

# Norma Marion Alloway Library Policy and Procedure Manual For Student Assistants



## *Floor Assistant Version*

Available online at  
[http://www.twu.ca/library/circ/Floor\\_Assistant\\_POLICY\\_AND\\_PROCEDURE\\_MANUAL.pdf](http://www.twu.ca/library/circ/Floor_Assistant_POLICY_AND_PROCEDURE_MANUAL.pdf)

The manual for Counter Assistants contains additional information on circulation policies and procedures.

OUR WORK & WORKPLACE .....	4
JOB DESCRIPTIONS.....	4
Student Floor Assistant; Circulation department.....	4
Student Circulation Counter Assistant .....	6
SPECIAL BENEFITS FOR STUDENT ASSISTANTS .....	8
STUDENT ASSISTANT DRESS GUIDELINES .....	8
LIBRARY MISSION STATEMENT .....	9
Values Statement.....	9
Goals of Circulation Services .....	9
ON SERVICE .....	11
Customer service can be PERFECT:.....	11
Privacy and confidentiality .....	11
Communication .....	12
Conduct.....	13
LIBRARY FLOORPLANS.....	13
A SAFE WORKPLACE.....	15
EMERGENCY / SECURITY.....	16
Door Alarms.....	16
In case of emergency.....	17
Safe and Secure.....	17
CLOSING THE LIBRARY.....	17
Clean up.....	17
Lights.....	17
Security check .....	17
Closing Security Walk.....	18
HOURS OF OPERATION.....	19
A word about snow days.....	19
BREAK SCHEDULES .....	20
CIRCULATION SERVICES, POLICIES & PROCEDURES .....	21
GENERAL PUBLIC SERVICES .....	21
Access for physically challenged persons.....	21
Copying, printing and scanning.....	21
Laptop computers and word processors .....	21
Notices and bulletin boards .....	22
Supplies .....	22
Telephones and paging .....	22
STUDY ROOMS .....	22
THE HORIZON INTEGRATED LIBRARY SYSTEM.....	23
NAVIGATING HORIZON.....	23
USING THE CATALOGUE .....	23
Searching the catalogue .....	23
CHECK-IN .....	25
To Check-in materials .....	25
Checking-in group items .....	26
Damaged Materials .....	27
Pre-sorting at check-in .....	27
“NOT-OURS” BOOKS.....	28
COLLECTION MANAGEMENT & SERVICES.....	29
SORTING .....	29
Books and media .....	29
Curriculum Resource Units.....	29
Statistics Canada Collection.....	29

Periodicals .....	29
Telephone Directories.....	30
Microfilm.....	30
Microfiche.....	30
SHELVING AND FILING .....	31
Policy Notes.....	31
SHELVING QUALITY CONTROL PROJECT .....	32
How it works .....	32
SHELF READING .....	33
Policy Notes.....	33
SEARCH REQUEST/HOLD.....	34
Search Request Tips .....	34
GLOSSARY .....	35

# OUR WORK & WORKPLACE

## Job Descriptions

### Student Floor Assistant: Circulation department

#### *About this position*

Floor Assistants play an important role in the operation of Alloway Library working throughout the building to shelve and maintain order in the library's resource collections. Floor Assistants are expected to know the procedures for handling, sorting and shelving a wide range of material. They must also be prepared to assist library patrons in locating material on the shelves and answer general questions about the library's resources and facilities. During closing shifts, Floor Assistants play a key role in securing the building and preparing it for the next day. The library is an essential service on campus; consequently a high level of commitment is required of student assistants to be present and prepared to work during assigned shifts.

This is part-time position for the academic term. Typically, 6 hours per week are broken into 3 shifts on an assigned shift schedule and may include work at any time during the library's operating hours which include late evenings, Saturdays and Sundays as well as during the final exam period and some statutory holidays. Floor assistants are usually scheduled to work at least one closing shift each week. Shift schedules are created to avoid conflicts with assistant's class schedules and other regularly scheduled commitments.

An extensive on-the-job training period is supplemented by personal study of the Policy and Procedure manual. Performance standards are based on knowledge and application of pertinent Alloway Library procedures, customer satisfaction, established quality standards and productivity expectations.

#### *Position Summary*

In this service-oriented position you will be working under the supervision of the Circulation Coordinator and reporting to regular library staff in carrying out the day-to-day activities of the circulation services department of Alloway Library. Much of your time will involve shelving library resources. Floor Assistants work independently throughout the library and are expected to respond to patrons' general inquiries. Reference and research related queries should be directed to the library's professional staff.

#### *Duties and Responsibilities*

Read and implement applicable sections of the Policy and Procedure Manual

Accurately sort material for shelving.

Accurately shelve material.

Shelf-read and carry out related housekeeping tasks to maintain order within the collections.

Verify the accuracy of co-workers' shelving according to established policies and procedures.

Assist patrons with inquiries about the location of library collections and facilities.

Monitor and appropriately respond to security system alarms according to established policies and procedures.

Assist with closing procedures, when applicable, to ensure the security of the building and prepare it for the next working day.

Accurately check-in library materials according to established policies and procedures.

Assist circulation staff in carrying out assigned tasks pertinent to the operation of the library.

In the event of a library disaster recovery operation, student assistants may be designated as Work Unit Members on Recovery or Salvage teams as outlined in the library's Disaster Preparedness Manual.

### *Skills required*

**Personal skills:** Attention to detail in sorting alpha-numeric material is essential. Able to work without direct supervision and maintain a high level of productivity. High level of personal initiative, dependability and commitment. The library's busiest times coincide with the busiest times in a student's year, therefore excellent time management skills are essential. Self motivated individuals appreciate the challenges of working in an environment that can be very busy or very quiet.

**Public service skills:** Ability to meet the public in a friendly and courteous manner, good oral communication skills and an interest in serving all library users with enthusiasm and integrity.

**Computer skills:** General knowledge of menu-driven software.

**Physical skills:** Floor Assistants do most of their work on their feet. In the course of a shift, Floor Assistant can expect to:

- Reach up to shelves over 6' above the floor,
- Bend down to shelves less than 2" above the floor.
- Push wheeled book carts weighing up to several hundred pounds when loaded.
- Handle library material –a single book may weigh in excess of 5 pounds.

### *Other requirements*

The library is open in the evening and weekends when public transit may not be available; therefore, access to transportation is an asset for employees living off campus.

This job is open to eligible TWU/ACTS students only. Eligibility for application to this job is established by the Student Life office.

### *Note*

Duties and responsibilities may be added, deleted or changed at any time at the discretion of the supervising staff person, either in oral or written form.

## Student Circulation Counter Assistant

### *About this position*

Counter Assistants play an important role in the operation of Alloway Library working in a highly visible position where they interact with a broad range of people including fellow students, faculty, staff and community borrowers. Counter Assistants are expected to know the library's circulation policies and will be required to apply them to ensure fair access to resources. The library is an essential service on campus; consequently a high level of commitment is required of student assistants to be present and prepared to work during assigned shifts.

This is part-time position for the academic term. Typically, 6 hours per week are broken into 2 or 3 shifts on an assigned shift schedule and may include work at any time during the library's operating hours which include late evenings, Saturdays and Sundays as well as during the final exam period and some statutory holidays. Shift schedules are created to avoid conflicts with assistant's class schedules and other regularly scheduled commitments.

An extensive on-the-job training period is supplemented by personal study of the Policy and Procedure manual. Performance standards are based on knowledge and application of Alloway Library's policies, customer satisfaction and established quality standards and productivity expectations.

### *Position Summary*

In this service-oriented position you will be working under the supervision of the Circulation Coordinator and reporting to regular library staff in carrying out the day-to-day activities of the circulation services department of Alloway Library. Counter Assistants work at the circulation counter as well as in the shelves and other collection areas of the library. Counter Assistants are expected to respond to circulation-related inquiries. Reference and research related queries should be directed to the library's professional staff.

