1. Table of Contents

2. Barcode/PIN

Do NOT *ever* give a patron his/her library card barcode or 4-digit pin over the phone. The patron must come into the library for this information. Also, staff should always have the patron pick a pin that is four digits.

Patrons can change their pins to anything they want in e-Library. However, if a patron does not pick four digits for the pin, it causes problems if the library uses Envisionware on its computers. Also, only four digit numbers are recognized by SVA (Sirsi Voice Automation). *Please note: it is best not to provide all this information to patrons; otherwise it may get confusing for them.*

When a SLC shared system library patron goes to CMPL or TPL to have their card put in the system, and has his/her home library barcode scanned, the pin number that they had on their SLC shared system library card will not carry over. The same thing is true if a CMPL or TPL patron brings in their library card to be put in the system at a SLC shared system library (to have the CMPL-RB and/or TPL-RB profile).

It is suggested that staff asks these patrons if they would like their pin number to be the same as the pin number for their home library card. That way they will only have to remember one pin number. CMPL and TPL will be doing the same for the SLC shared system libraries that come to their library branches.

3. Barring Patrons

A library bars a patron to suspend services until an issue is resolved.

A SLC library may bar the patron of another library from using library services. If a patron is barred, the barring library MUST put a note in the patron record explaining why the patron has been barred (including the date, library three-letter code, and staff initials).

If there is **NOT** a note in the patron's record explaining why the patron has been barred, any library may unbar the patron.

Be sure to remove the note when un-barring the patron ONLY after the issue has been resolved.

Contact your supervisor to find out the policies for your library regarding barring patrons.

4. Bills

4.1.   Billing A User

Click on billing a user in the common tasks wizard. After you scan the user barcode, (if you do not have the user barcode in front of you, be sure to use the user search helper at the top left of the screen) you will need to enter a reason for a bill. *If unsure, ask your supervisor which reasons for bills your library uses*:

After entering a reason for the bill, enter the amount. If the reason for a bill is associated with an item, enter the item ID. If it is not, the item ID box will be grayed out. **If the reason for the bill is miscellaneous, make sure to put a note field in the user's record so other staff members will know why this bill was created.**

If you do not want to pay the bill right now, click bill user at the bottom of the screen. If you do want to pay the bill right now, click on a payment type. At this time, you can also bill another user or close out of the wizard.

*Please see the <u>Bill Payment Types</u> handout for a list of definitions.

4.2. Paying Bills

If the patron has a bill that was created previously, and he/she wants to pay it now, scan or type in the patron's barcode (if you do not have the user barcode in front of you, use the user search helper at the top left of the screen):

You can either pay the bill in full by entering the amount next to the payment type box, and then picking a payment type. Or, you can make a partial payment in the second payment box, as in the example below:

FYI: If a patron has multiple bills, you have the option to pay the individual bills by entering the payment next to the payment type box.

You can then pay more bills, make payments for another user or close out of the wizard.

4.3. *Money Handling Policy*

All monies collected at shared system member libraries must be forwarded to the bill's owning library, except for the OVERDUE bill reason, which may be kept by the member library collecting the money.

The exception to this policy is the REFERRAL bill reason. ALL monies on the patron's account must be forwarded to the REFERRAL bill library, including OVERDUE bills

Monies collected that need to be sent to the bill's owning library must be exchanged in person or through the U.S. Mail. All monies must be accompanied by a MONETARY FORM FOR OWNING LIBRARY form.

Note Field
Staff must always read the notes in a patron's record, as these notes may relate to bills.

Canceling/Forgiving Bills
A library is *not* to cancel or forgive a bill on a patron's account that was created by another library. The patron should contact the billing library if they have any questions about the bill.

Staff that has questions regarding procedures for handling lost materials should refer to the Lost Materials Policy in the SLC Circulation Manual.

5. Borrowing Policy

This is the service area of the Suburban Library Cooperative.

Library Cards

Patrons of SLC libraries must register for a library card at their home library. If the card is damaged, lost or stolen, the patron must get a replacement card from his/her home library.

Once a patron has a home library card, any SLC library can renew the card.

Youth

Each SLC member sets its own policy for issuing cards to residents under the age of 18.

Military Personnel

Active duty military personnel and family members living at the same address receive full borrowing privileges. Military personnel can get a card at any SLC library; regardless of the city or county they live in. A military identification card must be one of the proofs of identification required.

SHADED AREAS INDICATE AREAS NOT COVERED BY THIS AGREEMENT

Identification Required

Photo identification will be required of all persons applying for a library card. An applicant must provide a **CURRENT** Michigan driver's license **or** Michigan state identification card showing proof of residency.

Or a current driver's license or state identification card with a former mailing address **AND** a minimum of one of the following with current address will be accepted:

- Military identification card
- Utility bill
- Automobile registration
- Rent receipt
- Property tax receipt
- Mortgage/closing statement
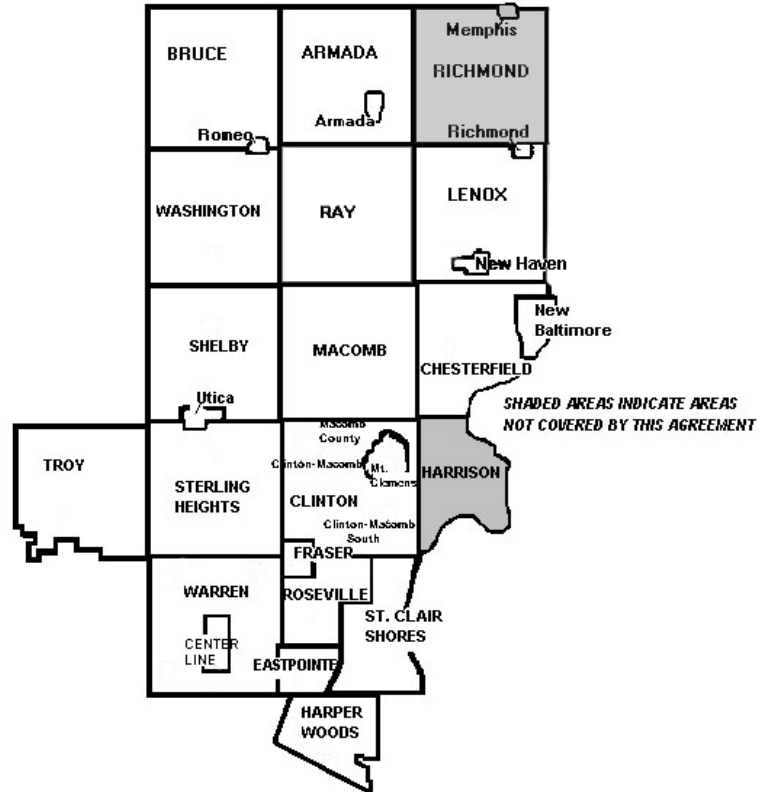
5.1. Reciprocal Borrowing

Public libraries within the Suburban Library Cooperative service area agree to provide reciprocal borrowing privileges to cardholders of other member libraries. Such borrowing is subject to the policies set by the local library for their own residents.

SLC Shared System libraries will use the reciprocal borrower's home library card when registering patrons from SLC member libraries that are not part of the Shared System.

Library materials borrowed at one participating library may be returned to any other participating library.

5.1.1. Non-Residents

People living outside of the SLC service area or who live in a part of the SLC service area without local library service are considered non-residents. Non-residents may purchase a library card for an annual fee of $200 per family living at the same address. It entitles them to full borrowing privileges and expires one year after payment of fee.

5.1.2. Courtesy Cards and Local Non-Resident Cards

Courtesy cards are issued by some local public libraries for use at that library **ONLY.** Courtesy cardholders are NOT entitled to reciprocal borrowing privileges or interlibrary loans.

5.1.3. Contract for Service Areas

Residents of contract areas are eligible for SLC reciprocal borrowing privileges **only** if

1. There is a contract for service with a SLC member library, and

2. The contracting library receives an amount equivalent to its own per capita tax support.

5.2. Michicard

Michicard is a state program with more than 500 participating libraries throughout the state of Michigan. As of January 2009, there are 13 Michicard libraries within the Suburban Library Cooperative:

Armada Free Public Library
Chesterfield Library
Clinton-Macomb Public Library
Eastpointe Memorial Library
Lenox Township Library
MacDonald Public Library
Ray Township Public Library
Romeo District Library
St. Clair Shores Public Library
Sterling Heights Public Library

Troy Public Library
Utica Public Library
Warren Public Library

A current list of Michicard participants is kept on the Library of Michigan's homepage at:http://www.michigan.gov/documents/hal_lm__Michicard_ParticipatingLibraries_1176 52_7.pdf

The following Suburban Library Cooperative members **do not** participate in Michicard:

Center Line Public Library

Fraser Public Library

Harper Woods Public Library

Mount Clemens Public Library

Roseville Public Library

Shelby Township Library

Lois Wagner Memorial Library

Revised: 2/4/09
Approved by Council: 2/12/09
Approved by Board: 2/26/09

Revised: 9/30/09
Approved by Council: 10/8/09
Approved by Board: 10/29/09

Revised: 5/10/10
Approved by Council: 5/13/10
Approved by Board: 5/20/10

5.3. CMPL Cardholders as Reciprocal Borrowers

If the patron is already in the system, enter the CMPL barcode in place of the current barcode in the basic info tab of the user record. Be sure to use the profile name CMPL-RB, and to enter the shared system library (in the library field) that issued the card. Do not forget to modify the rest of the user's record (including extending the expiration date).

If the patron is not already in the system, see CREATING A NEW USER RECORD.

PIN
The CMPL-RB pin number assigned at CMPL does not carry over into our shared system. It is suggested that staff asks these patrons if they would like their pin number to be the same as the pin number for their home library card. That way they will only have to remember one pin number.

CMPL will be doing the same for the SLC shared system libraries that come to their library branches.

5.4. TPL Cardholders as Reciprocal Borrowers

If the patron is already in the system, enter the TPL barcode in place of the current barcode in the basic info tab of the user record. Be sure to use the profile name TPL-RB, and to enter the shared system library (in the library field) that issued the card. Do not forget to modify the rest of the user's record (including extending the expiration date).

If the patron is not already in the system, see CREATING A NEW USER RECORD.

PIN
The TPL-RB pin number assigned at TPL does not carry over into our shared system. It is suggested that staff asks these patrons if they would like their pin number to be the same as the pin number for their home library card. That way they will only have to remember one pin number.

TPL will be doing the same for the SLC shared system libraries that come to their library branches.

6. Checkout Limits by Item Types

ARM	None
CLL	None
CHE*	CD (limit-6 at any time)
EPL	DVD-2DAY, DVD-F-7DAY (limit-3), DVD-7DAY (limit-2 per subject), ALL Non-Fiction Books (limit-2 per subject)
FRA	CD, CD-BOOK, MDVD-F-7DAY,DVD-7DAY, DVD-7JUV (limit-5 per family), MVIDEO7DAY, VIDEO-7JUV (limit-5 per family), Magazine (limt-5 per patron) Puppet (limit-1 per child)
HPW	Nonfiction books (limit-3 per subject)
LEN	DVD-3DAY, DVD-7DAY (limit-4--this does NOT apply to MDVD-21DAY)
LWM	None
MPL	None
MTC	DVD-2DAY (limit-5), DVD-7DAY, AUDIOBOOK, CD, CD-7DAY (limit-10), MAGAZINE (limit-10), KIT (limit-6)
RAY	None
ROG/ROK*	BD-1DAY, DVD-1DAY, VIDEOGAME (limit-2 at any time) BD-7DAY, DVD-7DAY (limit-10 at any time)
RSV	AUDIOBOOK, CD, CD-ROM, DVD-21DAY, DVD-F-7DAY (limit-5 per card), VIDEOGAME* (limit-1 per card)
SCS	None
SBL	Children's Nonfiction books, MAGAZINE, MAGAZINEJ (limit-3 per subject/encyclopedias), KIT, PUPPET (limit-6),
SHL	VIDEOGAME (limit-1 per card)

UPL	None
WAM	None
WCV	None
WDB	None
WMB	None

* means CHE, ROG/ROK, RSV have special limiting rules created within the item types' circulation rules

7. Circulation Functions

7.1.   Checking Out and Checking In Materials

7.1.1. Checking Out

When checking out materials to a patron, follow these steps:

1.   Click on the Checkout wizard, which can be found on the Circulation toolbar underneath the Common Tasks group wizard.
2.   Scan or type in the patron's library card in the User ID field. Depending on whether or not your library's policy allows this, if the patron does not have a library card with him, then search for the patron with the User Search helper.
3.   Scan or type in the item barcode(s) in the Item ID field.
4.   You will now see the item in the list of checkouts. The due date will also be there, and you can tell the patron when he needs to return the item. You will also see a list of patron holds and/or bills, if applicable, underneath the list of checkouts.

