

The Main Circulation Desk is a high profile, high traffic service desk. It is important that we always remember that patrons are not an interruption of our work but the reason for our work. At all times we are to be approachable and focus on providing great service.

Circulation Desk Students Reporting to Work

- Sign in at the designated table
- Put on name badge
- Sign out when leaving
- At end of last shift for day, record number of hours worked.

Circulation Desk Opening Task List

- Unlock elevator for 4th floor access
- Unlock cash register and start up by swiping start up card.
- Turn on all computer stations
- Turn on receipt printers
- Turn on 4th floor lights located on light panel board adjacent mass check in area
- Start Millennium software on all computer stations including mass check in computer in back
User name: Password:
- Open desk statistics – User name: Password:
- Saturday and Sunday Circulation student worker and graduate student worker need to get gate count from security pillars at main entrance – use the P# and enter number in desk statistics at opening
- Backdate any items waiting to be checked in

At the beginning of ALL circulation shifts

- Check both book drops. Book drop keys are located in the designated key cabinet adjacent to lost and found cabinet.
- Take all items from book drops to mass check in area behind circulation desk.
- Check in items from book drops, paying close attention to monitor screen for pop up messages.
- Sort all checked in materials to their proper location in the circulation staging area. IMC items go on a book truck.
- Final sort books (except IMC) on book carts according to LC call number order as sorting shelves become full. When final sorting, make sure to place second floor books - call numbers A-J on separate carts from third floor books - call numbers K-Z.

Circulation Desk Closing Task List

- Lock cash register
- Place all laptop computers in storage cabinets, plug in and lock cabinets.
- Turn off computers except Friday-Sunday nights.
- Make sure return drops are cleared and checked in.

Emergency Protocol

- In the event of an emergency, notify a supervisor and consult the Emergency Information Handbook on the shelf above the courtesy hold shelf. Emergency numbers are on the back of each phone.
- In the event of a threatening situation, there is a panic button underneath the middle of the circulation desk. Pull the panic button to sound the alarm to alert the other desks.
- In an immediate emergency (fire, gun, fight), call the university emergency number on the back of the phone.

Electronic Security Gate Alarm

- When the security gate alarm is triggered, ask the patron to come to the circulation desk to determine the cause. This applies to both entering and leaving.
- Possible causes may be failure to desensitize properly when checked out, use of self-checkout machine, bookstore items. Blockbuster videos or unknown cause.
- All alarms should be checked

Donations to the Library

- Contact Michael O'Hara at 2770.
- After business hours, place donated items on the designated shelf with a note identifying it as a donation.

CIRCULATION OPERATIONS

For Millennium Circulation functions, see: [MILLENNIUM 101](#)

[Borrowing Privileges, Loan Periods, Fines/Fees Structure](#)

<http://www.library.appstate.edu/services/circ/mainborrowing.html>

See also: Borrowing Privileges, Loan Periods, Fine/Fee Structure

Grace Periods

- For overdue books, there is a 4-day grace periods before fines are charged. On the 5th overdue day fines are assessed retroactive to the first overdue day.
- For overdue movies, there is a one day grace period before fines are assessed. After the grace period, fines are assessed for each overdue day.

Courtesy Hold Shelf

- Only if a patron has items for checkout but does not have his/her ID card, we will courtesy hold the items for 3 days.
- Have patron fill out a courtesy hold slip with name, number of items and date.

Items on Hold shelf Ready for Pickup

- Hold shelf items are ILL, ABC Express, Pull and Hold, items checked in with holds, new items with notify slips.
- Items are shelved alphabetically by patron last name.

Interlibrary Loan (ILL) Holds Checkout

- ILL holds have a yellow strap attached. The yellow strap has the barcode for the item, the patron information and the due date. The due date is assigned by the lending library.
- For checkout, scan the barcode. Click “change due date.” From the calendar, find the date that matches the date on the yellow strap. Click date and ok as the due date for the item.

ILL Reset Iliad Password

- If a patron has forgotten their password to use for ordering ILL materials through Iliad, reset the password on the computer on the side desk.
- Click “reset Iliad password” to open the program. Enter the patron’s username. The password is reset to a lower case ill which gets the patron into their Iliad account to make a new password for themselves.
- If no username is found it may mean they do not have an Iliad account. The patron may contact ILL at 262-2826, M-F 8:00-4:00.

Recalls

- Patron self-placed holds on checked out items automatically recalls the item from the patron that has the item checked out.
- Recalls can be made by staff mediated placing of holds at the desk. All checked out items are eligible for recall when placing a hold, as defined by the appropriate loan rule. When placing a hold, at the appropriate screen choose recall item with new due date.
- Patrons with an overdue checked out item with a recall are blocked from further activity until the recalled item is returned. An exception can be made for a faculty member needing a movie to show in class.
- Patrons receive a recalled item notice. Failure to return the recalled item results in a recall fine of \$.50 per day in addition to the overdue fine (where applicable).

Statuses

- “on the fly” (f) means the item had no record and was checked out with a brief short record. When returned, must go to cataloging for full cataloging.
- “lost and paid” (\$) means an item is long overdue and the patron’s university account has been billed the replacement cost. When a lost and paid item is returned, check in and clear status and place on designated shelf for credit.
- “billed” (n) means the item is overdue enough days for the system to post a replacement cost to the patron’s library account. An item is at a “billed” status before “lost and paid”. No special handling is needed for a “billed” item checked in.
- “in transit” (t) means an item is being moved from one location to another. For example, an item requested for delivery from UNCA to ASU is “in transit” until it arrives. Then it goes on the hold shelf as a hold item.
- “damaged” (d) means an item needs repairs or needs to go the bindery and has been taken to the processing area on 2nd floor.