### *Duties and Responsibilities*

Read and implement applicable sections of the Policy and Procedure Manual

Accurately check-in and check-out library materials according to established policies and procedures.

Assist patrons with inquiries about their library account, general library policies, and the location of library collections and facilities.

Collect fine payments and process other cash transactions according to established policies and procedures.

Accurately sort material for shelving.

Accurately shelve material.

Shelf-read and carry out related housekeeping tasks to maintain order within the collections.

Monitor and appropriately respond to security system alarms according to established policies and procedures.

Assist with closing procedures, when applicable, to ensure the security of the building.

Verify the accuracy of co-workers' shelving according to established policies and procedures.

Assist circulation staff in carrying out assigned tasks pertinent to the operation of the library.

In the event of a library disaster recovery operation, student assistants may be designated as Work Unit Members on Recovery or Salvage teams as outlined in the library's Disaster Preparedness Manual.

### *Skills required*

**Public service skills:** Ability to meet the public in a friendly and courteous manner, excellent oral communication skills and an interest in serving all library users with enthusiasm and integrity.

**Computer skills:** General knowledge of menu-driven software. Accurate keyboarding and spelling are essential.

**Personal skills:** High level of personal initiative, dependability and commitment. The library's busiest times coincide with the busiest times in a student's year, therefore excellent time management skills are essential, as is the ability to work with stressed patrons. Attention to detail in sorting alpha-numeric material is essential. Self motivated individuals appreciate the challenges of working in an environment that can be very busy or very quiet.

**Physical skills:** Circulation assistants do most of their work standing at counters. In the course of a shift circulation assistant may also be required to:

- Reach up to shelves over 6' above the floor,
- Bend down to shelves less than 2" above the floor.
- Push wheeled book carts weighing up to several hundred pounds when loaded.
- Handle library material –a single book may weigh in excess of 5 pounds.

### *Other requirements*

The library is open in the evening and weekends when public transit may not be available; therefore, access to transportation is an asset for employees living off campus.

This job is open to eligible TWU/ACTIS students only. Eligibility for application to this job is established by the Student Life office.

### *Note*

Duties and responsibilities may be added, deleted or changed at any time at the discretion of the supervising staff person, either in oral or written form.

## Special Benefits for Student Assistants

Every student assistant is entitled to one free Interlibrary Loan per year. An ILL voucher will be given at the start of the academic year.

Student assistants are welcome to sit in on library orientation sessions. These are offered at the start of the term for various classes and focus on using the library's databases. Times and locations will be posted.

The library rewards the loyalty of student assistants who "stick with us" during their academic career. Student workers who stay with the library until their graduation receive a TWU Bookstore gift card as a token of appreciation. (\$25 for two years of service; \$35 for three years of service; \$50 for four or more years of service.) Student must be employed by the library at the time of graduation to be eligible.

## Student Assistant Dress Guidelines

Alloway Library enjoys an excellent reputation among its users for many different reasons including the professional image which staff present to the public. When Student Assistants present a professional image they foster confidence in their abilities.

Since Student Assistants deal directly with a broad range of library users on a daily basis, they are expected to dress in a manner that reflects well on the university and the library. Simply stated, Student Assistants should dress appropriately and safely to carry out their assigned duties of public service and working in the stacks.

This means that clothes worn on the job should be clean, well-maintained and in good taste. The overall appearance of a Student Assistant should be well-groomed and approachable, and avoid that which reasonable patrons would find indecent, distracting, intimidating or contrary to the standards of the TWU community. Closed-toed shoes are required. Student Assistants are also required to wear a name badge

Examples of inappropriate attire may include: jogging shorts, sweat pants, torn or excessively worn blue jeans, dirty or unkempt clothing.

Examples of appropriate attire would include: slacks, shirts with collars, skirts, dresses. Shorts, blue jeans, tee shirts, etc. are acceptable if clean, in good repair, and appropriate to an office setting. A cap, if worn, must sit far enough back on the head so that it is easy to make eye contact.

The Supervisor on duty may use his or her discretion to discern and discuss inappropriate dress and grooming with individual Student Assistants.

## Library Mission Statement

The mission of the library, as a gateway to the global information environment, is to support and further the University's goal of developing godly Christian leaders by providing excellent services and resources which will enable users to achieve their research goal, equip them to navigate effectively and wisely in the information age, and foster a life-long dedication to learning.

### Values Statement

In order to pursue this mission, staff members of the Norma Marion Alloway Library are committed to the following core values:

*Excellence* Library staff members are committed to the highest realistically achievable standards in their roles as educators, facilitators, collection builders, service-providers and information brokers. They are also committed to teaching, promoting and encouraging the goal of excellence in their users.

*Integrity* Library staff members are committed to the practice of ethical behaviour and ethical attitudes in all of their dealings - with vendors, with other university departments, with users and with each other. They embrace the practice of high standards in their professional conduct, their public service and their personal interaction.

*Service* Based on their recognition of the intrinsic value of people, Library staff members are committed to public service, rather than the pursuit of organizational self interest. In all of the functions of the library's technical and public services, staff members are intent on providing personal help and innovative programs that will provide answers for the information queries of users. Staff members also aspire to enhance and improve the abilities of all users in personal research skills.

### Goals of Circulation Services

#### *Goal #1*

To perform circulation tasks accurately and competently

#### **Objectives**

- To ensure that accuracy is maintained in all transactions
- To check-in materials promptly and accurately
- To shelve material quickly and correctly
- To maintain a systematic program of shelf-reading of the collection
- To maintain an efficient Reserve Book Room (RBR)

#### **Measurements**

- Comprehensive training in the Horizon system
- Continuing to monitor shelving accuracy
- Evaluating and revising standards for shelving
- Maintaining regular shelf-reading cycle
- Maintaining and improving communication links with faculty re RBR

- Producing prompt (three days maximum) and accurate catalogue records for the RBR
- Surveying user satisfaction level

### *Goal #2*

To serve users knowledgeably, promptly and personably

#### **Objectives:**

- To ensure that staff members (including student workers) are fully knowledgeable of service parameters
- To ensure that staff members respond promptly to user needs
- To ensure that staff members serve in a friendly and courteous manner
- To achieve a high level of staff involvement and staff satisfaction on the job
- To provide staff with basic information service skills training
- To ensure that communication to users is clear, correct and informative

#### **Measurements:**

- Mandatory staff training workshop or video on customer service
- Refresher training on Horizon circulation module each semester
- Continuous training, communication and reminders to staff re changes, innovations, developments, equipment and technologies.
- Advance scheduling to ensure adequate staffing at the circulation counter
- On-going reminders and education of the staff on the principles of customer service
- Development of standards for customer waiting time, response-time to phone inquiries, etc.
- Suggestion boxes with posted responses (with staff standards for responses), and also an electronic suggestion box on the library website
- Development of user surveys to assess service quality
- Improvement of the orientation of new staff.
- Periodic review of staff working conditions
- Recognition and reward of staff achievements
- Encouraging staff suggestions for innovations, and implementing those that benefit the service mandated of the department
- Regular review of signage, notices, etc.

### *Goal #3*

To serve users in an ethical way

#### **Objectives:**

- To perform circulation tasks with honesty and integrity
- To administer public facilities and materials fairly and impartially
- To exercise discretion and confidentiality

#### **Measurements:**

- Delineate clearly to staff all areas of confidentiality concerning user records and information
- Give clear direction to staff and student workers concerning legitimate access to petty cash and debit cards

- Establish clear guidelines for fair and impartial fine payment
- Maintain or create policies that are fair and equitable (due dates & times, grace periods, fine rates, end of semester collections, etc.)