7.1.2. Checking In/Discharging

When checking in books and other materials, use the following steps:

1. Click on the Discharging wizard, which can be found on the Circulation toolbar underneath the Common tasks group wizard.
2. Scan the item's barcode or type in the barcode and hit enter or click on Discharge Item at the bottom of the screen.
3. If there are no additional instructions, you will immediately see the item in the list of discharges. It will tell you where the item should be routed.
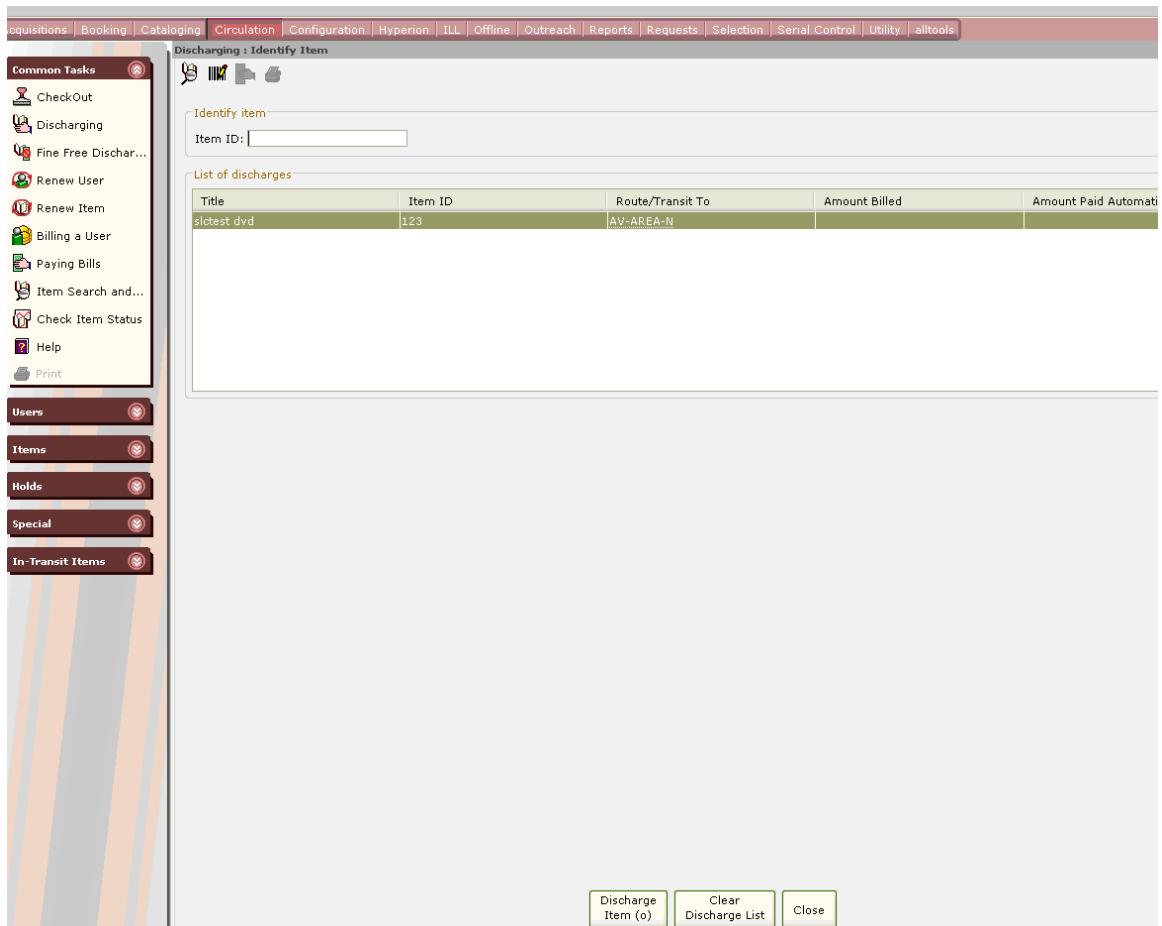
What Check In instructions might I see?

- You might be told to put the item in transit because it belongs to another library
- You might be told to put it in transit because it is on hold for a patron at another library
- You might be told that it is a hold for a patron at your library
- In all of these cases, follow the instructions that are given on the screen.
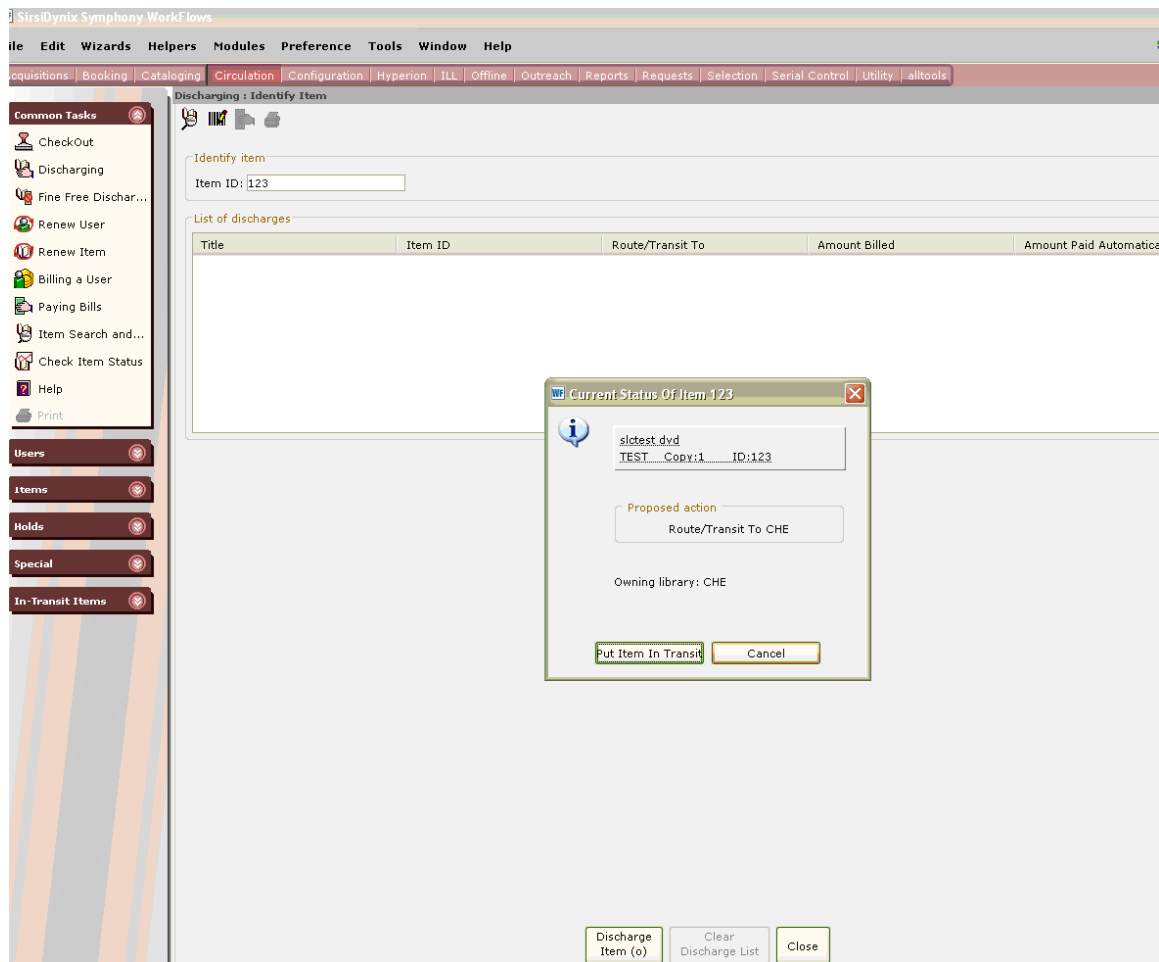
You might also see a pop-up message that states "Item has associated materials." This will be done on multi-part items like audio books. **Verify all of the pieces are present**, type in your library's override password, and hit enter.

7.1.3. Discharging Bookdrop

When checking in materials from the bookdrop, follow these steps:

1. Click on the Discharging Bookdrop wizard, which can be found on the Special toolbar.
2. Click on the gadget at the end of the date field under Enter Date of Discharge. It will bring up a calendar to select a date for. Select the last date that your library was open. Make sure that the time reads 11:59 PM. Click on OK.
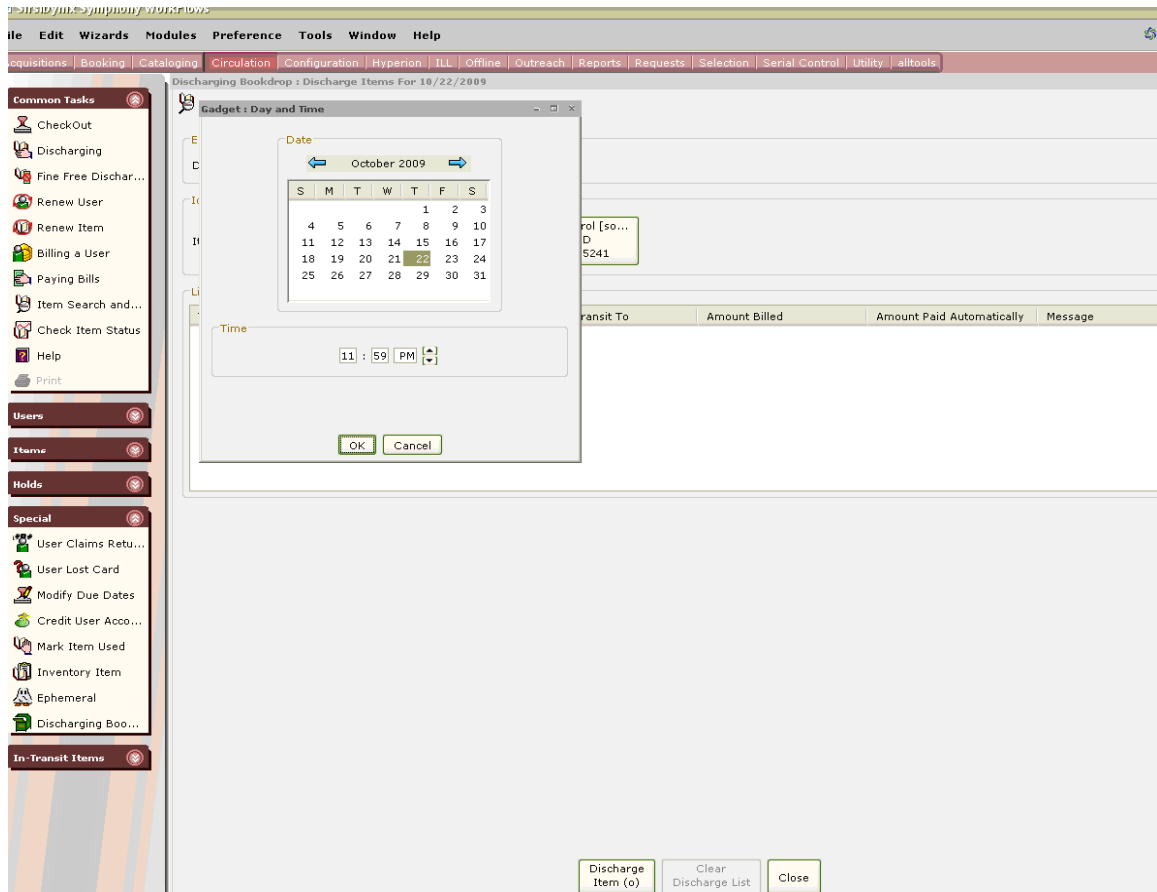
3. In the ID field, scan the item IDs or type in the item IDs and hit enter. Follow any instructions just as if you were checking in using the Discharging wizard.

7.2. Check Item Status

Whenever you want to know the status of an item (i.e. if it is checked in/out, has a hold, in-transit, etc), scan the item barcode in the check item status wizard found in the common tasks. The current status of an item will pop up. The computer will prompt you to put item in transit (or receive item), check another item, or to close the window.
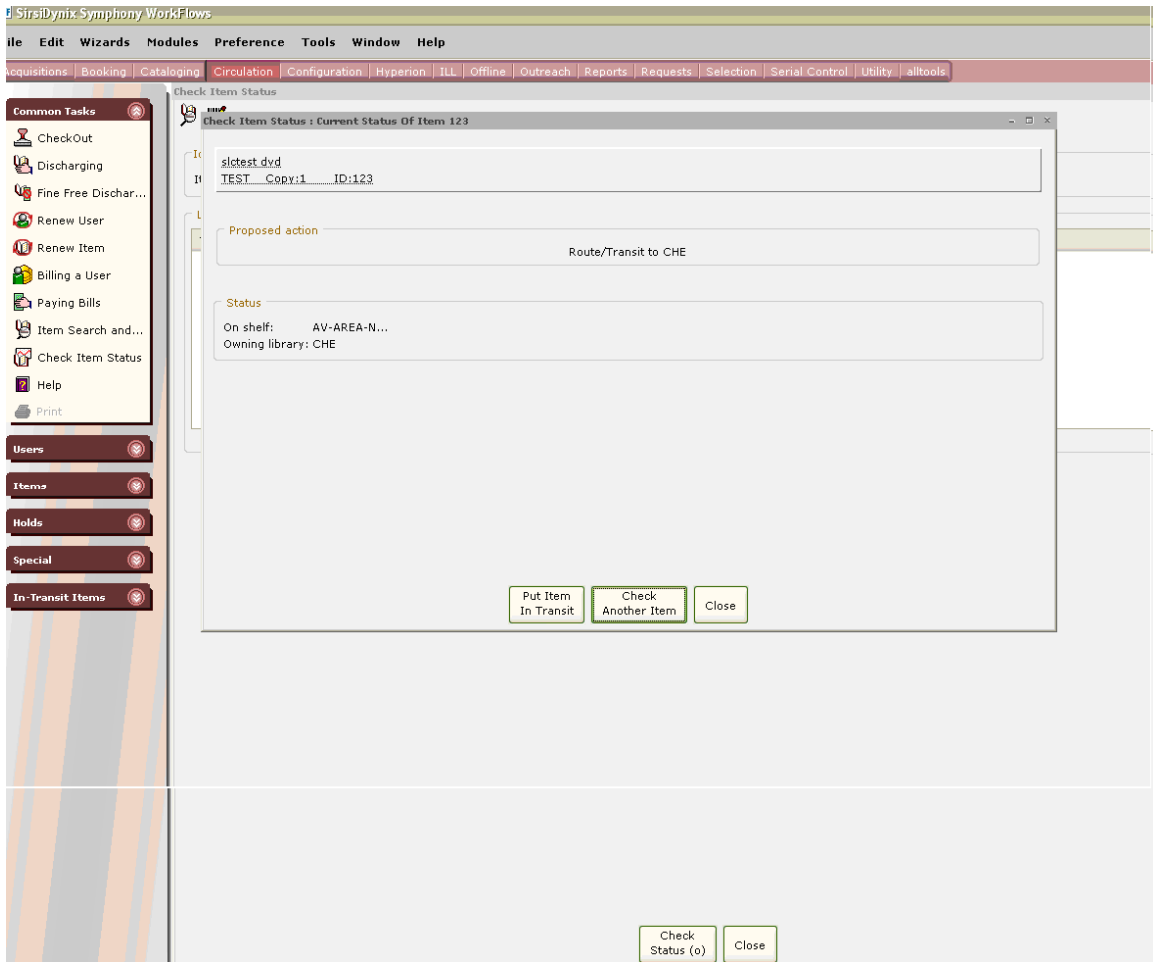
7.3.   User Claims Returned

Many libraries do not use this wizard anymore. However, if a patron claims they returned an item that is still checked out to them, and your library uses the <u>user claims returned wizard</u>, it will mark materials with a claims returned date in the patron's record.

