

## Service Procedures

### **A. Circulating Materials**

#### **Books, Periodicals, DVDs, Audio Books and Music CDs (Check Out)**

- I. Library card should be presented to check out materials. Ensure that the Check Out work form is open and scan the patron barcode. If a message appears, follow those instructions before moving on to the next step.
- II. Scan the item barcode and check the screen for any special instructions. Unprocessed items, those that are not cataloged, need to be scanned via a special bar coded card. Books, music, periodicals, audio books and series DVDs may be borrowed for three weeks. DVDs, both adult and juvenile, may be borrowed for one week. New DVD discs will be kept behind the circulation desk in numbered order with corresponding numbers on the DVD case as space permits.
- III. Items may be renewed if there are no holds, regardless of ownership within Polaris. Renewals of Robesonian Community Library materials can be done over the phone.
- IV. Fifty items, seven of which may be DVDs can be checked out to a borrower from the general shelves.
- V. Reference books may not be circulated, however overnight checkouts are permitted at the discretion of staff.

#### **General**

- I. Lost or damaged materials have a special check-in procedure.
- II. Circulation of Inter-Library Loan books is discussed in a later section.

### **B. Reserving Books**

- I. Holds may be placed on books in our collection that are in current circulation at the time or books that are not designated “new” or “reference” from other system members using Polaris. RACC will not allow holds from juvenile cards.
- II. Follow the Holds procedure in Polaris or have the patron complete a Holds Request Form and leave it at the circulation desk for staff to keep on file.
- III. For new items, select our copy. For all other items, select the first available copy (bibliographic level).
- IV. There is a limit of twenty holds permitted at one time.
- V. Holds may be permitted on materials belonging to other libraries that are still in the “new” category or reference at the discretion of the holding library.

### **C. Returned Books**

- I. Ensure that the Check In work form is open then scan the barcode on the item. Watch the screen for any messages such as:
  - A name and phone number appearing to alert you that a Robesonian Library patron has a hold on the item.
  - A name and library location appearing to alert you there is a hold on the item or that this item was on loan from another library and needs to be sent back.

Do not clear the screen until this information has been noted.

- II. All holds for Robesonian patrons should be placed on the circulation desk to be called later. Those patrons that receive notices via email or text message are automatically notified by the Polaris system. All other holds should be marked with appropriate library location code, rubber banded and placed in the gray crate. Never write a patron’s name on a book being sent to another library.

### **D. Shelving Books**

- I. Shelving books and maintaining them in proper order is a job that needs to be performed with efficiency and care. Those books that are not returned to the shelves promptly after circulation or not correctly shelved are not available to library patrons who may be interested in them. Much valuable time is often spent attempting to locate books that have gone astray.
- II. New adult, young adult and juvenile books should be placed on the appropriate New Books shelf or area and not in the general stacks.
- III. Attention should be paid to items whose spine labels bear a yellow large print label, a green biography label or a yellow YA (young adult) label as they are shelved in separate locations.

### **E. Overdue Items**

- I. Fines will be charged at a rate of 25¢ per day up to \$10.00 for books, periodicals, DVDs, video games, music CDs or audio books. There are no fines for juvenile or young adult books.
- II. If any borrower has unpaid fines in excess of \$10.00, the fines must be paid to bring fines below \$10.00 before the borrower will be allowed to borrow any items or use a computer.
- III. If the patron is aware that a fine must be paid, it can be handled during check in or check out.
- IV. If a patron claims an overdue item was returned, check the shelves. If it is found, remove the charges when you check the item in. If the item is not found but the patron insists it was returned, then it must be declared "Claims Returned" in the Polaris system.
- V. Materials that are considered "Lost" must be paid at the owning library only.

### **F. Circulation Statistics**

- I. These are obtained by the librarian from Polaris.

### **G. Library Cards**

- I. To apply for a library card all that is required is proof of residency in Berks County with a Pennsylvania ID or Driver's License. We ask that children 17 and younger have a parent or guardian sign the membership application and show proof of address using either a Pennsylvania ID, Driver's License, lease agreement or utility bill.
- II. Have the borrower-to-be or parent fill out the application card.
- III. Check the Pennsylvania ID or Driver's License number to be sure that no card has been previously issued to the individual. When entering the information in to the system, enter the name and address as it appears on the identification.
- IV. If the borrower is from Berks County use the wallet/keychain combo cards with the ACCESS PA logo printed on it and fill in the borrower's name. If a patron has a library card with an ACCESS PA sticker belonging to another library outside of Berks County, they may be issued a white keychain style card without the ACCESS PA logo. Write the barcode on the application card.
- V. Give the library card to the new member and place the application in the card file.
- VI. Replacement cards are available for \$2.00.
- VII. Give the new member a Welcome brochure, library magnet and BCPL User's Guide.

### **H. Interlibrary Loans**

- I. ACCESS PA is available on the Internet. ACCESS PA allows members access to materials throughout the state. Materials may be searched by author, title, subject or location.
- II. Once a selection is made; library staff will fill out an ILL request form. The completed form should be left for Library Aide I to process. No more than five requests may be made at one time.
- III. Two to three weeks should be allowed for ILL requests to be filled, although the time it takes to fulfill requests varies.
- IV. When ILL materials are received at the library please place them aside for Library Aide I to process. ILL materials will be held no longer THAN FIVE DAYS after the patron has been notified that their request has arrived.
- V. A brief, "On the Fly" record for ILL materials will be created by Library Aide I. The ILL item(s) will also be checked out to the patron at this time.
- VI. Library Aide I will put the date due on the yellow slip or band that will also be reflected in the patron account. The date due will give our library sufficient time to return the book to the owning library. Advise patrons that these books have a 50¢ per day fine if overdue.

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