### *Goal #6*

Enhance skills of student library workers

#### **Objectives**

- Improve student workers' understanding of general library operations
- Improve library research skills
- Improve communication and customer service skills
- Enhance workers awareness of copyright issues
- Foster an improved sense of solidarity and community in the library

#### **Outcomes**

- Student workers that are better qualified and more competent.
- A higher level of interest among student workers in their assigned tasks
- More efficient use of student work time
- Use of student workers as knowledgeable information dispensers

From Library Strategic Plan 08/2000)

## On Service

### Customer service can be PERFECT:

Polite, Efficient, Respectful, Friendly, Enthusiastic, Cheerful, Tactful.

Providing good customer service is the responsibility of all library workers. Exceptional customer service will take into account the needs of the individual library patron, as well as the needs of the library and its staff in carrying out the library's mission to the community.

Patrons expect fairness, prompt attention, courtesy and respect. They need accurate information about library practices. Staff should be able to provide this in every transaction. In order to provide exceptional customer service staff need to know the extent of their authority and how the systems and procedures that they use work.

As members of the circulation department we should be able to competently respond to questions pertinent to circulation. We can handle questions about loan periods, requests, fines, photocopiers and "where are" questions. Questions regarding research, finding information and appropriate resources should be directed to the professional librarians where the patron can receive personalized and thorough service. The on-duty hours of the librarians are posted at the circulation counter.

### Privacy and confidentiality

Alloway library is committed to protecting the privacy and confidentiality of patron information. The library complies with the principles of the Canadian Standard's Association Privacy Code which require that organizations:

- collect no more information than they need,
- use it only for carrying out their business,
- make sure it is secure
- not sell the information

- keep data only as long as it is needed
- securely dispose of it when it is no longer needed

The library takes several steps to ensure that we respect personal privacy:

- We collect the bare minimum of personal information to transact our business with borrowers.
- Although we have access to personal information and borrowing records of our users, this information is private and is never discussed with other borrowers
- When transactions are completed we clear the screen so that borrower information is no longer displayed. Screen savers come on after 60 seconds of inactivity. Screens normally face away from the public side of the counter, but we can turn them to accommodate patrons who wish to see what is on “their” window.
- We strive to be discrete and confidential in our conversations with users by speaking quietly. Respect the fact that users may not want their questions, borrowing transaction or fines publicized. All transactions are treated with the highest level of trust and privacy that we can offer within the context of a public workplace.
- Printed documents which contain personal information are placed in a locked bin for shredding.

### Communication

Clear communication is a vital part of successful service and a foundation of the library’s operating principles. We need to be good communicators with library users, who may not be familiar with our policies, the way an academic library works or even some of the terms we use routinely to describe aspects of our job. Good communicators will avoid jargon or technical terms whenever possible and seek to ensure understanding with our communication partners, whether they are co-workers or library users. A good communicator will keep informed about the events, and resources that affect the workplace. Because so much of our work is collaborative, library staff need to communicate clearly with coworkers about the work they are doing.

[Alloway Library News](#) is our blog. Subscription, via RSS or Feedblitz, is a good way to stay up-to-date with news and activities at Norma Marion Alloway Library.

Student assistants are subscribed to a Library\_SA an email list-serv used by circulation staff to communicate with student assistants about aspects of our work. Student assistants can also use the list to arrange a shift swap with a co-worker or to communicate items of interest to other list members.

To post to the list, send to [library\\_sa@patience.twu.ca](mailto:library_sa@patience.twu.ca) (You must send from the address that is subscribed to the list.)

You can change some aspects of your subscription or view past messages at [http://patience.twu.ca/read/login/?go=http://patience.twu.ca/read/about/?forum%3Dlibrary\\_sa](http://patience.twu.ca/read/login/?go=http://patience.twu.ca/read/about/?forum%3Dlibrary_sa)

The Memo Binder includes printouts of Library SA posts as well as other items of information for all Student Assistants. Checking the binder for new items regularly is a part of your job duties.

## Conduct

Employees are hired to serve the needs of the library and its users. Personal activities which may distract from this purpose should be set aside while working.

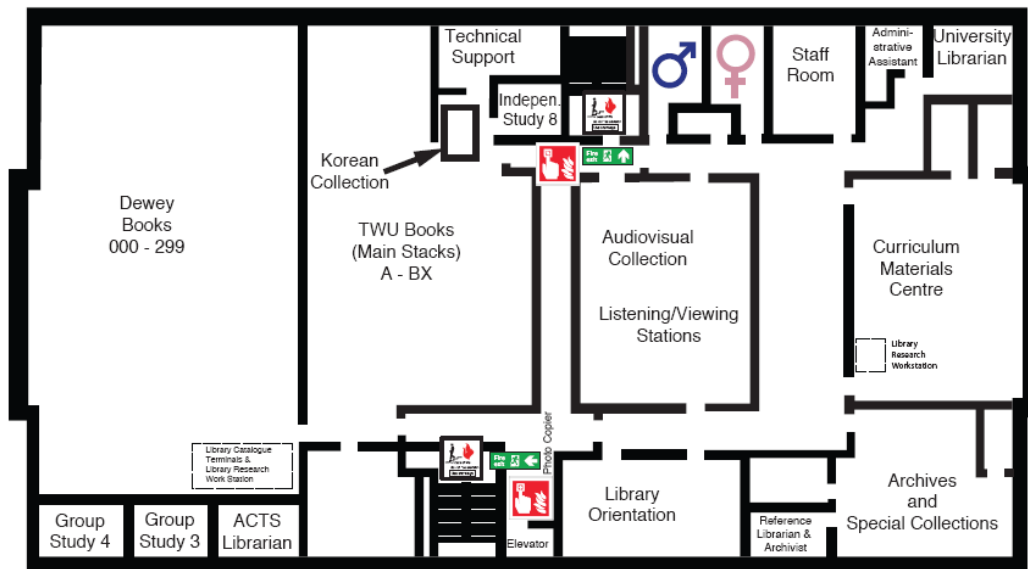
Circulation counter computers are not to be used for non work-related purposes such as surfing the web, online games, chat or messages. Accessing webmail for any reason other than arranging a library-related shift-change is not permitted. Personal communication devices, mobile phones and MP3 players should be turned off while on shift.

Conducting research online or in the stacks for class assignments is inappropriate while working.

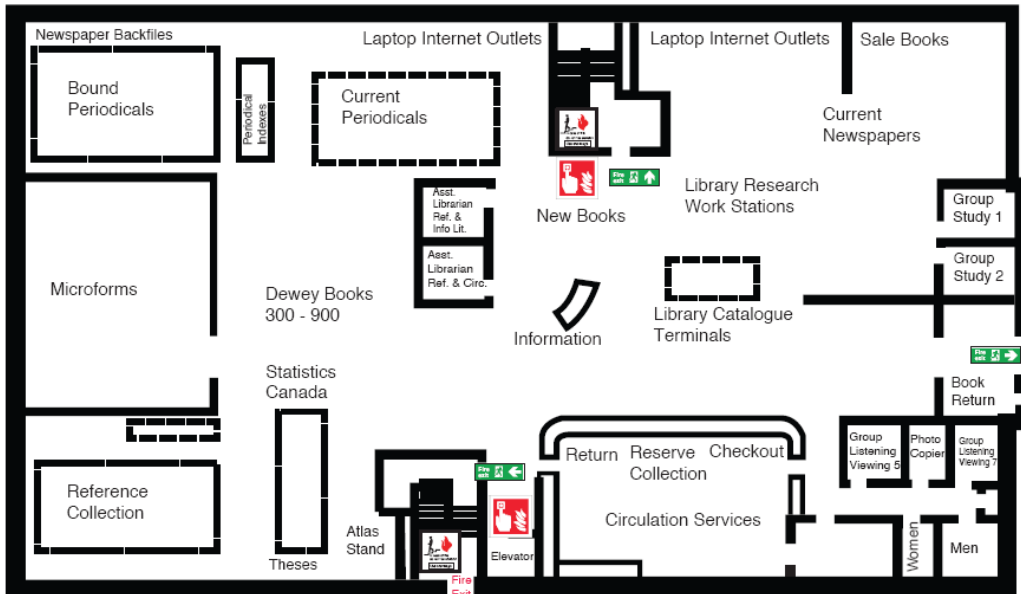
Student assistants should not expect to do homework while on duty and should take care to clearly distinguish between the times when they are working for the library as a student assistant and working for themselves as a student.