Under the <u>special wizard</u> click on user claims returned. Scan or type the patron's barcode. The patron's checkouts will be listed. Under the current location you will find calendar gadgets. Click on the calendar gadget next to the item you want to set to claims returned. Pick the date the patron claims the item was returned (not necessarily today's date, nor the date the item was originally checked out):
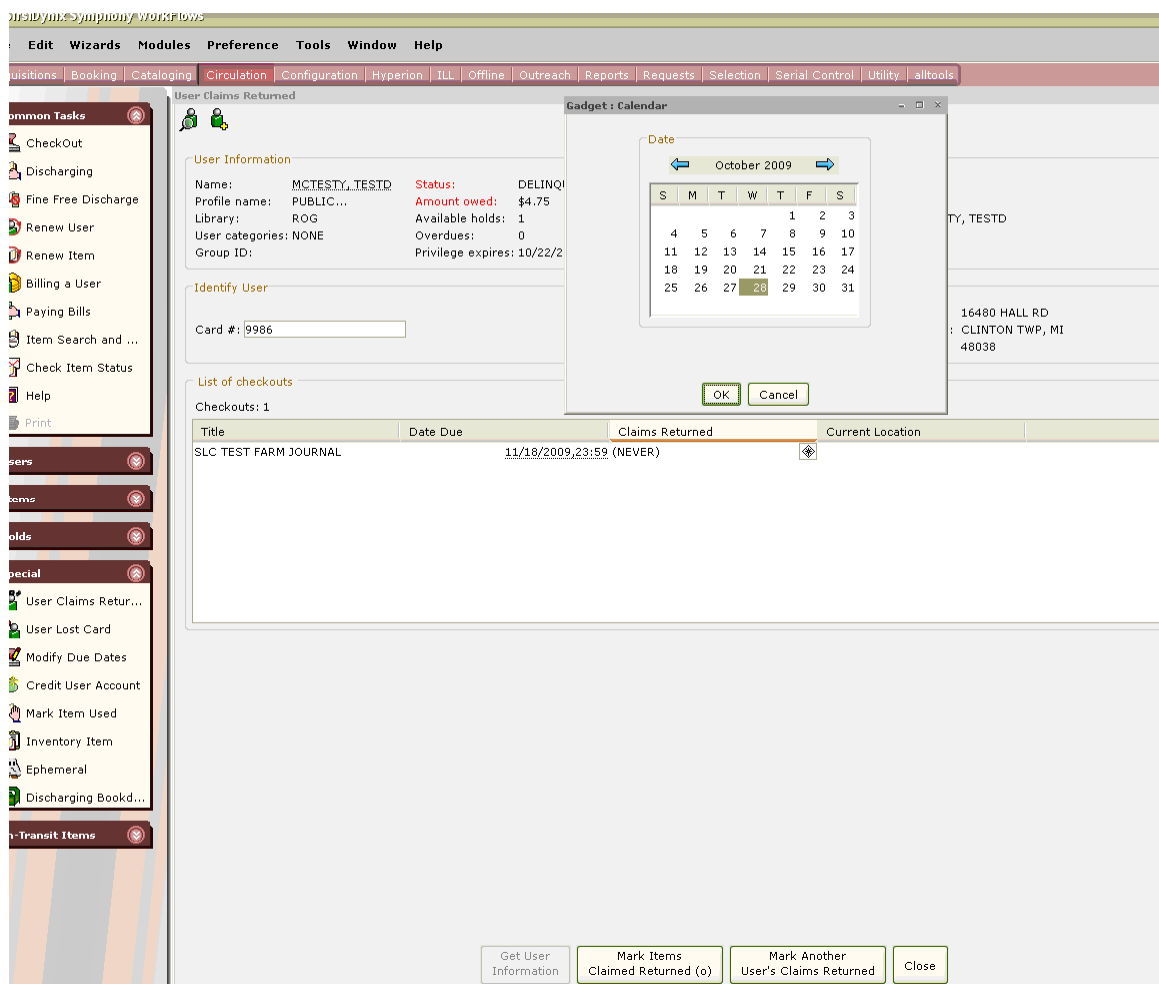
Click the Mark Items Claimed Returned box at the bottom of the screen. Once the item is marked claims returned the patron no longer accrues fines for the item. However, the item continues to appear on the patron's checkouts with the status of claims returned until the library decides how they want to handle this.

You can see the number of times a patron has claimed materials were returned by going to modify user-privilege tab-claims returned, and/or clicking on the red alerts at the top of the patron record.

Because this is a historical counter, the value does not decrease if the item(s) are later found and checked in, or marked missing or lost. This historical counter can be useful in determining if a patron is abusing his/her library privileges. Also, some libraries put a limit to how many times a patron can use claims returned.

7.4.   Special Due Date Helper

This helper can be used directly before checking out or renewing an item. Typically, it is used when special circumstances require a normal loan period to be altered *(check with your supervisor for examples of this for your library)*. Make sure to use the calendar gadget, which is to the right of the special due date box, in order to be sure you are entering the correct date and time the item is due (see two examples below):

From now on—applies to due dates for all items charged to patrons until the wizard is closed and restarted.

For this user only—applies to the due dates for all items charged by the current patron. This special due date is cleared when you begin to check out items to another patron, or when you close and restart the wizard.

For this checkout only—only applies the due date to the individual **item** currently being checked out.

CheckOut

User Information
Name: MCTESTY, TESTD   Status: DELINQUENT
Profile name: PUBLIC...   Amount owed: $4.75
Library: ROG   Available holds: 1   Note: MCTESTY, TESTD
User categories: NONE   Overdues: 0
Group ID: Privilege expires: 10/22/2012

Identify user

Card #: 9986   Street: 16480 HALL RD
                                                     City, state: CLINTON TWP, MI
                                                     Zip: 48038

Special date due will be used: 10/29/2009,23:59   ←

Identify item
Item ID:

List of checkouts

Title	Item ID	Date Due	Billed	Amount Paid Automatically	Type

Current user checkouts

Title	Item ID	Date Charged	Date Due	Recall Date Due	Status	Type
SLC TEST FARM JOURN...	1087647-1001	10/28/2009,12:11	11/18/2009,23:59			MAGAZINE

Bills

Title	Item ID	Reason	Owes	Billed	Date
		MISC	$1.75	$2.00	3/30/2009
		MISC	$3.00	$3.00	8/25/2009

Holds

Title	Item ID	Level	Status	Placed	Pickup at	Pickup by	Expires	Suspended	Unsuspended
SLC TEST CRO...	1086878-2001	TITLE	(available)	10/28/2009	SLC				

Get User Information   Check Out Item To User   Check Out To New User   Close

FYI:

- An override may be needed.
- After picking a special due date in check out or renewing item, scan or enter the patron's barcode and proceed.
- Use modify due date if the date is wrong after an item is checked out.

8. Claims Returned

Do NOT EVER set another library's items to claims returned.

If you have any questions about an item, please refer the patron to the owning library.

9. Courtesy Cards

SLC libraries may issue courtesy cards to patrons following the library's own policy. **Library staff must change the profile to XXX-CRTSY (XXX stands for the library's three-letter code).** It is suggested staff change the expiration date to one year. Courtesy cards are only valid at the issuing library and are not entitled to interlibrary loans (i.e. ILL, MeLCat, and Michicard).

Since courtesy cards belong to the individual library policy domain, it is up to each library whether or not they want to allow a patron to have more than one courtesy card in the system. The library staff must put a reason for the courtesy card(s) in the comment field. This is especially important if the patron has more than one card in the system. This is so other SLC libraries do not tell the patron they cannot have a second card in the system. If the patron already has a card in the system, the ALT ID field would be left blank but staff would INCLUDE the patron's driver license/Michigan ID in the comment field.

10. Libraries that offer Courtesy Cards

ARM	No
CLL	Yes
CHE	Yes
CMPL	Yes
EPL	Yes
FRA	Yes
HPW	Yes
LEN	No
LWM	Yes
MTC	Yes
MPL	Yes
RAY	No
ROG	No
ROK	No
RSV	Yes
SCS	Yes
SBL	Yes
SHL	No
TPL	Yes
UPL	Yes
WAM	Yes
WDB	Yes
WMB	Yes
WCV	Yes

11. Damaged or Missing Multiple Piece Item Policy

This policy relates to items returned to another member library that have damaged or missing pieces.

- The circulation staff should check first to see that all pieces are accounted for. If they are not, the library should NOT check the item in. If there is a discrepancy, or you are unsure, check the item record.
- The library that received the incomplete item should first make an initial call to the patron that has the item checked out (*However, it is up to each library if they call the patron regarding damaged items)*. <u>The patron should be given one week to bring the missing piece(s) back to the library that received the item</u> *(damaged items are to be checked in and sent back to the owning library right away)*.
- If there is no response, or the item is damaged, then the item should be sent back to the owning library with the DAMAGED OR MISSING MULTIPLE PIECE ITEM (pink) slip filled out.
- The circulation staff should also put a note in the extended information field of the patron record stating the item that is damaged or missing, where the item was returned, the date it was returned, and the staff initials.

The DAMAGED OR MISSING MULTIPLE PIECE ITEM slip MUST always be attached to the item, and should include the following information:
- Date item was due
- Date item was returned and library returned to
- What piece(s)/item ID are damaged or missing
- Patron name, user ID and phone number
- When patron was contacted
- Date sent back to owning library
- Detailed description of damage/missing piece(s), if necessary (i.e. book was returned in book drop water damaged)

12. Damaged and Missing Multiple Piece Slip

Insert copy of slip here (Microsoft Publisher file)

13. Envisionware and Fine Threshold

This is up to each individual library that has Envisionware to decide whether or not they will have a fine threshold that limits or blocks internet usage at their library.

13.1. Envisionware

#	Library	Time limit for Logins	# Logins per Day	Total Time per Day	Policy for Extending Time	Do Fines impact use of internet	# of internet computers
1	ARM				No Envisionware	Yes	5
2	CHE	30 min	Unlimited	2 Hrs	Extended 10 minutes up to 3 times	No use fines over $4.99	1 - 15min 8
3	CLL	30 min	2	Varies	Extended at 10 minutes if not busy	Yes any fines	1 - 15min 8
4	EPL	1 Hr	1	1 Hr	No Envisionware	NO	4
5	FRA	up to 1 Hr	1	1 Hr	Special circumstances - job apps etc.	No use if card blocked	8
6	HPW	1 Hr/15 min	2	3 Hrs	Each login eligible for 2 - 15 min extensions Additional logins decided at the discretion of library on a case-by-case situation	No use fines over $10	1 - 15min 21
7	LEN	30 min	2	1 Hr 20 min	Extensions for projects, homework, or research--none for games or email	No use if card blocked	8
8	LWM	Varies	1	Varies	Special circumstances - educational etc.	Yes any fines	9
10	MPL	1 Hr	Unlimited	Unlimited	No extensions--if no reservation pending a patron can start a new session	No use if card blocked	6
11	MTC	1 Hr /15min	1	1 Hr	No Envisionware	NO	4 - 1Hr 1 - 15min
12	RAY	Determined by Library Director			No Envisionware	NO	3
13	ROG	45 min	4	Unlimited	Extended 10 minutes - unlimited	No use if card blocked	26
14	ROK	45 min	4	Unlimited	Extended 10 minutes - unlimited	No use if card blocked	8

#	Code					No use if card blocked	1 - 15min 5 - 1Hr 8 - 30 min 6 - Juv 30 min
15	RSV	15/30min/1Hr	Unlimited	2	Only if no one is waiting and empty CPUs		
16	SBL	45 min	2	1.5 Hrs	1 patron initiated extension for 45 min. per login. Other extensions determined by need and demand.	No use fines over $5	16
17	SCS	1 Hr /15min	Unlimited	Unlimited	No extensions--if no reservations pending a patron can start a new session--express computer has 1 - 15 min login per day	No use fines over $5	10 - 1 Hr 1 - 15 min
18	SHL	1 Hr	Unlimited	4 Hrs	If no one is waiting -- in 15 minute increments	No use fines over $4.99	49
20	UPL	30 min	2	1 Hr	No Envisionware	No	3
21	WAM	30 min	3	1.5 Hrs	Extend time if no one is waiting	Yes any fines	16
22	WCV	1 Hr	Unlimited	Unlimited	No Limits	Yes any fines	50
23	WDB	1 Hr /15min	1	Unlimited	Extend if no one is waiting	Yes any fines	12
24	WMB	1 Hr	Unlimited	4	Extend 10 mins at a time for add'l hour if no one is waiting	Yes any fines	16
25	CMM	1Hr/30min	Unlimited	Unlimited	1Hr-Extend 30 minutes if no one is waiting	No use fines over $5	48
26	CMN	1 Hr	Unlimited	Unlimited	Extend 30 minutes if no one is waiting	No use fines over $5	8
27	CMS	15/30min/1Hr	Unlimited	Unlimited	1Hr-Extend 30 minutes if no one is waiting	No use fines over $5	9
28	SLC	N/A					

14. Holds

14.1. *Placing Holds In Workflows*

An advantage to being a member of a consortium is having the ability to place holds on materials owned by other member libraries and having the materials delivered to your library. Below you will find instructions on how to place holds using Symphony:

1. Open up the Place Hold wizard. Enter the User ID and hit enter if the patron has his/her barcode handy. If not, search for the user by using the User Search helper found at the top of the screen.

