk staff should follow the guidelines below:

- Be able to answer all campus directional questions.
- The desk should not be left unattended. Let the circulation supervisor or work partner know when you leave the desk.
- Record hourly patron counts
- Record all questions

Opening for business

Staff opening the library for business should complete the following routines each day:

- Record opening (7:30am) gate statistics.
- Retrieve materials from the outside book drop
- Check in any materials returned in the book drop
- Check periodicals area to be sure all current titles are in order
- Pick up / Drop off department mail.
- Shelve all materials before your shift ends.

Checking in materials

- Using the barcode scanner and automated circulation system, check in all returned materials
- **Re-sensitize** all returned materials.

- For materials that are more than 2 weeks late, pull overdue notices and give to circulation supervisor for holds that need to be cleared. Make sure all overdue items are returned.
- Put materials in order on the book truck adjacent to the service desk

Checking out materials (circulating items only)

- All students must have a current Alamo Colleges ID card to check out materials. ([District Policy](#))
- Community members can check out materials with a Texshare card issued from their public library.
- Use the barcode scanner and automated system to check the materials out.
- Stamp the appropriate due date on the item and remind the patron of the due date verbally.
- Desensitize the item so it can pass through the security gates.

NOTE: ITEMS MARKED REFERENCE CAN BE CHECKED OUT ONLY ON AN EXCEPTIONAL BASIS. A LIBRARIAN MUST MAKE THE EXCEPTION.

Renewing materials

- Using the renewal policies (on library web page) as a guide, use the automated system to renew items if allowed.

Security system

- If the security alarm sounds when a borrower is leaving the library, ask them politely to return to the desk.
- Ask if they have materials that should be checked out.
- Personal textbooks may set off alarm and can be desensitized.
- Look at any items that appear to be library materials. Check the due date. If it appears that an error has been made, desensitize the material and send the borrower on their way.
- If the item has not been checked out properly, ask if they want to check it out. Secure the proper ID.
- Ask if they have any outside books or DVD's. These should be passed to student as they leave.
- Materials that cannot be checked out (i.e., periodicals and reference books) should be retained and re-shelved. Tell them politely that those items must be used in the library.
- If no items can be found that are setting off the alarm, pass the items back to the patron around the gate. Ask them to walk through the gate.
- If the problem persists, ask if they have an electronic key card or something from another institution that uses a system like ours.
- Ask the circulation supervisor or library director to intervene if the borrower becomes difficult. Otherwise, tell the borrower that sometimes we have false alarms.
- The security system manual is in a binder at the circulation desk.

All Shifts

All circulation staff should complete the following during their shift:

- Record hourly patron counts.
- Walk through the library and pick up books, magazine and other items that have been used. Use the COUNT USE function on the automated system to record their use.
- Complete Shelf Reading / Blocking duties as assigned.
- Shelve all materials that have been returned during your shift.

Closing for the day

The closing procedures should follow these guidelines:

- No textbook check-outs thirty minutes before closing.
- Close down the Circulation Desk and lock front doors fifteen minutes prior to closing time.
- Shelve all materials that have been returned.
- Push in all chairs at carrels and tables.
- Straighten up the surface of the desk.
- Leave notes for the morning staff about anything unusual.
- Make sure that all patrons are gone before exiting the library.
- Record final gate count.
- Make sure that both restrooms have been checked before exiting the library.
- After exiting the library, check to make sure the doors are firmly closed.

Contact for Interpretation: Library Director

Relevant Board Policy: F.4.2 Student Code of Conduct and F.2.1.4 Campus ID Card

Relevant SACSCOC Principle: 3.8.1; 3.8.2

Last Updated: _____

Approved: _____
Vice President for Academic Success