## Library Floorplans

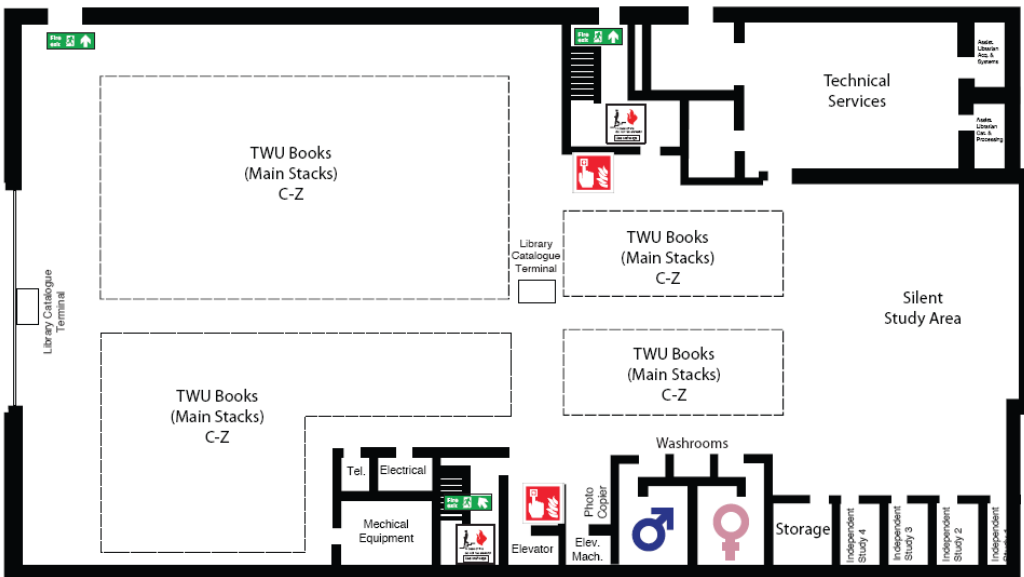
### Upper Level



Main Level



Lower Level



## A safe workplace

As an employer TWU has many responsibilities to its workers, including student assistants. A key responsibility is to provide a safe workplace for us all. Some of the ways TWU does this include:

- Ongoing monitoring of workplace conditions.
- Correcting unsafe conditions.
- Providing necessary protective equipment and tools
- Consulting with TWU's health and safety committee and representatives. Responding to their recommendations
- Providing first aid if a worker is injured on the job
- Investigating reports of unsafe or unhealthy work conditions
- Informing, training and supervising workers about workplace hazards and the correct procedures to preserve a safe workplace

As an employee you have rights. These rights include:

- A safe workplace
- Information and training on workplace health and safety and workplace hazards
- Equipment and tools required to do your job safely, including personal protective devices
- Representation and participation in health and safety committees
- Right to refuse unsafe work without fear of reprisal or discrimination

With rights, come responsibilities. As an employee you have the responsibility to work with your employer to maintain a safe workplace:

- Follow safe work procedures and safety rules
- Use protective clothing, equipment and tools properly
- Report unsafe conditions to your supervisor
- Refuse tasks that you believe pose undue risk of injury or harm
- Cooperate with the health and safety committee to improve health and safety on the job
- Refrain from unsafe work practices, including horseplay on the job
- Report injuries incurred on the job immediately to your supervisor

How do we assess risk? Here are some specifics about our safety policies, procedures and practices in the library.

- Ask yourself "Does it look dangerous?"
- If so, respond, report, and react! Talk to your supervisor, regular library staff or call security. Take responsibility for our workplace and your safety
- Use equipment provided to protect you... stepstools, hand sanitizer, hand tools, book trucks, etc
- Be aware that book trucks may be prone to tipping if the upper shelves are full on one side and empty on the other. Avoid pushing or pulling unbalanced carts on their broad end.
- Maintain a clean and tidy workplace- avoid tripping hazards!

- Use good posture, take breaks or change activities to avoid overuse or repetitive stress injuries
- Use the two way radio to keep in touch when staff are away from the counter
- Wear closed toe shoes
- Familiarize yourself with the location of tools as well as flashlights, first aid equipment, fire alarms, emergency exits, phone lists and phones to contact first aid attendant
- If you require first aid, call extension 2099

Familiarize yourself with the location emergency exits,

- The main entry
- At the bottom of the North stairwell exiting into the receiving area.
- Between the main and lower level in the south stairwell exiting into the campanile garden.
- The back corner on the lower level exiting onto the grass overlooking the pond

Familiarize yourself with the location of First aid equipment

- At the circulation counter
- In the staff room
- With the emergency preparedness supplies in the Tech services ante room

In the event of an emergency, work with staff to protect lives. Evacuate the building using the same procedures as outlined in the [closing walk procedures](#).

## Emergency / Security

If an emergency or incident happens during your shift, you may be a first responder! Current emergency numbers and procedures are posted on the bulletin board in the circulation office and in the memo binder. Take time to be familiar with these documents.

### Door Alarms

All exits are alarmed. For doors used routinely by staff and patrons the alarm is turned off.

When a fire exit door is opened the first priority is to find out who opened the door:

1. Alarm sounds. The person at the door will hear a bell. At the circulation counter panel "ice cream truck" music will play for about 10 seconds. (You may also hear the bell if one of the doors in the stairwell has been opened.)
2. A light on the panel will indicate which door has been opened.
3. When you know which door has been opened, immediately go to that door and bring the person who opened the door back into the library. Explain that the main level doors are the only exit to be used.
4. Flick the switch above the indicator off and on again to reset the alarm.

## In case of emergency

The campus security number (2099) is posted on all library phones. To call off-campus emergency services you must dial 9-911. If making a 911 call, you should also call campus security so they can direct Emergency Services personnel to your location.

### *If the fire alarm sounds*

You may be asked to assist staff in clearing the building. Use the [closing procedures](#) listed below to systematically walk through the building or area you are assigned to check and report back to your supervisor.

## Safe and Secure

Take responsibility for your own personal safety on the job. Report any dangerous or suspicious activity to your supervisor.

## Closing the library

Closing the building is a procedure that takes longer than opening, and which requires close attention to detail. Each of the following tasks must be performed to ensure an orderly and thorough closing that leaves the building secure and ready for opening the next day.

### Clean up

Part of the closing procedure involves cleaning library materials off tables and carrels. These items should be brought to the sorting area or, if time is short, left on the nearest book truck for reshelving the next day. As the semester gets busier, this task should be started earlier in the shift to avoid a rush at closing. On weekends, or when custodial staff will not be in to clean up, extra time should be taken to clean up trash that has been left in study areas, on counter tops, on the floor, at photocopiers, etc. Push in the chairs. Leave the building tidy for the next day. If patrons have left personal belongings, put these behind the circulation counter. They can be transferred to the Lost and Found the next day.

During the clean-up round it is worth taking the time to check-inside and secure all empty study rooms. Doing so makes the final security round simpler and more rapid.