2. To search for the item, click on the Item Search helper at the top of the screen. It will pop up with another box for searching. Search for your item. When you have found it, click on the Place Hold button.

3. Once you have performed both of these steps, you will see that the user ID and the item ID fields are filled in.

SirsiDynix Symphony WorkFlows

le Edit Wizards Modules Preference Tools Window Help

Acquisitions | Booking | Cataloging | Circulation | Configuration | Hyperion | ILL | Offline | Outreach | Reports | Requests | Selection | Serial Control | Utility | alltools

Place Hold

Common Tasks
- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and ...
- Check Item Status
- Help
- Print

Users

Items

Holds
- Place Hold
- Display User Holds
- Modify Holds for U...
- Remove User Hold
- Display Title Holds
- Display Item Holds
- Reorder Hold Queue
- Modify Holds for It...
- Remove Item Hold
- Trap Holds
- Place Blanket Hold

Special

In-Transit Items

User Information

Name: MCTESTY, TESTD   Status: DELINQUENT
Profile name: PUBLIC....   Amount owed: $4.75
Library: ROG   Available holds: 1
User categories: NONE   Overdues: 0
Group ID: Privilege expires: 10/22/2012

SLC TEST CROCHETING AND JANE AUSTEN / SHAUGHNESSY, AMY.
AUTO   Copy:1   ID:1086878-2001

Note: MCTESTY, TESTD

Identify User

Card #: 9986

Street: 16480 HALL RD
City, state: CLINTON TWP, MI
Zip: 48038

Identify Item

Item ID: 1086878-2001

Hold Info

Pickup at: SLC

Comments:

Date suspended:

Expires: NEVER

Date unsuspended:

Level/Range

Level: ○ Copy ● Title
Range: ○ Library ○ Group ● System

Recall status

○ Allow Recall ● No Recall ○ Recall now (RUSH)

Get User Information   Get Item Information (b)   Place Hold   Place Hold for Another User (g)   Close

4.   You may now enter the rest of the fields:

*Pickup at —this will default to the library where you are logged in. However, you can change it to another SLC shared system library.

*Expires —this will be the date the hold expires. You may leave this field blank (NEVER). However, if you decide to enter a date, use the date gadget next to the field.

*Comments – Enter any comments, if desired. Comments will be displayed when the item is checked in and/or when the item arrives in delivery.

*Date Suspended – If the patron knows he/she is going on vacation and doesn't want to lose his/her place in the hold queue, you can enter in this field the date the patron goes on vacation.

*Date Unsuspended – This will be the date the patron returns from vacation.

*Level – This will be the Title most of the time.

*Range – This will be System most of the time.

*Recall status – This will always be No Recall.

5. After filling in all of these fields, click on Place Hold. If the hold is successful, you will see a message that reads, "A hold has been placed on the item."

6. You may now place a hold for another user, place another hold for the same user, remove or modify the hold, or close.

Notes

*If a hold is unsuccessful, you will be given a message that tells you so. If you are given an opportunity to enter an override, DO NOT DO SO. The owning library will not send you the item. You must tell the patron that he/she must drive to the owning library to check out the item.

*When you select Place Another Hold for This User and you click on the Item Search helper, your prior search will be saved. However, as soon as you choose to place a hold for a different user or you close the Place Hold wizard, your search is lost.

*If you have any questions as to why a hold cannot be placed, contact your supervisor.

*If it is your library's policy, make sure to verify the patron's contact information before placing the hold.

14.2. Modifying A Hold

1. Click on the holds wizard—Modify Holds for a User.
2. Enter the patron's user id and hit Get User Information. If you do not have the patron's user id, you may search by use the User Search helper on the upper left.
3. You have the option to click the box next to Select All or click the box next to individual holds to modify. After making your selections, click Modify at the bottom of the screen.

Modify Holds for User

Common Tasks
- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and …
- Check Item Status
- Help
- Print

Users

Items

Holds
- Place Hold
- Display User Holds
- Modify Holds for U…
- Remove User Hold
- Display Title Holds
- Display Item Holds
- Reorder Hold Queue
- Modify Holds for It…
- Remove Item Hold
- Trap Holds
- Place Blanket Hold

Special

In-Transit Items

User Information

Name: MCTESTY_TESTID   Status: DELINQUENT
Profile name: Amount owed: $2.00
Library: Available holds: 1
User categories: NONE   Overdues: 0
Group ID:

Street: 16480 HALL RD
City, state: CLINTON TWP, MI
Zip: 48038

Identify User

Card #: 9986

List of Holds

☐ Select All

Modify	Title	Recall	Pickup at	Pickup by	Expires	Status	Comment	Record Status	Suspended	Un…
☐	SLC TEST CR…	NO	SLC			(available)			NEVER	
☐	dummy slc	NO	SLC			(unavailable)			NEVER	
☐	SLC TEST CR…	NO	SLC			(unavailable)			NEVER	
☐	SLC TEST	NO	SLC			(unavailable)			NEVER	

Get User Information   Modify   Modify Another User's Holds (b)   Close

4. You have a few options including the option to change the pickup location by clicking on the drop down arrow next to Pickup at: (see instruction handout "Suspending and Unsuspending Holds"). Click OK.
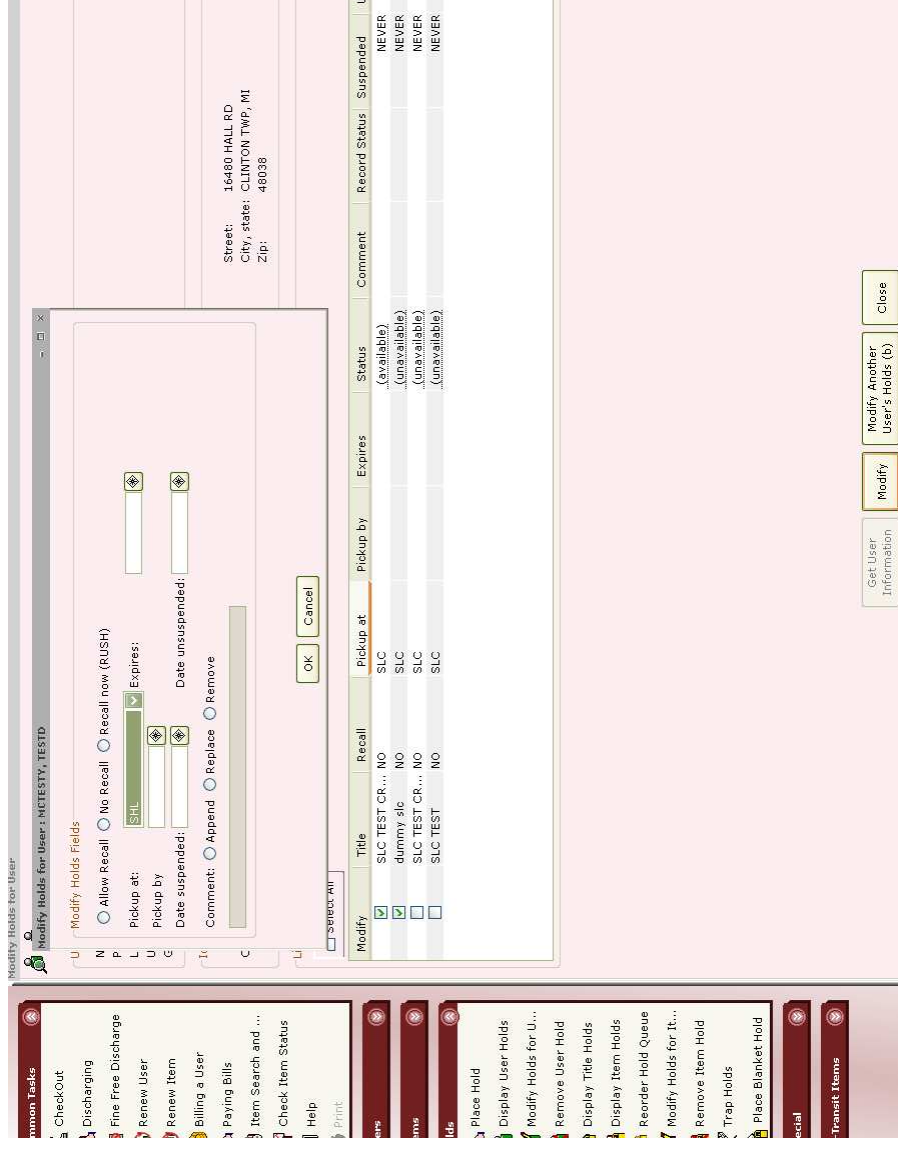
14.3. Suspending And Unsuspending Holds

1. Click on the Holds wizard—Modify Holds for User.
2. Scan or enter the patron's user id and click Get User Information at the bottom of the screen. Use the User Search helper at the top left if needed.
3. Select the holds to be suspended by clicking the check box next to the item. Click Select All if you want to suspend all the holds. Click Modify at the bottom of the screen.
4. Enter dates for suspending and unsuspending the hold by clicking on the calendar gadget next to both. **The dates must be at least 24 hours apart!** Click OK.
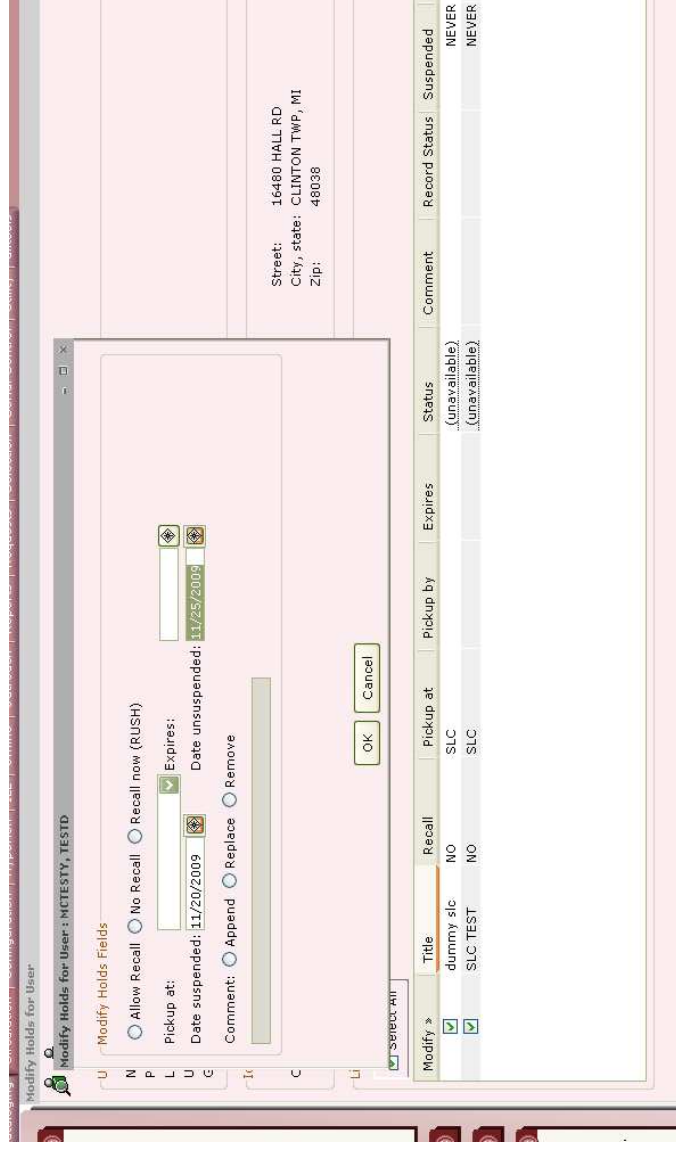
5. The hold is now suspended.

Modify Holds for User

User Information

Name:	MCTESTY, TESTD	Status: DELINQUENT
Profile name:		Amount owed: $2.00
Library:		Available holds: 0
User categories: Y		Overdues: 0
Group ID:		

Street: 16480 HALL RD
City, state: CLINTON TWP, MI
Zip: 48038

Identify User

Card #: 9986

List of Holds

☑ Select All

Modify »	Title	Recall	Pickup at	Pickup by	Expires	Status	Comment	Record Status	Suspended	Unsuspended
☑	dummy slc	NO	SLC			(Suspended)			11/20/2009	11/25/2009
☑	SLC TEST	NO	SLC			(Suspended)			11/20/2009	11/25/2009

Get User Information   Modify   Modify Another User's Holds (b)   Close

6. If you need to unsuspend a hold, follow steps 1-4 above. Change the dates for the hold(s) to be unsuspended by clicking on the calendar gadget next to the Date Suspended and Date Unsuspend boxes. If you need the hold to be unsuspended the same day, click on the calendar gadget next to both Date Suspended and Date Unsuspended and chose No Date. Click OK and the date will become NEVER.