Special Shelves

When checking in material, please not the following:

- Place damaged items on designated shelf
- Place “on the fly” items on designated shelf
- Place “lost and paid” items on designated shelf. Patrons who have returned lost and paid items receive a credit to their account.
- Place items such as movies, CD’s missing pieces on designated shelf

Lost Items

- The replacement cost for a lost item is \$40.00 with a processing fee of \$20.00 assessed totaling \$60.00.
- In lieu of the replacement cost, a patron may donate a replacement with exact title. Replacement must be an exact copy with same author/title. Mass market paperbacks are not acceptable. A \$20.00 processing fee will be assessed. See supervisor to negotiate replacement.

Locker Checkouts

- Wall lockers are available on 3rd floor for any student first come first serve. Study table lockers are available for graduate students only. No lockers are available for faculty.
- Lockers are checked out the first day of classes of each term and are checked out for the entire term.
- Scan the barcode on the key tag and give one key to the patron. Place the key tag with the 2nd key back in the key box.

ABC Express Delivery Service

- Asheville, Boone, Cullowhee is ABC. ASU students, faculty, staff must request items online for delivery. Do not place a hold at the desk as nothing will happen and patron will not receive them. Movies may be requested by faculty only. Delivery days are Monday, Wednesday, Friday. Email notifications are sent. Items remain on hold shelf for 7 days.

Notices

- All library notices are sent by email to the ASU email address only.
- Community borrower notices by email to the email given when card issued.

Course Reserves

- Course reserve materials may consist of but not limited to library books, personal copies, library reference items, movies (both library and personal) CPA Review material, Endnotes CD,
- Instructors wishing to place material on Course Reserve may do so by filling out the Library Course Reserves form. Forms are located on the side desk or online on the library home page.
- Place the material to be placed on reserve in the reserve processing room, back hallway last door on right.
- Reserves are shelved by call number behind the circulation desk.

- Students needing reserve material for their course must look up the call number online at the Library home page under reserves. The search is by professor or by course.
- For electronic reserves (e-reserves), the password to access is: Full name of professor and course number. For example, Richard Carp, IDS 3150, the password would be carp3150.

The loan period for reserve materials is set by the instructor placing material on reserve

University of North Carolina Cooperative Library Privileges

- ID from the 16 schools in the UNC system can be used interchangeably at all the 16 schools
- <http://www.library.appstate.edu/services/unc.html>

Affiliated College Agreements

- <http://www.library.appstate.edu/services/circ/borrow/loanperiods.html#5> at bottom of page.

Claims Returned

- Open patron's record
- Open patron's checkout record
- Select item patron claiming to have returned
- Click claims returned button
- From calendar, choose date patron claims turned item in
- Click option #3 to leave item checked out with fines accumulating
- Notify patron that a search of the stacks will be conducted. If the item is found, it is checked in on the due date with no fines.
- A claims returned item remains the responsibility of the patron if not found on the shelf with the search.
- Additional searches will be made.

For Sale Items

- Ear Buds....\$2.00
- Flash Drives.....\$10.00
- DVC's.....\$4.00
- CD-R's, DVD-R's \$1.25
- Green bags \$2.00

Laptop Checkouts

- Both Dell PC's and Mac's are available for checkout
- Loan is 4 hours with one renewal Library use only
- Overdue fines are charged at \$5.00 per hour or any part of an hour for laptop and charge adaptor. (There is an unadvertised 15 min. grace period. Check in immediately.)
- For laptop problems, fill out an error report located on the rolling cart and place with laptop in back of work area.

Library Lost and Found (John Doherty is the contact person)

- Library centralized lost and found is at the main circulation desk
- Smaller items (jewelry, ID's, flash drives, etc) are placed in the cabinets just to the left of the security cameras PC
- Other non-book items are placed in the metal cabinets, small cabinet for water bottles, notebooks, etc.; larger cabinet for clothing items, umbrellas, etc
- Items of more value are placed in the lockable cabinet where keys are located.
- Books go on shelves labeled "lost and found".

Housekeeping

In order to maintain a welcoming environment several times during your shift

- Walk the floor pushing in chairs
- Pick up paper and cups/bottles and put in the trash can
- Pick up books and leave on the "Leave here to be shelved" book trucks
- Straighten around the printers and the supply table (empty the hole punch) and empty pencil sharpeners

Phone

When the desk phone rings, it is important to remember to answer with a polite, helpful tone. Be sure to identify when you answer that the caller has contacted the Belk Library Circulation Desk. To transfer a call, push the "flash" button and dial the four digit number of the party you are calling. When you hear the phone ring, hang up. Always give the number to the party calling in case of a disconnect. Proper way to answer the phone

- "Belk Library, Circulation Desk. May I help you?"
- "I am transferring you to 2189, just a moment"
- If a patron approaches the desk, politely ask the person on the phone to hold. Don't leave someone standing there while you handle a phone call.

- Distance Education students (who have special document delivery privileges) may self-identify by saying “I’m in Hickory” or “my cohort” or “my off-campus class.” Please transfer these students to the Distance Education library staff at -2009. Also see the Distance Education section of this manual.

Statistics

It is very important that accurate statistics are kept. The information gathered by these statistics helps the Library to better understand what kind of questions patrons are asking, and track peak use times. Therefore

- Click on the icon that reads "Ref Desk Statistics."
- Type in the desk username and password
- Select "Circulation Desk" from the list of locations
- Count every question in the appropriate category