### Lights

Patrons are entitled to be in the library until the stated closing time, but at that time all users must leave the building. In order to give users prior warning of closing, all the building lights are flashed off and on at the following times:

30 minutes before closing.

Just prior to the security check, flash the lights off and on 3 times.

### Security check

The final check of the building does not take place until the elevator doors are locked. One staff person or student assistant is assigned to watch the circulation counter. The staff person in charge and the other student assistant then begin the following security procedures.

## Closing Security Walk

During the security check if any patrons are found on the UL or LL the staff person will ask them to leave, and wait until the patron has left that level.

### **Staff person:**

lock elevator and take south stairs (circulation counter side of building) to upper level of library

turn off UL photocopier

Orientation room(go inside)

Archives(go inside)

Curriculum room and storerooms

display cases in hall

Dewey room, turn off lamps

Study Rooms

proceed to the south stairs and go to the lower level. Check fire exit in main level stairwell& under the stairs on the lower level

turn off LL photocopier

men's washroom(check stalls)

custodian's room

women's washroom.(check stalls)

Independent study rooms #1-5

Study area.

Check Technical services door

### **Student assistant:**

take north stairs to upper level of library

men's washroom (check stalls)

custodian's room

Audio-visual room

women's washroom (check stalls)

staff room and office

proceed to main stacks

study room and Office

Circle around the perimeter of the area from the A-B stacks to the interior window wall and the north wall carrels

north perimeter

Carrels along window

take the north stairs to lower level. Check the stairwell fire exit & under the stairs

walk around the perimeter of the lower level along the north/west/south walls, looking in the carrels and along the aisles

pump & electric room doors

Re- establish contact with partner

exit through north doors and proceed to the main level      exit through south doors and proceed to the main level

walk around perimeter of building to the north and east sides (catalogues, sale books)      walk the perimeter of building to the south through Reference, Collaborative Study Room and periodicals

Group study rooms #1 & 2

unlock elevator

Study room 5, photocopy room (turn off copier),  
Study Room 7, custodian's room , men's and  
women's washrooms

## Hours of Operation

During the Fall and Spring semesters (beginning the first full week of classes in September through the beginning of examinations in April), the core operating hours will be as follows:

Monday - Thursday	7:45 am - 11:00 pm
Friday	7:45 am - 6:00 pm
Saturday	10:00 am - 6:00 pm
Sunday	1:30 pm - 5:00 pm
Statutory Holidays	to be announced

From May through August the library is generally open:

Monday - Friday	8:00 am - 4:30 pm
Saturday & Sunday	CLOSED
Statutory Holidays	CLOSED

Adjustments to accommodate longer opening hours during examination periods, and summer courses will be made.

The operations schedule will be posted on the bulletin board in the front lobby and on the [library's webpage](#).

Copies of the operations schedule will be distributed to all library staff and key departments and individuals on campus.

A word about snow days The library is considered an important service, and as such, every attempt is made to keep it open and running even when the rest of the campus is closed due to snow. Please call the library if you are unable to make it in due to the snow or call if you are able to pick-up some extra hours for stranded commuters. Do not assume the library is closed unless you hear it from the library or the academic dean.

## Break schedules

If you work 4 or more hours at one time you are entitled to breaks as follows:

4 hours	15 minutes
5 hours	30 minutes without pay, or 15 minutes
6 hours	30 minutes without pay and 15 minutes, or two 15 minutes
7 hours	60 minutes without pay and 15 minutes, or 30 minutes without pay and 15 minutes, or two 15 minutes
8 hours	60 minutes without pay and two 15 minutes, or 30 minutes without pay and two 15 minutes

15-minute breaks are paid breaks; longer breaks are unpaid. Be sure to clock out if you are taking a longer than 15 minute break.

Breaks should not be taken concurrently, nor used to leave early (or arrive late!)

Arrange your breaks with your supervisor.

# CIRCULATION SERVICES, POLICIES & PROCEDURES

## General Public Services

### Access for physically challenged persons

Upon request, library staff will provide assistance in the use of the library.

### Copying, printing and scanning

*Photocopiers* are located on all three levels of the library. The copier/printer/scanner on the main level also functions as a printer for the public workstations and catalogues. All copiers have scan-to-email functions.

Copiers for both print and microform formats are provided for the convenience of patrons. Two photocopiers/scanners are equipped only with a print card reader; the other with both print card reader and coin unit.

Microform printers are equipped with print card readers only.

It is the responsibility of staff to attend to minor equipment problems such as paper jams and to replenish paper and toner supplies.

The library undertakes to provide copies of readable quality; not necessarily presentation quality copies such as may be required for resumes or overheads. Accordingly, refunds for less-than-perfect quality copies will only be given where the machine has clearly malfunctioned, e.g., machine has jammed and no copy delivered. The library will not be responsible to refund patrons in cases where they have failed to read and comprehend the instructions on the equipment before pressing the copy start key.

In most cases, patrons will be refunded a maximum of 10¢. The responsibility for reporting equipment problems promptly rests with the patron.

“Wild cards”, encoded with small values, will be available on an honour system basis to visitors to the library who may not wish to purchase a print card for small amounts of copying. Visitors must report the total number of copies (including those spoiled) made; they will be charged 10¢ per copy. Wild cards are not intended for use by regular library users including TWU students and staff. Wild cards will be issued at the discretion of regular staff.

All inquiries for technical servicing are to be directed to the key operator, the library Administrative Assistant.

### Laptop computers and word processors

The library is primarily a place for independent study, a place for quiet and thoughtful reflection. It is the responsibility of the laptop user to demonstrate a sensitive concern for others by using headphones and muting sound schemes.

Internet connections for laptops are located on the main level. Electrical outlets are available throughout the building. Wireless access is available to eligible users throughout the building.

## Notices and bulletin boards

Notices to be posted in the library are to be cleared with the librarian staffing the Information counter. Notices will be posted only on boards at the front entrance, i.e., not on front doors or glass. "For sale" and other commercial notices will not be posted.

## Supplies

Pens, pencils, scissors, glue sticks, etc are available as a courtesy for patron use at the circulation counter.

Paper cutters, hole punches, scissors, staplers and pencil sharpeners are kept near each copier/printer/scanner. Scrap note paper and recycled sheets of paper are also available around throughout the library.

## Telephones and paging

Library telephones are for the exclusive use of library employees. Patrons will be directed to use the public telephone located at the front entrance or those located elsewhere on campus.

Many people pass through the library on a daily basis. Library staff have many responsibilities that demand their time. It is not their responsibility to call people from any of our three levels to the phone. Therefore, no persons will be paged to the telephone, except in the case of emergency.

Cellular telephone may be used only in the front lobby and stairwells.

The library's main phone number is 604-513-2023. Although all library phones have voicemail to handle unanswered calls, the phone on the circulation supervisor's desk should be answered whenever possible, as it is the main line into the library. Calls to phones on-campus can be made dialing the last 4 digits of the phone number. Dial 9 to call off-campus numbers.

## Study Rooms

Study rooms are intended for the use of students.

Group study rooms are for groups of 2 to 6 persons involved in legitimate, interactive group study. Group study rooms may be signed out to a single student if all other rooms are occupied but, only for a limited period of time; the individual may be displaced by a group at the end of the time period.

The use of study rooms is subject to the guidelines posted in each room.

The maximum length of time in one stretch for which rooms may be booked is generally 2 hours because the loan period is 2 hours. To avoid fines, borrowers must renew their booking before the end of the 2-hour loan period.

## The Horizon Integrated Library System

The Horizon system is an integrated library system (ILS). It assumes users will work back and forth between circulation, the catalogue (sometimes referred to as iPac) and Technical Services. Checking out a book in circulation will immediately change the item's status in the catalogue. Some transactions, such as requests, will require you to move from the catalogue to circulation.