7. The suspended and unsuspended dates will remain on the patron's record until the holds are checked out or removed.

14.4. Removing Available Hold From Patron's Record

1. Click on the Holds wizard—Remove User Hold.
2. Scan or type the patron's user id. Be sure to use the user search (or remove user group holds) helpers at the top left if needed.
3. Click on the box next to the available hold that is to be removed from the record.
4. Click on Remove Holds at the bottom of the screen.

5. Click on Check Item Status found in the Common Tasks.
6. Scan or type the item id and click on Check Status at the bottom of the screen.

7. A pop up box will appear with the proposed action Remove From From Holds Shelf. Click on Remove From From Holds Shelf at the bottom of the screen.
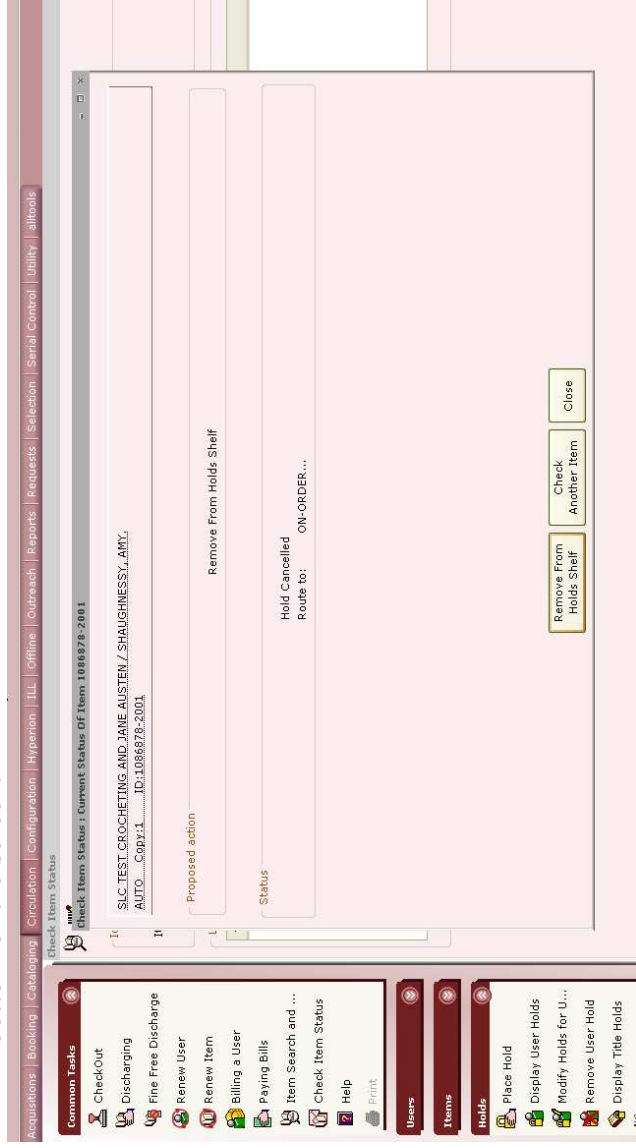
8. Another pop up box will come up showing the routing information. Click Ok. Make sure to send the item to the correct destination. **If an available hold is on the hold shelf at another library, call the library to let them know to remove the item from the hold shelf and send it on its way.**

Check Item Status : Current Status Of Item 1086878-5001

SLC TEST CROCHETING AND JANE AUSTEN / SHAUGHNESSY, AMY.
AUTO   Copy:1   ID:1086878-5001

Proposed action

Remove From Holds Shelf

Status

Item Routed - 1086878-5001

Item now in transit

SLC TEST CROCHETING AND JANE AUSTEN / SHAUGHNESSY, AMY.
AUTO   Copy:1   ID:1086878-5001

Routing information

Route to: WAM

Ok

Remove From
Holds Shelf

Check
Another Item

Close

15. Homebound Services

SLC Libraries that offer Homebound Services to their Patrons

ARM	NO
CLL	YES
CHE	NO
CMPL	NO
EPL	NO
FRA	NO
HPW	YES
LEN	NO
LWM	NO
MPL	NO
MTC	YES
RAY	NO
ROMEO	YES
RSV	YES
SCS	YES
SBL	YES
SHL	YES
TPL	YES
UPL	YES
WPL	NO

**please call the library for details regarding who qualifies for these services

16. Internal Procedures for Law Enforcement Requests for Patron Records

Be sure to contact your library director regarding your library's policy.

17. Internet-Only Cards

ARM	NO
CLL	NO
CHE	YES
CMPL	YES
EPL	NO
FRA	NO
HPW	YES
LEN	NO
LWM	NO
MPL	NO
MTC	NO
RAY	NO
ROMEO	NO
RSV	YES
SCS	YES
SBL	NO
SHL	YES
TPL	YES
UPL	NO
WAM	NO
WCV	NO
WDB	NO
WMB	NO

please call the library for additional information

18. Intransit-Repair

When a library receives material in SLC delivery that is damaged (or for items not in delivery but that the library staff feels are not suitable to fill holds/requests), *but was clearly not damaged by the patron*, the library will use the intermediate user, INTRANSIT-REPAIR, to check out these materials to (as well as use the pink damaged slip). That way, when staff looks for this item in Sirsi, it will show the item is checked out to INTRANSIT-REPAIR. Staff will know that the item is on its way to the owning library, but that the item is damaged in some way. When the owning library receives the item from delivery, the owning library will check the item in and follow its library's policy on handling damaged items.

19. Item Types/Daily Fees for SLC Libraries

SLC shared system libraries' item types/daily fees chart
NR =no renewals
Please contact owning library if you have any questions

ARM

Item Type	Definition
Book	21 day loan/.10 day/$5 max/1 renewal
Audiobook	21 day loan/.10 day/$5 max/1 renewal
CD-Book	21 day loan/.10 day/$5 max/NR
DVD-7Day	7 day loan/.25 day/$5 max/NR
Magazine	7 day loan/.10 day/$5 max/1 renewal
New-Book	21 day loan/.10 day/$5 max/NR
Video-7Day	7 day loan/.25 day/$5 max/1 renewal

CHE

Item Type	Definition
Book	21 day loan/.15 day/$7.50 max/1 renewal
Book-N	21 day loan/.15 day/$7.50 max/1 renewal
MVID21Day	21 day loan/.15 day/$7.50 max/1 renewal
MCass-Book	21 day loan/.15 day/$7.50 max/1 renewal
Book-7Day	7 day loan/.15 day/$7.50 max/NR
CD-Book	21 day loan/.15 day/$7.50 max/1 renewal
CD-ROM	21 day loan/.15 day/$7.50 max/1 renewal
CD	7 day loan/.15 day/$7.50 max/1 renewal
DVD-1Day	1 day loan/1.00 day/$25 max/NR
DVD-7Day	7 day loan/.25 day/$10 max/NR
DVD-21Day	21 day loan/.15 day/$7.50 max/1 renewal
Kit	21 day loan/.15 day/$7.50 max/1 renewal
Magazine	7 day loan/.15 day/$7.50 max/1 renewal
New-Item	21 day loan/.25 day/$10 max/1 renewal
MVideo7Day	7 day loan/.15 day/$7.50 max/1 renewal
Videogame	7 day loan/.50 day/$25 max/NR

CLL

Item Type	Definition
Book	21 day loan/.15 day/$5 max/2 renewals
Audiobook	21 day loan/.25 day/$50 max/1 renewal
CD-Book	21 day loan/.25 day/$25 max/2 renewals
Cd-Book-N	21 day loan/.25 day/$25 max/2 renewals
CD	21 day loan/.15 day/$15 max/2 renewals
DVD-2Day	2 day loan/1.00 day/$25 max/1 renewal
New-DVD	2 day loan/1.00 day/$25 max/1 renewal
New-7Day	7 day loan/1.00 day/$25 max/1 renewal
DVD-7Day	7 day loan/1.00 day/$25 max/1 renewal
DepositBk	21 day loan/.15 day/$5 max/deposit $20/1 renewal
Kit	21 day loan/.15 day/$5 max/1 renewal
Large-Type	21 day loan/.15 day/$5 max/2 renewals
Magazine	7 day loan/.15 day/$5 max/1 renewal

Paperback	21 day loan/.15 day/$5 max/2 renewals
RentalBk	21 day loan/.15 day/$5 max/1 renewal
Video-7Day	7 day loan/1.00 day/$10 max/1 renewal

EPL

Item Type	Definition
Book	21 day loan/.25 day/$10 max/1 renewal
Audiobook	21 day loan/.25 day/$10 max/1 renewal
Art	28 day loan/.50 day/$10 max/NR
Book-7Day	7 day loan/.50 day/$10 max/1 renewal
DVD-2Day	2 day loan/2.00 day/$20 max/NR
DVD-7Day	7 day loan/1.00 day/$10 max/NR
DVD-F-7Day	7 day loan/2.00 day/$20 max/NR
CD	21 day loan/.25 day/$10 max/1 renewal
ILL-Book	21 day loan/.25 day/$10 max/NR
Magazine	7 day loan/.25 day/$2 max/1 renewal
Video-7Day	7 day loan/1.00 day/$10 max/NR
Video-7Juv	7 day loan/1.00 day/$10 max/NR

FRA

Item Type	Definition
Book	21 day loan/.25 day/$10 max/1 renewal
Book-14Day	14 day loan/.25 day/$10 max/1 renewal
Book-14N	14 day loan/.25 day/$10 max/1 renewal
CD-Book	21 day loan/.25 day/$10 max/1 renewal
MCD	7 day loan/.25 day/$10 max/1renewal
DVD-F-7Day	7 day loan/1.00 day/$10 max/1renewal
MDVD-F7Day	7 day loan/1.00 day/$10 max/1renewal
DVD-7Day	7 day loan/1.00 day/$10 max/1renewal
DVD-7Juv	7 day loan/1.00 day/$10 max/1renewal
ILL-Book	21 day loan/.25 day/$2 max/NR
Magazine	21 day loan/.25 day/$10 max/1 renewal
Paperback	21 day loan/.25 day/$10 max/1 renewal
Puppet	21 day loan/.25 day/$10 max/1 renewal
Video-7Day	7 day loan/1.00 day/$10 max/1renewal
MVideo7Day	7 day loan/1.00 day/$10 max/1renewal
Video-7Juv	7 day loan/1.00 day/$10 max/1renewal

HPW

Item Type	Definition
BookClub	21 day loan/.25 day/$10 max/1 renewal
Book	21 day loan/.25 day/$10 max/1 renewal
Bknoholds	21 day loan/.25 day/$10 max/1 renewal
Audiobook	21 day loan/.25 day/$10 max/1 renewal
Audiobk-N	21 day loan/.25 day/$10 max/1 renewal
Book-7Day	7 day loan/.25 day/$10 max/NR
CD	21 day loan/.25 day/$10 max/1 renewal
DVD-3Day	3 day loan/.50 day/$10 max/NR
DVD-7Day	7 day loan/.50 day/$10 max/1 renewal
BookJ	21 day loan/.25 day/$10 max/1 renewal
BookJ-N	21 day loan/.25 day/$10 max/1 renewal

Kit	21 day loan/.25 day/$10 max/1 renewal
Magazine	7 day loan/.25 day/$10 max/1 renewal
MagazineJ	7 day loan/.25 day/$10 max/1 renewal
StoryHour	21 day loan/.25 day/$10 max/1 renewal
Video-7Day	7 day loan/.50 day/$10 max/1 renewal

LEN

Item Type	Definition
Book	21 day loan/.10 day/$10 max/1 renewal
Maudiobook	21 day loan/.10 day/$10 max/1 renewal
MAudiocass	21 day loan/.10 day/$10 max/1 renewal
MCD	21 day loan/.10 day/$10 max/1 renewal
CD-ROM	7 day loan/.50 day/$10 max/1 renewal
MDVD-21Day	21 day loan/.25 day/$10 max/1 renewal
DVD-3Day	3 day loan/.50 day/$10 max/NR
DVD-7Day	7 day loan/.25 day/$10 max/1 renewal
Kit	21 day loan/.10 day/$10 max/1 renewal
Magazine	7 day loan/.10 day/2.00 max/ 1 renewal
New-Book	21 day loan/ .10 day/$10 max/NR
Toy	21 day loan/.10 day/$10 max/1 renewal
MVid21Day	21 day loan/.25 day/$10 max/1 renewal
Video-7Day	7 day loan/.25 day/$10 max/1 renewal

LWM

Item Type	Definition
Book	21 day loan/.20 day/$10 max/2 renewals
Audiobook	21 day loan/.20 day/$25 max/2 renewals
Book-14Day	14 day loan/.20 day/$10 max/2 renewals
Book-7Day	7 day loan/.20 day/$25 max/NR
Cass-Book	21 day loan/.20 day/$25 max/2 renewals
CD-Book	21 day loan/.20 day/$25 max/2 renewals
CD	21 day loan/.20 day/$10 max/2 renewals
CD-Rom	7 day loan/.20 day/$20 max/1 renewal
DVD-F-7Day	7 day loan/1.00 day/$25 max/2 renewals
DVD-7Day	7 day loan/1.00 day/$25 max/2 renewals
Magazine	7 day loan/.20 day/$5 max/2 renewals
Video-7Day	7 day loan/1.00 day/$25 max/2 renewals