*Because of the extensive training required to gain familiarity with Horizon and associated library policies, Floor assistants should refer all other circulation activities and inquiries to counter assistants or staff. When the need arises, floor assistants may use Horizon for two limited functions: checking-in material collected during clean up and using the catalogue when conducting search requests. Usually these tasks will be done by counter assistants.*

## Navigating Horizon

The first rule of working with any computerized program is *Read the screen*.

Listening to the computer is a good rule too, as the Horizon program uses beeps and tones to communicate with you, the operator.

The Horizon system lets users do some things in several different ways. Although you can use the mouse to point and click for many operations, it is possible to use the keyboard for some frequently done operations. When an operation button has a dotted box around it, hit **Enter** or spacebar to select that box. An underlined letter means you can select that letter with the keyboard, or Alt + letter to execute the indicated operation. Other shortcut keys include:

- F2 takes you to the catalogue
- F8 switches between the checkout and check-in windows
- Ctl +F6 switches between the catalogue and circulation windows
- Esc will cancel some screens or dialogue boxes.

Be sure the flashing cursor is in the box where you want to enter information. Information can be entered from the keyboard or by using the scanner.

## Using the catalogue

Circulation staff are not expected to handle reference questions. Nevertheless, staff will need to use the catalogue to verify call numbers, location and status of items. Staff also use the catalogue to view the borrowing history of an item such as current and prior borrower, number of check-outs, last date of use and original cost.

### Searching the catalogue

The fastest way to get to the catalogue from the circulation module is to use the **F2** key; or use the menu **Item>find item**. The default search index is "Title alphabetical" but other indexes may be more useful.

## Understanding Search Results

There are many ways to find the call number for CS Lewis' "The Lion, the witch and the wardrobe." The fastest way is a title keyword search. What keywords might you use? *Lion*, *witch* and *wardrobe* are all good. Just one or two are sufficient to gain useful results. A search for the title Keywords *lion wardrobe* yields 10 results; four are not for the Lewis book itself but are: lesson plans, a sound recording version and a theological study. Six of the results are for the book itself. Each of those results are a unique record for each different edition of the book. Five of those editions have similar call numbers starting with PR 6023 .E926 L5 followed by a different date, another has a call number starting with LT because it is shelved in the curriculum collection. If you select one or more of the titles in the results list and then click "show detail" you gain more information about that edition, such as the publisher, the size, a summary of the plot.

By clicking on **Show copies** in the biographical detail window you can see the barcode number, current status price and number of check-outs of a particular copy of this edition of the work. From the copies window you can click on **detail status** to view details about the current or prior borrower including the date it was checked-out, checked-in or if the item was renewed.

The library has 9 copies of the book, so if you wanted to find out who the last borrower of a specific copy, a better way to search would be to use a barcode search.

## Search indexes

Commonly used indexes and their results

Search Index		results
Title alphabetical	searches titles for exactly what you type in e.g. "The lion the witch and the wardrobe"	Open-ended list of titles
Title keyword	searches titles for all the words you type in e.g. "lion wardrobe"	Closed list of titles
Author alphabetical	Lastname firstname format	Open ended list of authors
Author keyword	Name in any order or just first or last name	Closed list
Combined keyword	Searches the entire the catalogue including format (use the correct terms) and chapter titles for any of the words "abortion videorecording" "Lewis, lion" "Beethoven piano sound recording"	Everything with these key words in the record.
Barcode number	Scan in the barcode number of the item	The exact item. Go to "Show copies"

Search Index		results
LC or Dewey call number	Type in the call number; no spaces	Open ended list of items
Course name or Professor name	ENGL 341 or Campbell	Used to find Reserve items

## Check-in

**Checking-in material is usually done by counter assistants. Floor assistants may check-in material gathered during clean up at the end of the day.**

Just as we strive for accuracy in our shelving and communication we also strive for error free check-ins. It is crucial to providing good customer service that library materials are checked-in promptly and accurately. When returned material is not checked-in, it reflects poorly on Alloway Library's staff and reputation.

Every effort must be taken to keep the check-in process orderly and organized to avoid errors. Material is either in the bin or on the check-in cart. It is not stacked on the counter. Handle material once; the more an item is handled, the less efficient the process.

Check-in automatically calculates fines, and changes the item's status in the catalogue from checked-out to checked-in or shelving cart. At check-in, "lost" and "missing" items are "found" enabling staff to issue credits for paid-for material and waive processing fees when appropriate. Requested items are placed on the hold shelf. Items returned by patrons but not checked-in by staff will accrue fines and the borrower will receive overdue notices which can be frustrating for the borrower and inefficient and embarrassing for the library.

Check-in is also the ideal time to identify damaged material being returned and assess charges or notices to patrons who return damaged material.

Although Check-in can be done on any terminal it is expected that CKI will usually be done at the terminal by the book drop bins.

### To Check-in materials

1. Open the CKI window by clicking on the icon or by selecting CKI- Open CKI Window from the menu bar or, F8.
  - Use the CKI menu to turn off "show borrower".
  - It is not necessary to select book drop except for the first session of the day. (Book drop moves the check-in time back to closing time of the previous day.)
2. Check the CKI date and time.
3. Remove the item from the book drop bin.
  - Do not stack the books up on the counter or in the bin. Efficiency is lost when books are handled multiple times. Errors may occur when material is placed in undefined spaces. Returned material is either "in the bin/not checked-in" or "on the cart/checked-in"
4. Scan the item bar code.
5. Examine the item for damage; remove date due reminders or bookmarks.

- If you notice obvious water or soil damage, marked pages, folded down pages, numerous bookmarks etc., check to see if the damage was previously noted on the inside back cover. If not previously noted, show the item to library staff.
6. Read the screen to confirm check-in or to note any blocks or special instructions. For example, it is especially important to note what course a recalled item is for.
    - Resensitize any damaged item and place it on the “damaged” shelf.
    - Resensitize any requested item and place it on the “hold” shelf. There is no need to label the item with the name of the requestor.
    - Resensitize any item that needs to go to Technical Services and place it on the “to be catalogued shelf”
    - Alert staff if you check-in any item with a missing status. Staff will check item detail status in the catalogue to see if the last borrower can be identified and issue a refund for monies paid.
    - Alert staff if you check-in any item with a lost status. Staff will waive any processing fee attached to the item.
    - Alert staff if you check-in any item with a claimed return status and note any special circumstances. Staff will assess fines unless there is reason to believe the item was found in the library.
    - Place magnetic material such as tapes or floppy disks to one side so they are not inadvertently erased by the sensitizing machine
  7. Place checked-in items on the return cart, spine out
  8. When the labeled shelves of the check-in cart are full, resensitize the material. Place resensitized items spine up on the cart.
  9. Unload the cart in the sorting area.

### Resensitizing material

Library material is protected with anti-theft devices. Care must be taken to resensitize all checked-in material using the appropriate device. One type of resensitizer is used for books, CD's and DVDs; another is used only for VHS tapes. Tapes and other magnetically encoded material can be damaged if placed in the wrong device.

### Checking-in group items

1. Read the label on the front cover or the check-in note on the screen
2. Open the item and account for each item.
3. Check that the individual contents match the item.
4. Desensitize the material as required
  - If there are many items to count you may check it in set the item aside for checking later. Every effort should be made to check items on the day they are returned.
  - If there are missing items, notify staff so the borrower can be contacted.
5. Place the item on the book cart spine out.

## Damaged Materials

Do not attempt any kind of repair in circulation. We will not routinely erase pencil marks. Erasing can cause damage to the paper, binding and text. An instruction sheet on erasing is kept in the memo binder.

Books with the following defects should be repaired.

- Loose hinges
- Broken, worn or loose spines
- Book is split
- Loose or torn pages
- Ripped cover
- Corners missing on cover
- Loose spine label or barcode label
- Water damage (determine if the last borrower be charged)
- Stains (determine if the last borrower be charged)
- Loose pockets
- Loose dust jackets
- Illegible spine labels

### *Checklist for checking-in damaged items*

Refer to the yellow **Damage Noted** cards by the check-in station.

- Folded pages, moisture damage, stained, chewed or otherwise misused. Give to staff.
- Marked with pencil, pen, highlighter etc:
  - Markings in NEW books. Give to staff.
  - If it is not a new book examine the book to see if there are book-marks, post its, folded pages where the marked pages are? If YES give to staff. If NO go to the next step:
- Do other returned books on this topic or from this borrower have similar markings?
  - If YES Give to staff. If NO, note the damage on the bottom right corner of the inside back cover and shelve the book
- Damage due to normal wear and tear
  - Send to repair

For items that are repairable or otherwise salvageable, charges may be assessed to cover the library's costs of repair. Irreparably damaged materials will be charged at cost plus \$10 processing fee. Patrons who return books with marked or folded pages, stains or other signs of misuse may be assessed for damage and charged \$5 per book.

### Pre-sorting at check-in

To speed up unloading the check-in cart it's possible to rough sort material as it is checked-in. The basic goal is to group material on the check-in cart by call number in the same way that the sorting area is arranged. As you check-in, read the screen to see the call number:

Place A-BX and Dewey items on the top shelves

C-Z call numbers on the second shelf closest to you

Do not put VHS tapes on the cart; place them on appropriate shelf by the sensitizer.

If a shelf gets full, group items together on other shelves

Once the three shelves are full, unload the cart. Don't waste time filling the hard- to-reach shelves of the cart.

### "Not-ours" books

Books from other libraries left in the library, but which are not ILL need to be returned to their owners. Because of the time and costs involved in mailing "not ours" items, effort should be made to see that the borrower is responsible for returning material to the lending library.

Refer to the "Not ours" cards kept by the check-in area for a summary of these steps for dealing with such items:

# COLLECTION MANAGEMENT & SERVICES

## Sorting

### Books and media

1. Checked-in books are placed on (or underneath) the sorting counter shelves using labels as a guide. If it is necessary to stack books, the piles should be neat and stable; maximize use of space by piling against the wall, as high as possible. Stack material so the call number is visible.
2. Begin to sort where the shelves are fullest. It's not necessary to always start at the beginning of the alphabet. Think about the shelving process too; it's more efficient to shelve several books that are grouped together rather than a single book here and another book two aisles away. Do not put items going to the lower level of the library on the same cart as items shelved on the upper level
3. Items are sorted in alphanumeric order by their call number label.
  - E.g. BT comes before BX
  - BT 333.497 comes before BT 333.7
  - Nothing comes before something (BT 333.7 comes before BT 333.7 c.1)
4. Fine sort by taking books one-by-one from the shelf or pile and placing them on the sorting counter with spine labels facing up.
  - If there are many books to sort under the counter, you may have to do a rough sort to make the pile manageable
  - Don't let the row of sorted books get too long. When a row is over 5 feet long, it becomes difficult to squeeze books in and can cause strain to your shoulders, arms and fingers
5. Watch for damaged items, or bookmarks and other papers that should be removed before shelving.
6. Use the shelving slip to label the completed book truck with the date, the range of call numbers and your initials, and then choose 10 complete call numbers for the [accuracy check](#).

### Curriculum Resource Units

Curriculum unit files; sort numerically by grades K, 1-12.

Background materials; sort alphabetically by subject.

### Statistics Canada Collection

Sort numerically by Statistics Canada catalogue number.

### Periodicals

This collection consists of several A-Z collections: current periodicals, bound periodicals and periodical indexes, as well as current and back issues of newspapers

Current periodicals are located on display shelves; the current issue is displayed with the cover facing out and back issues for the current year are stored on the shelf behind the lift-up

display shelf. The most recent year for which the library has holdings will be displayed, i.e., 1990 issues are not moved back to bound periodicals until the first issue for 1991 arrives (which might not be until April, as in the case of some quarterly publications). Arrangement is alphabetical by title; backfile issues for the current year behind the lift-up shelf are in random order.

Each title has a shelf label on the current issues stacks. If there is no shelf label for the periodical you are trying to put away, double check to see that a) it has a library stamp on it, b) you are using the correct title--check the title page. If the shelf label is missing, advise the circulation supervisor.

Bound periodicals are located in stacks behind current periodicals collection. This collection contains all paper holdings prior to (i.e., older than) current periodicals. These paper issues have a colored sticker on the top left corner of the cover or are stamped "Serials-Stacks" in red ink so they may be readily distinguished from current periodicals. Arrangement is alphabetical by title; sub arrangement is numerically by volume and issue numbers/chronologically by year and month.

Periodical indexes are arranged as are the current and bound collections.

#### *To sort periodicals:*

1. Rough sort alphabetically by title
2. Separate current issues from back issues
3. Fine sort each pile alphabetically by title.
  - If necessary sort individual titles chronologically.
4. Shelve.

Newspapers are considered part of the periodical collection but are shelved together on the main level in a more accessible location.

Sort newspaper backfiles for each title by month.

#### Telephone Directories

Directories are shelved in alphabetical order; no sorting required.

#### Microfilm

This consists of a collection arranged alphabetically by title; sub arrangement is numerically by volume and issue numbers/chronologically by year and month.

Arrangement within drawers is front to back, left to right:

#### Microfiche

Three collections: ERIC, periodicals, and miscellaneous.

ERIC fiche are arranged numerically by ERIC number, e.g., ED 360 257. The eye-readable headers indicate the number of fiche in a set, e.g., 1 of 8, 2 of 8, etc.

Periodical fiche are arranged alphabetically by title; sub arrangement is numerically by volume and issue numbers/chronologically by year and month; sub-sub arrangement is by number of fiche in a set, e.g., 1 of 8, 2 of 8, etc.

Miscellaneous fiche are variously arranged; see circulation supervisor for instructions.

### *To sort microfiche:*

1. Separate ERIC, periodical, and miscellaneous fiche.
2. Sort ERIC fiche by ERIC number and file.
3. Sort periodicals first by a, b, c, if sufficient quantity.
4. Fine sort by title; if individual fiche are being returned to envelopes with several fiche, check to make sure that all fiche within the envelope are in order.
5. File.

## Shelving and Filing

Shelving books presupposes a knowledge of how the classification systems work (Library of Congress or Dewey Decimal)

Shelvers, take note of the following principles, some of which apply to other formats as well:

Never place a book on the shelf without checking the call numbers of books positioned before and after; for instance, never place a book in the first or last position of a shelf or section without checking the call number of the previous or next book, whether that be the next/previous shelf, section, across the aisle or "around the bend"; lack of care here could lead to the development of a separate alphabet.

Never retrieve a book from a shelf by pulling the top of the spine; always push in the books on either side so that the book can be firmly gripped and pulled out.

Never shelve a hardcover book too tall to stand on the shelf with its spine label facing up; the spine should rest on the shelf.

Where many books have been removed push bookends up snug; face books off if necessary so they line up neatly along the outer edge of the shelf

Reshelve books lying on shelves if there is time. Place on the book truck items that belong in a distant part of the collection and return them to the sorting area.

Look for books that have been pushed through from the opposite side; lay them on top of books where they belong; the next shelver will put them away.

Return items for repair to the repair shelf behind circulation counter; the circulation supervisor will give instructions on processing.

Occasionally, shelvers experience light-headedness as a result of bending down to the lowest shelf and then reaching up to the highest. This is caused by poor posture and can be avoided. Use your knees to squat down, keep your back straight! Other tips to help you avoid occupational overuse syndrome: Don't over extend your hands and wrists--use both hands to lift heavy items. Don't over-extend your shoulders by pushing long lines of books at awkward angles. Use a stool to stand on. Break up the task into manageable units. Take micro-pauses, stretching sessions and vary your tasks to avoid long periods of time doing the same repetitive motions. Wearing comfortable footwear will help too.