MPL

Item Type	Definition
Book	21 day loan/.15 day/$5 max/1 renewal
Audiobook	21 day loan/.15 day/$5 max/1 renewal
Book-7Day	7 day loan/.25 day/$5 max/1 renewal
MCD-Book	21 day loan/.15 day/$5 max/1 renewal
MCD	7 day loan/.15 day/$5 max/1 renewal
DVD-3Day	3 day loan/.25 day/$5 max/NR
MDVD-7Day	7 day loan/.25 day/$5 max/1 renewal
Kit	21 day loan/.15 day/$5 max/1 renewal
Magazine	7 day loan/.15 day/$5 max/1 renewal
New-Book	14 day loan/.15 day/$5 max/NR
Paperback	21 day loan/.15 day/$5 max/1 renewal

Puppet	21 day loan/.15 day/$5 max/1 renewal
MVideo7Day	7 day loan/.25 day/$5 max/1 renewal

MTC

Item Type	Definition
Book	21 day loan/.10 day/$5 max/7days grace/1 renwal
BkNoHolds	21 day loan/.10 day/$5 max/7days grace/1 renwal
Audiobook	21 day loan/.10 day/$5 max/7days grace/1 renwal
Audiocass	21 day loan/.10 day/$5 max/7days grace/1 renwal
AV	2 day loan/.10 day/$5 max/7 days grace/1 renewal
Book-7Day	7 day loan/.10 day/$5 max/7 days grace/1 renewal
CD	7 day loan/.10 day/$5 max/7 days grace/1 renewal
CompSftwr	7 day loan/.10 day/$5 max/7 days grace/1 renewal
CD-7Day	7 day loan/.10 day/$5 max/7 days grace/1 renewal
MTDVD-2Day	2 day loan/1.00 day/$25 max/NR
MTDVD-7Day	7 day loan/1.00 day/$25 max/1 renewal
Express	7 day loan/.10 day/$5 max/7 days grace/NR
Kit	21 day loan/.10 day/$5 max/7days grace/1 renewal
Magazine	7 day loan/.10 day/$5 max/7 days grace/1 renewal
MagazineJ	7 day loan/.10 day/$5 max/7days grace/1 renewal
New-Book	7 day loan/.10 day/$5 max/7 days grace/1 renewal
Photos	Noncirc-Y
Video21Day	21 day loan/.10 day/$5 max/7 days grace/1 renewal
VrtclFile	21 day loan/.10 day/$2 max/7 days grace/1 renewal

RAY

Item Tye	Definition
Book	21 day loan.10 day/$4.50 max/3 renewals
Book-14Day	14 day loan/.10 day/$4.50 max/1 renewal
MCD-Book	21 day loan.10 day/$4.50 max/1 renewal
MDVD-7Day	7 day loan/1.00 day/$45.00 max/1 renewal
Kit	21 day loan.10 day/$4.50 max/1 renewal
Magazine	7 day loan/.10 day/$4.50 max/NR
Paperback	21 day loan.10 day/$4.50 max/3 renewals
Puppet	21 day loan.10 day/$4.50 max/3 renewals
Puzzle	21 day loan.10 day/$4.50 max/3 renewals
Ref-Book	3 day loan/1.00 day/$45.00 max/NR
Videogame	7 day loan/.50 day/$5 max/NR

ROG

Item Type	Definition
Book	21 day loan/.15 day/$5 max/1 renewal
Audiobook	21 day loan/.15 day/$5 max/1 renewal
Audiocass	21 day loan/.15 day/$5 max/1 renewal
AV-Misc2	21 day loan/.15 day/$5 max/1 renewal
AV-Misc	1 day loan/1.00 day/$5 max/NR
AV-Equip	21 day loan/.15 day/$5 max/NR
Book-7Day	7 day loan/.15 day/$5 max/1 renewal
New-Book	21 day loan/.15 day/$5 max/1 renewal
Cass-Book	21 day loan/.15 day/$5 max/1 renewal
CD	7 day loan/.15 day/$5 max/1 renewal

CD-7Day	7 day loan/.15 day/$5 max/NR
CD-Rom	7 day loan/.15 day/$5 max/1 renewal
DVD-1Day	1 day loan/.50 day/$5 max/1 renewal
DVD-7Day	7 day loan/.15 day/$5 max/1 renewal
CD-Book	21 day loan/.15 day/$5 max/1 renewal
MCD-Book	21 day loan/.15 day/$5 max/1 renewal
ILL-Book	21 day loan/.10 day/$5 max/NR
Kit	49 day loan/1.00 day/$15 max/NR
LitNotes	7 day loan/.15 day/$5 max/1 renewal
Magazine	7 day loan/.15 day/$2 max/1 renewal
MagazineJ	21 day loan/.15 day/$2 max/1 renewal
Paperback	21 day loan/.15 day/$2 max/1 renewal
BD-1Day	1 day loan/.50 day/$5 max/2 renewals
BD-7Day	7 day loan/.15 day/$5 max/1 renewal
Video-1Day	1 day loan/.50 day/$25 max/NR
Video-7Day	7 day loan/.15 day/$5 max/1 renewal
Videogame	7 day loan/.50 day/$5 max/1 renewal
Kindle	7 day loan/1.00 day/$20 max/NR

ROK

Item Type	Definition
Book	21 day loan/.15 day/$5 max/1 renewal
Audiobook	21 day loan/.15 day/$5 max/1 renewal
Audiocass	21 day loan/.15 day/$5 max/1 renewal
AV-Misc	1 day loan/1.00 day/$5 max/NR
AV-Equip	7 day loan/.15 day/$5 max/NR
Book-7Day	7 day loan/.15 day/$5 max/1 renewal
New-Book	21day loan/.15 day/$5 max/1 renewal
Cass-Book	21 day loan/.15 day/$5 max/1 renewal
CD	21 day loan/.15 day/$5 max/1 renewal
CD-Rom	7 day loan/.15 day/$5 max/1 renewal
DVD-1Day	1 day loan/.50 day/$5 max/1 renewal
DVD-3Day	3 day loan/.50 day/$5 max/NR
DVD-7Day	7 day loan/.15 day/$5 max/1 renewal
CD-Book	21 day loan/.15 day/$5 max/1 renewal
MCD-Book	21 day loan/.15 day/$5 max/1 renewal
ILL-Book	21 day loan/.10 day/$5 max/NR
LitNotes	7 day loan/.15 day/$5 max/1 renewal
Magazine	7 day loan/.15 day/$2 max/1 renewal
MagazineJ	21 day loan/.15 day/$2 max/1 renewal
Paperback	21 day loan/.15 day/$2 max/1 renewal
BD-1Day	1 day loan/.50 day/$5 max/2 renewals
BD-7Day	7 day loan/.15 day/$5 max/1 renewal
Video-1Day	1 day loan/.50 day/$25 max/NR
Video-7Day	7 day loan/.15 day/$5 max/1 renewal
Videogame	7 day loan/.50 day/$5 max/1 renewal

RSV

Item Type	Definition
Book	21 day loan/.15 day/$5 max/3 renewals
AudioBook	21 day loan/.15 day/$5 max/3 renewals

CD	21 day loan/.15 day/$5 max/3 renewals
CD-Rom	21 day loan/.50 day/$5 max/3 renewals
DepstBkNoH	21 day loan/.15 day/$5 max/NR
DVD-21Day	21 day loan/.50 day/$5 max/3 renewals
DVD-F-7Day	7 day loan/.50 day/$5 max/3 renewals
ENGRAVER	7 day loan/.50 day/$5 max/3 renewals
ILL-AV	21 day loan/.25 day/$5 max/NR
ILL-Book	21 day loan/.25 day/$5 max/NR
Magazine	21 day loan/.15 day/$5 max/3 renewals
Microform	Noncirc-N
Video21Day	21 day loan/.50 day/$5 max/3 renewals
Video-7Day	7 day loan/.50 day/$5 max/3 renewals
VideoGame	7 day loan/.50 day/$5 max/NR

**RSV limits videogame checkouts to one per card at any one time

SBL

Item Type	Definition
Book	21 day loan/.15 day/$7.50 max/2 renewals
Audiobook	21 day loan/.15 day/$7.50 max/2 renewals
Book-7Day	7 day loan/.15 day/$7.50 max/1 renewal
Book-14Day	14 day/.15 day/$7.50 max/1 renewal
CD	21 day loan/.15 day/$7.50 max/2 renewals
CD-Rom	21 day loan/.15 day/$7.50 max/2 renewals
DVD-2Day	2 day loan/1.50 day/$7.50 max/NR
DVD-7Day	7 day loan/1.50 day/$7.50 max/1 renewal
DVD-7Juv	7 day loan/1.50 day/$7.50 max/NR
Kit	21 day loan/.15 day/$7.50 max/2 renewals
Magazine	21 day loan/.15 day/$7.50 max/2 renewals
Puppet	21 day loan/.15 day/$7.50 max/2 renewals
Video-7Day	7 day loan/.15 day/$7.50 max/1 renewal

SCS

Item Type	Definition
Book	21 day loan/.25 day/unlimited/1 renewal
BkNoHolds	21 day loan/.25 day/unlimited/1 renewal
PbkNoHolds	21 day loan/.25 day/unlimited/1 renewal
Maudiobook	21 day loan/.25 day/unlimited/NR
Maudiocass	21 day loan/.25 day/unlimited/NR
AV-Equip	21 day loan/no fine/1 renewal
MCD	21 day loan/.25 day/unlimited/NR
CD-Rom	21 day loan/.25 day/unlimited/NR
BD-2Day	2 day loan/1.00 day/unlimited/NR
BD-7Day	7 day loan/1.00 day/unlimited/NR
DVD-2Day	2 day loan/2.00 day/unlimited/NR
MDVD-7Day	7 day loan/1.00 day/unlimited/NR
DVD-21Day	21 day loan/1.00 day/unlimited/NR
ILL-Book	21 day loan/.25 day/unlimited/NR
Kit	21 day loan/.25 day/unlimited/1 renewal
Magazine	21 day loan/.25 day/unlimited/NR
Book-14Day	14 day loan/.25 day/unlimited/NR
New-Book	21 day loan/.25 day/unlimited/NR

Paperback	21 day loan/.25 day/unlimited/1 renewal
RentalBk	Rental 1 day loan/.25 day/unlimited/ NR
MVideo7Day	7 day loan/1.00 day/unlimited/NR

**If the fines are more than the price of the item, SCS staff adjusts the unlimited fines to the price of the item(s)*

**Please call SCS if you have any questions regarding the fines*

SHL

Item Type	Definition
Book	21 day loan/.25 day/$10 max/1 renewal
Book-7Day	7 day loan/.25 day/$25 max/NR
New-Book	21 day loan/.25 day/$10 max/1 renewal
Audiobook	21 day loan/.25 day/$10 max/1 renewal
Maudiobook	21 day loan/.25 day/$10 max/1 renewal
Audiocass	21 day loan/.25 day/$10 max/1 renewal
Maudiocass	21 day loan/.25 day/$10 max/1 renewal
CD	21 day loan/.25 day/$10 max/1 renewal
MCD	21 day loan/.25 day/$10 max/1 renewal
CD-Rom	21 day loan/.25 day/$10 max/1 renewal
New-DVD	7 day loan/.25 day/$10 max/1 renewal
DVD-7Day	7 day loan/.25 day/$10 max/1 renewal
MDVD21Day	21 day loan/.25 day/$10 max/1 renewal
BookGrpKit	42 day loan/1.00 day/$50 max/2 renewals
DVD-14day	14 day loan/.25 day/$5 max/
Magazine	21 day loan/.25 day/$3 max/1 renewal
Paperback	21 day loan/.25 day/$3 max/1 renewal
Laptop	2 hour
MVid21Day	21 day loan/.25 day/$10 max/1 renewal
Videogame	7 day loan/.25 day/$10 max/NR

UPL

Item Type	Definition
Book	21 day loan/.25 day/$5 max/1 renewal
Audiobook	21 day loan/.25 day/$5 max/1 renewal
Bestseller	21 day loan/.25 day/$5 max/1 renewal
Book-14Day	14 day loan/.25 day/$5 max/1 renewal
Book-7Day	7 day loan/.25 day/$5 max/NR
DVD-7Day	7 day loan/1.00 day/$10 max/NR
DVD-F-7Day	7 day loan/1.00 day/$10 max/1 renewal
Magazine	7 day loan/.25 day/$2 max/1 renewal
New Release	7 day loan/1.00 day/$10 max/NR
Paperback	21 day loan/.25 day/$2 max/1 renewal
Video-7Day	7 day loan/1.00 day/$10 max/1 renewal

WAM/WDB/WMB/WCV

Item Type	Definition
**Bestseller	21 day loan/.25 day/$10 max/NR
Book	21 day loan/.25 day/$10 max/1 renewal
Audiobook	21 day loan/.25 day/$10 max/1 renewal
MAudiobook	21 day loan/.25 day/$10 max/1 renewal
Audiocass	21 day loan/.25 day/$10 max/1 renewal

Maudiocass	21 day loan/.25 day/$10 max/1 renewal
Book-7Day	7 day loan/.25 day/$10 max/1 renewal
CD	21 day loan/.25 day/$10 max/1 renewal
MCD	21 day loan/.25 day/$10 max/1 renewal
CD-Rom	21 day loan/1.00 day/$10 max/NR
DVD-2Day	2 day loan/1.00 day/$10 max/NR
**DVD-SPCL	21 day loan/.25 day/$10 max/NR
DVD-21Day	21 day loan/.25 day/$10 max/1 renewal
MDVD-21Day	21 day loan/.25 day/$10 max/1 renewal
DVD-7Day	7 day loan/.25 day/$10 max/NR
DepositBk	21 day loan/.25 day/$10 max/$20 deposit/1 renewal
LVAID	21 day loan/no fine/1 renewal
Magazine	21 day loan/.25 day/$10 max/1 renewal
Video21Day	21 day loan/.25 day/$10 max/1 renewal
MVid21Day	21 day loan/.25 day/$10 max/1 renewal
Video-7Day	7 day loan/.25 day/$10 max/1 renewal
VrtcleFile	21 day loan/.25 day/$1.00 max/1 renewal
*Videogame	7 day loan/1.00 day/5 rental/$10 max/NR

*this item type available at WCV branch only

** these item types used by WDB only

20. Library Barcode Prefixes

21503 ARM

21504 CLL

21520 CHE

43409, 53409, 63609 CMM/CMN/CMS

21505 EPL

21506 FRA

21519 HPW

21507 LEN

21511 LWM

21510 MPL

21509 MTC

21521 RAY

21512 ROG/ROK

21513 RSV

21514 SCS

21515 SBL

21231 SHL

21273 TPL

21517 UPL

21518 WAM/WCV/WDB/WMB

21. Local Non-Resident Cards

Libraries that support Local Non-Resident Cards

Library	Cost for Card	Description
ARM	$100	Annual; family members
CHE	$50	Annual; patron only and must support a state accredited library somewhere
FRA	$75	Annual; family members
HPW	$75	Annual; family members
LWM	$75	Annual; patron only
MPL	$35	Annual; family members under age 55
RSV	$75	Annual; family members

22. Lost or Missing Items

22.1. Mark Item Lost

You can mark an item that is checked out as lost and change the item's current location to LOST-CLAIM, without discharging the item from the patron's record. When you mark an item as lost, you have the option of creating a lost item bill and assessing a processing fee:

You can click to bill the user, pay now, or cancel the lost item bill. If you cancel the lost item bill, the item will be set to lost, but the user will not accrue the lost item charges.