### Policy Notes

Shelving books involves more than just putting books back on the shelf; often a certain amount of shelf maintenance is accomplished at the same time. Early in the semester, when

circulation volumes are low, there will be time to top and tidy the shelves. However, later in the semester the goal will be to get materials on the shelf as quickly (and accurately) as possible; accordingly, less attention can be given to shelf maintenance. The circulation supervisor will decide what the priorities are at any given time during the semester.

Performance standard for shelving: average of one book truck per hour with 98% accuracy.

Shelvers are part of the service team and are expected to be able to provide appropriate assistance to patrons in the stacks. Because personal stereo headphones may discourage patron inquiries, the use of headphones is not permitted.

If you are unable to empty a book truck during your shift, do not leave the truck in the stacks; return it to the circulation area. Be sure to indicate on the shelving accuracy slip the range of items that you shelved.

### Shelving quality control project

Range	
_____	
Carted by	
_____	
Date	
Shelved by/Date	
_____	
-----	
Range	
_____	
Carted by	
_____ Date	
_____	
Shelved by/Date	
_____	
Check these call #'s	
Found, correct	√
Found, incorrect, (record where found on back)	x
Not found-Check HORIZON	
_____	
_____	
_____	
_____	
_____	
_____	
_____	
_____	
Correctly shelved	/10
Checked by/Date	

Ensuring that library materials can be found in the right spot is a key part of the service provided by the circulation department. Frequent shelf reading of the collection is helpful but is really just a corrective procedure. Accurate shelving by library staff is the ideal way to ensure that material can be found exactly in its place.

This project is primarily intended to monitor the shelving accuracy of library assistants who work in the stacks. By checking the shelving accuracy of a sample from each cart we can estimate an overall shelving accuracy. A circulation department accuracy rate of over 98% is a reasonable target.

#### How it works

- Sort material and load it on a cart
- Fill in a shelving slip with the range (e.g. BJ -BS,) your initials, and the date.
- Note the call numbers of any ten items on the cart. The call numbers should be easy to read, printed on the spine not the front cover of the book. This will make checking easier.
- Tear off the bottom part of the shelving slip and leave it at the circulation counter. Tape the top part of the slip to the cart.

5. After the cart is shelved, the shelver adds the date and his/her initials. The slip is reattached to the bottom part kept at circ.
6. The shelving is checked. Errors or unfound items are noted. The checker adds his/her initials and the date.
7. The results are recorded under the shelver's name.
8. Any errors are reviewed with the shelver.

Shelving accuracy for individuals and the department is calculated regularly

## Shelf Reading

Essential to providing good service to library patrons is the maintenance of orderly shelves. An important part of the shelf reading procedure is the cleanup of shelves.

This procedure statement is intended to cover the steps followed in working with all formats.

Read the call number label, title, etc. of each item to ensure it sits in its proper location on the shelf; never place an item in the first or last position of a shelf or section without checking the call number, title, etc. of the previous or next item, whether that be the next/previous shelf, section, across the aisle or "around the bend"; lack of care here could lead to the development of a separate alphabet. Check the stack-end signs to ensure that they are accurate

Shift to ensure an even distribution of items on each shelf, always taking into account how many items may be checked-out. Ideally there should be at least a hand width of empty space on each shelf.

Line up the books with the edge of the shelf

Reshelve items left laying flat on shelves; if they belong to a distant part of the collection return them to the book return truck or sorting area; do not reshelve.

Items that have been pushed through from the opposite side need only be laid down on top of the section from which they came; the next shelver or shelf reader will reshelve.

Never shelve a hardcover item too tall to stand on the shelf with its spine label facing up; spine should rest on the shelf.

Return items for repair to the repair shelf at the circulation counter.

Dust the empty spaces on the shelves and all empty shelves, including the top shelves.

Check the stack end signs to ensure that they are correct.

### Policy Notes

Bin boxes for weekly periodicals are labeled by year; shelf reading by year (i.e., not by week or issue number) is sufficient.

Newspapers will be shelf read at the end of each month, i.e., i) remove all issues from the previous month; ii) check each issue to be sure that all sections are present in proper order and straighten them out; and iii) shelve them with other backfiles on the upper level; existing backfiles will have to be shelf read so that the oldest ones can be discarded to make room for the most recent issues

Retain the most recent six months of daily newspapers; for those published weekly or less frequently, retain as many as the space allows.

## Search Request/Hold

This procedure provides a way for the library to locate items the patron cannot find and hold them for up to 7 days.

Ask patrons to fill in the first part of the form as completely as possible.

Search for the item; staff will do this for the item three times in the locations listed leaving sufficient time to allow items to move through the system so they can be found.

It is important to verify the call number given by the patron; it is not uncommon to find an error here.

If the item has not been found, pass the form onto Technical Services staff so the catalogue record can show that this item is missing. If the item is found, contact the patron and place the item on the hold shelf, for 7 days.

### Search Request Tips

Looking for a "Search Request" requires some detective skills. One study shows that in 8 out of 10 cases, a careful and expanded search can lead to success.

Before heading out to the shelves

- check the catalogue record to see that the call number on the search form is correct,
- that the item is actually in the library,
- the format/ collection location of the item (E.g. Reference book.)
- Note the size and age of the item. A skinny book may require a little extra care to be found. An old book may stand out from others around it.
- Note too the last time the item was updated and the number of check-outs. A recently updated item with 0 check-outs may be on the "New Books" shelves.
- You should also see if there are other copies or editions that could be requested for the patron.

Once you have a good idea of what you are looking for it's time to start the search. A good place to start is the location where the item should be. If it's not there you need to start thinking about how one could misshelve the item. Here's a sample of some real life errors:

<b>Looking for</b>	<b>Found at</b>
BX 4827	BV 4827
BS 2575.2	BS 2575.2 (a misshelved book at the end of the shelf above created confusion)
D 810	DA 810

Other common misshelving errors are:

- confusing 0 and O;
- ignoring decimals,
- switching numbers (e.g. 2535 vs. 2353)

- Stopping too soon—a misshelved book may lead you to believe you have reached the end of a sequence; continue to check the shelves above and below.

Act on your hunches—sometimes a call number in the catalogue is wrong! Does it make sense, for example to look for a book on cloning with a call number that leads to commentaries on the Gospel of John?

Don't forget to look behind the row of books on the shelf. Some items get pushed through and out of sight.

## Glossary

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Bay	A vertical unit of shelves. At Alloway Library there are usually 7 shelves in a bay
Circ	Circulation
CKI	Check-in, to return material
CKO	Check-out, to loan material to a borrower
Horizon	The integrated library system we use
ILL	Interlibrary loan.
iPac	Internet Public Access Catalogue
OPAC	Online Public Access Catalogue
PAC	Public Access Catalogue, online catalogue
Range	One side of a free-standing (or wall-mounted) unit of shelves. There may be several bays in a range
RBR	Reserve Book Room, the Reserve Collection. Items set aside by instructors for use by students in a class.
Ref	The Reference collection
Request	Not the same as "Reserve" although patrons may say "I want to reserve a book" An item may be requested if it is not currently available (checked-out, or in technical services)
Reserve	"Reserve" refers to the Reserve collection not to the idea of 'reserving' an item for use when it comes available.(see request) It is often necessary to clarify what a patron means by "I have a book on reserve" They may mean, a book on hold or a book from the Reserve Collection.
Stacks	Bookshelves  "Stacks" as a task refer to systematically tidying the shelves; picking up loose items, pushing in bookends, etc

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