If the item is later returned *(check with your supervisor on your library's policy regarding patrons returning lost items)*, the following warning message will appear:
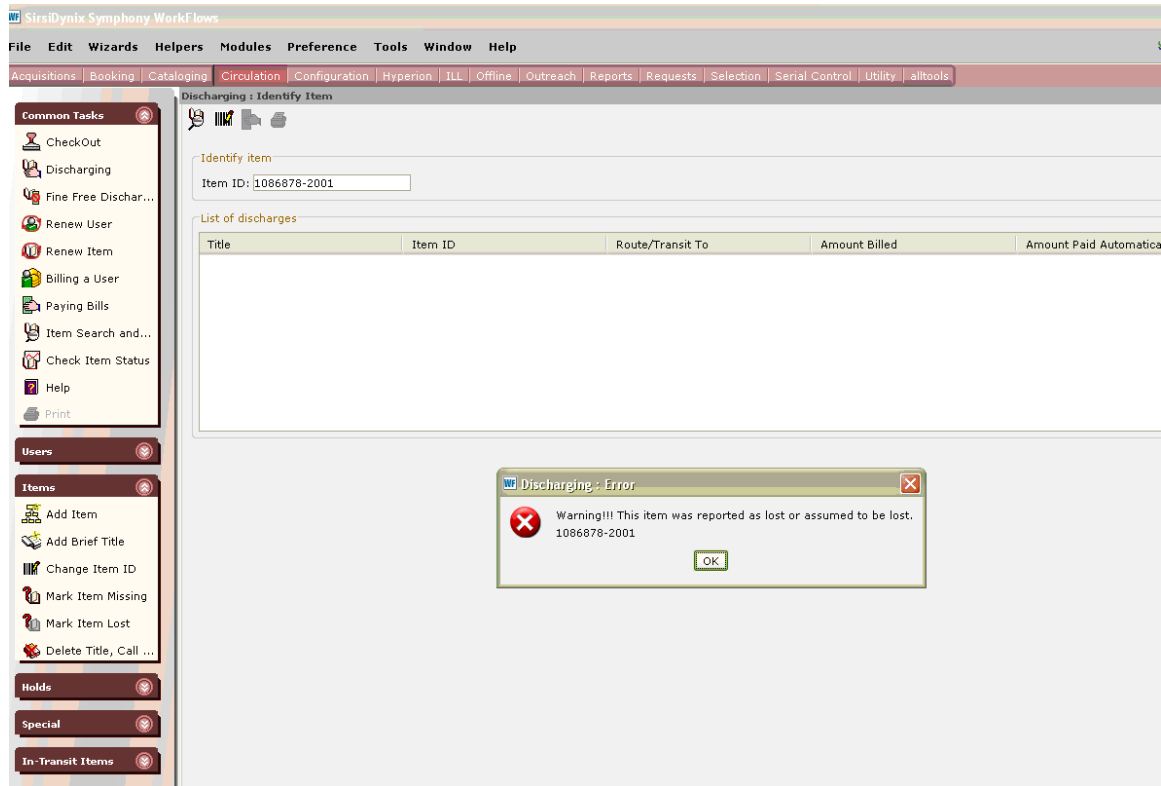
Be sure to follow the computer prompts after the item is checked in.

FYI: The difference between claims-lost and assumed-lost is that claims-lost means a staff member manually set the item to lost, whereas assumed-lost means a report automatically ran in the computer, marking the items lost after a specified period of time after the due date.

22.2.   Mark Item Missing

If there is an item that needs to be marked missing, go into items wizard, then click on mark item missing. Depending how you have your properties set up for this wizard, you will either be prompted to do an item search for the missing item, as in the first example below:

Or, you will be prompted to scan or enter the item barcode, as in the second example below:
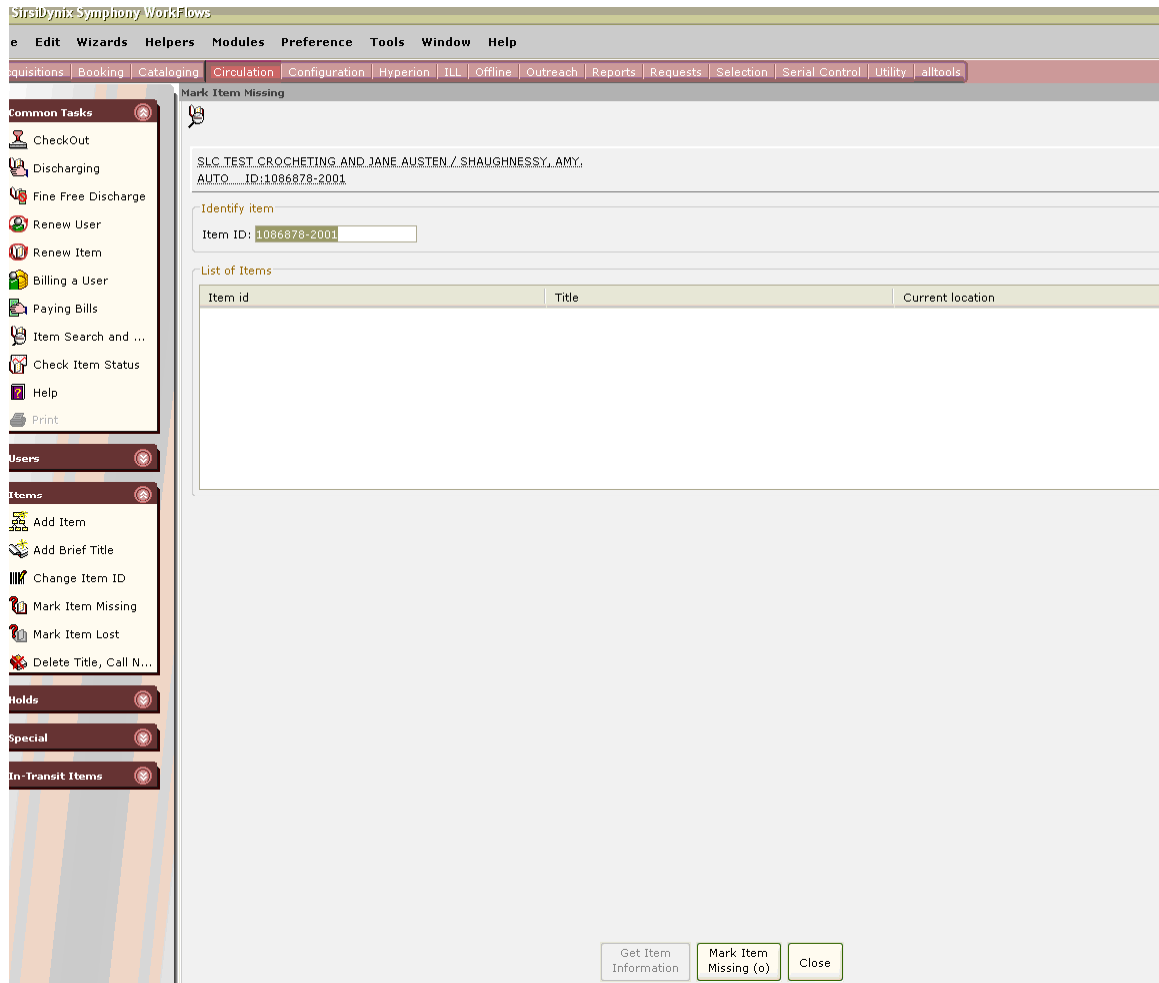
In either case, the result will be the same. Click on mark item missing at the bottom of the screen.

If a pop up appears saying there is a hold on the item, chose to either:

- *override and mark missing*
- *override mark item missing and cancel hold*
- *or do not mark missing*
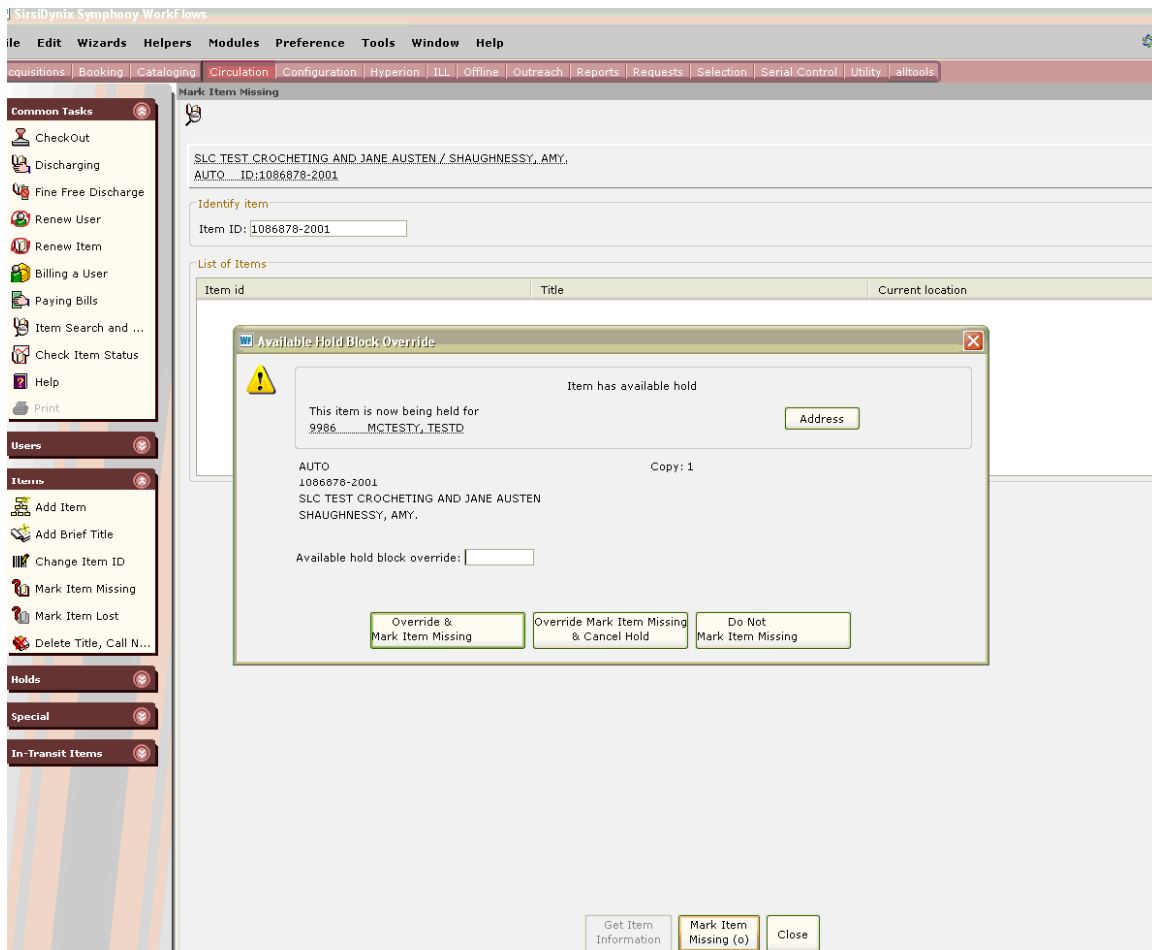
Once you mark the item missing, the current location will show as Missing:
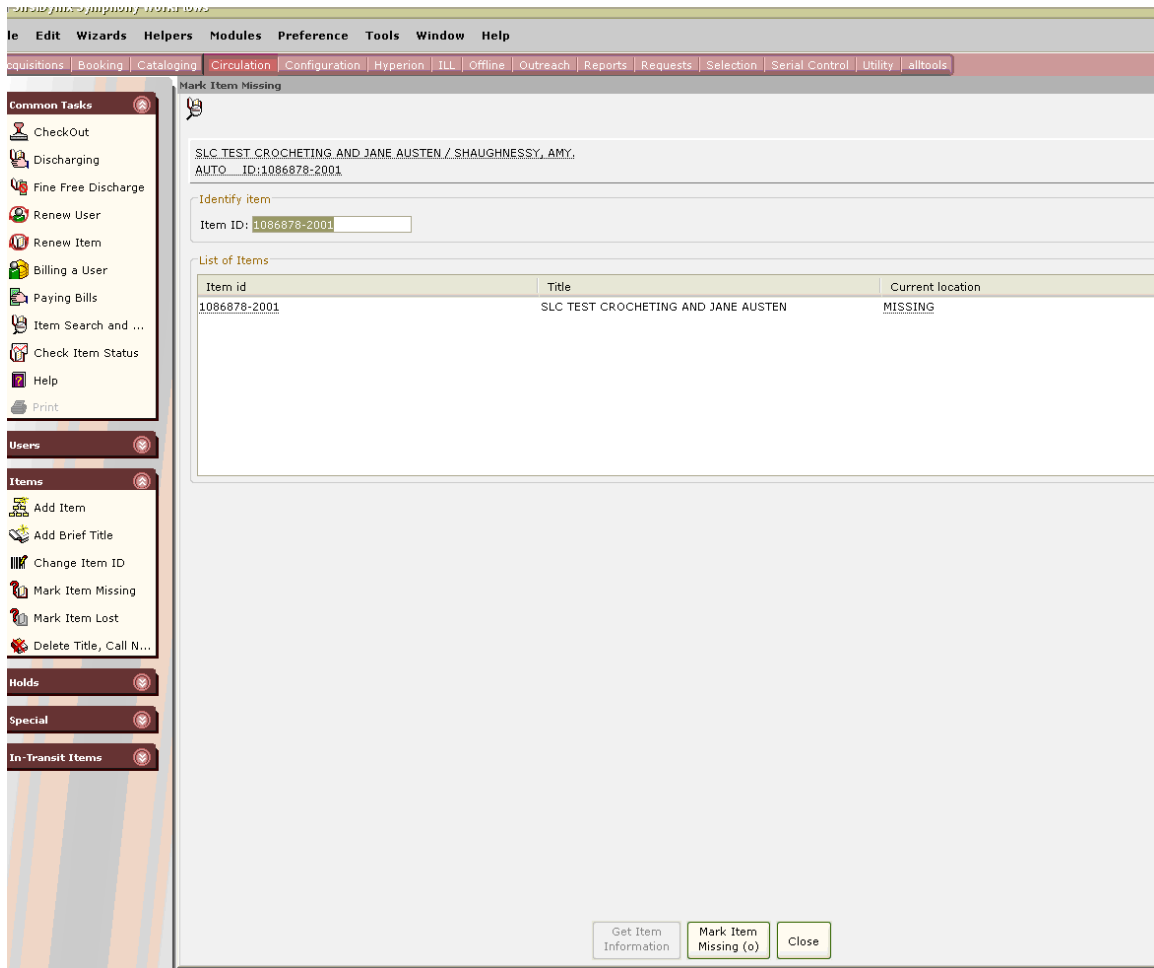
If you were to do a check item status, at this point, you would see the item is now missing. *Be aware that if your copy has holds and is the only item in the system, the patron(s) will remain on hold for this item until the system runs a report to expire year long holds.*

If, for whatever reason, the item is checked in, it will no longer be checked out to missing:

File Edit Wizards Helpers Modules Preference Tools Window Help

Acquisitions | Booking | Cataloging | Circulation | Configuration | Hyperion | ILL | Offline | Outreach | Reports | Requests | Selection | Serial Control | Utility | alltools

Discharging : Identify Item

Common Tasks

- CheckOut
- Discharging
- Fine Free Discharge
- Renew User
- Renew Item
- Billing a User
- Paying Bills
- Item Search and ...
- Check Item Status
- Help
- Print

Users

Items

- Add Item
- Add Brief Title
- Change Item ID
- Mark Item Missing
- Mark Item Lost
- Delete Title, Call N...

Holds

Special

In-Transit Items

Identify item

Item ID: [   ]

List of discharges

Title	Item ID	Route/Transit To	Amount Billed	Amount Paid Automatically
SLC TEST CROCHETING AND JAN...	1086878-2001	HOLDS		

| Discharge Item (o) | Clear Discharge List | Close |

23. Lost Materials Policy

When handling money for another library's item that is *already set to lost in the system*, and is being paid for:

- Have the patron write a check for the item amount plus the processing fee (if any) payable to the **owning** library.
- Pay Bill in system.
- Fill out the MONETARY FORM FOR OWNING LIBRARY form. Send the white copy to owning library with the check. The patron gets the yellow copy, and the collecting library keeps the pink copy.
- If the patron pays by cash, or sends a check to the library where they checked the item out, the library should issue a check or money order to the owning library.
- No money should be sent through delivery. If money is sent through delivery, it is the responsibility of the collecting library to replace this money if it is lost.

23.1.   Lost Item Procedure

If a patron wants to pay for a lost item at a library other than the owning library, and *the item was not already set to lost by the computer*, the library staff should let the patron know that they have to contact the owning library themselves for the library's policy on lost books.

23.2.   Monetary Form for Owning Library Forms

Staff should use the monetary form for owning library forms that SLC provided for the libraries. This form is to be used when a patron is paying for lost material at a library other than the owning library.

At the same time that a patron pays for the lost item, staff must pay the bill in Workflows being sure to enter the correct payment type. The money is then to be given to the owning library. The owning library gets the white copy of the form, the patron gets the yellow form, and the collecting library gets the pink form.

24. MeLCat

24.1. MeLCat Borrowing/Lending Policy

All materials outside the Suburban Library Cooperative must be **picked up** at the home library where the library card was issued.

24.2. MeLCat profiles that DO NOT allow for holds

Patrons with the profiles: Courtesy Card, LCLNR, Internet, Michicard, and SLCNEWNR are NOT allowed to place any MeLCat holds in the system. If you notice a patron with one of these profiles receiving a MeLCat hold, alert your Supervisor immediately so that he/she can contact SLC.

24.3. How to Create a MeLCat Brief Record

1. Start as you would for entering a normal brief record.

2. If the item has an ISBN, enter it in the 020 field.

3. If the item has an author or creator, in the 100 field, in all caps, enter their name in the last name, first name style.

4. In the 245 field, in all caps, enter the title followed by the word MELCAT.

5. In the call number and copy info, scan the item barcode as your item ID.

6. In item type, enter either MELCATAV or MELCATBK.

7. In item library, select your library's three-letter code.

8. Go into cataloging to modify item, being sure to click on shadow item.

9. In call number, type MELCAT.

10. Press save – you're all set!

24.4. How to Delete a MeLCat Brief Record

After item is returned, go into cataloging. Go to the delete/title and call number wizard. Scan the barcode, select the item to be deleted, and click delete. *Please note: libraries are to delete these items, not discard them, after they are returned.*

25. Member Library Staff Lists

25.1.1.1. ....SUBURBAN LIBRARY COOPERATIVE
44750 Delco Blvd
Sterling Heights, Michigan 48313
(586) 685-5750
FAX (586) 685-3010

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Tammy Turgeon 685-5764

BOOKKEEPER. ....Pat Linsday.. 685-5752

RECEPTONISTS ....Nancy Johnson/Kim Shearer 685-5750
.... 1-877-542-2667

AUTOMATION ....Computer Room/Tech Support 685-5755
Chris Frezza 685-5760
Vicki Harris 685-5757
Ken Valyi-Hax 685-5759

CATALOGER.......................................Lauren Boggs 685-5762

SYSTEMS LIBRARIAN ....Amy Shaughnessy... 685-5763

SOFTWARE SUPPORT 685-5758

25.1.1.2. ....ARMADA FREE PUBLIC LIBRARY
73930 Church Street
Armada, Michigan 48005
(586) 784-5921
FAX (586) 784-0129

<u>TELEPHONES - CONTACT PERSONS</u>

DIRECTOR .... Margaret Smith 784-5921

PART-TIME... Bernice Parsons 784-5921

PART-TIME... Gayle Jones 784-5921

PART-TIME... Lorraine Mabbitt...784-5921

PART-TIME... Irene Horn 784-5921

PART-TIME... Deanne Baird 784-5921

25.1.1.3. .... CENTER LINE PUBLIC LIBRARY
7345 Weingartz Avenue
Center Line, Michigan 48015
(586) 757-8274
FAX (586) 755-9234

TELEPHONES - CONTACT PERSONS

DIRECTOR (Interim) .... Heather Hames 758-8275

LIBRARY ASSISTANT .... Vicki Bernieri 758-8276

LIBRARY AIDE .... Lillian Sheedy…………………………………………… 758-8274

LIBRARY AIDE .... Cory Bernieri.……………………………………………758-8274

LIBRARY AIDE…………………………..Olivia LaCasse……………………………………………758-8274

LIBRARY AIDE…………………………..Ally Pittman………………………………….............758-8274

LIBRARY AIDE…………………….………Kevin Kinney…………………………………………758-8274

50560 Patricia Avenue
Chesterfield, Michigan 48051
(586) 598-4900
FAX - (586) 598-7900

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Marion (Midge) Lusardi .... 598-4900 or 598-9048 (IPN)

SYSTEMS MANAGER/PROCESSING...Lynn Minor………………………………...598-4900 x 242

BUSINESS OFFICE ....Virginia Ciaramitaro ………………………….598-4900 x 225

HEAD OF YOUTH SERVICES ....Holly Kirsten…………………………………598-4900 x 235

CIRCULATION SUPERVISOR...............Jean Wilkins..............……………….. …........598-4900 x241

LIBRARIANS...Brandon Bowman (full-time) Youth Services/YA
Ed Mandel (part time)- Adult Services

25.1.1.5................. CLINTON-MACOMB PUBLIC LIBRARY – MAIN (CMM)
40900 Romeo Plank Road
Clinton Township, MI 48038-2955
Phone (586) 226-5000
(After hours: 226-5099)
<u>Telephone Contact Persons</u>

DIRECTOR	Larry Neal	226-5011
ASSOCIATE DIRECTOR	Juliane Morian	226-5091
ADMINISTRATIVE SERVICES	Fax	226-5008
ADMINISTRATIVE ASSISTANT	Therese Pettica	226-5007
BILLING QUESTIONS	Jeannie Lake	226-5012
COMMUNITY RELATIONS/PR	Jamie Morris	226-5013
FACILITIES MANAGER	Susan Coleman	226-5016
TECHNOLOGY MANAGER	Aaron Green	226-5017
	Chris Hearns	
ADULT NON-FICTION	Reference Desk	226-5040
ADULT NON-FICTION	Fax	226-5048
ADULT NON-FICTION	Kathy Champieux	226-5041
	Marilena Gahman	226-5047
	Ellen McNally	226-5046
	Jeanine Taylor	226-5044
CHILDREN'S SERVICES	Reference Desk	226-5030
CHILDREN'S SERVICES	Fax	226-5038
CHILDREN'S SERVICES	Deb Bodner	226-5031
	Sarah Jones (Teens)	226-5037
	Janet Meyer	226-5036
	Tracy Morsi	226-5035
MACOMB LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED @CMPL	Anne Mandel	226-1580
POPULAR MATERIALS (Adult Fic/AV)	Reference Desk	226-5050
POPULAR MATERIALS	Fax	226-5058
POPULAR MATERIALS	Emily Kubash	226-5051
	Marie Fiellman	226-5055
	Kathy Gregory	226-5057
	Beth Martin	226-5056
CIRCULATION	Debbie Prykucki	226-5021
	Cathy Marshall	226-5024
CIRCULATION	Service Desk	226-5020
CIRCULATION	Fax	226-5028
TECHNICAL SERVICES	Mary Kaluzny	226-5061
	Kathy Martlock	226-5062
	Andrea Taske	226-5063

**25.1.1.6................. CLINTON-MACOMB PUBLIC LIBRARY –
NORTH BRANCH (CMN)
16800 24 Mile Road
Macomb, MI 48042
Phone (586)226-5080 (after hours: 226-5098)
Fax (226-5088)**

<u>**Telephones – Contact Persons**</u>

BRANCH MANAGER .... Gretchen Krug 226-5081
        Fax   226-5088

ADULT SERVICES LIBRARIAN .... Isabel Hansen 226-5089

YOUTH SERVICES LIBRARIANS .... Kara Fredericks 226-5086
.... Lisa Mulvenna 226-5085

CIRCULATION STAFF .... Cindy Fisher (full time) 226-5084
                                                                Marlene Boczkowski
                                                                Lynn Martin

25.1.1.7................. CLINTON-MACOMB PUBLIC LIBRARY –
SOUTH BRANCH (CMS)
35891 Gratiot
(Located on the west side of Gratiot between 15 and 16 Mile)
Clinton Township, MI 48035
Phone (586) 226-5070 (after hours: 226-5097)
Fax (586) 226-5078

Telephones – Contact Persons

BRANCH MANAGER .... Margaret Dekovich (full time).................... 226-5072

    ADULT SERVICES LIBRARIAN ...... Michelle Roberts (full-time)....................... 226-5077

    YOUTH SERVICES LIBRARIANS ... Lisa Martin(part-time)…….….................... 226-5076

    SUBSTITUTE LIBRARIANS............. Paula Beaudoin............ ....Audrey Bondar
                                       Tonya Frandle............. .... Marilyn Galsterer
                                       Enriqueta Kozakowski.. ....Mary Jo Stine
                                       Kathy Yanich............... .... Natalie Zebula

    CIRCULATION STAFF .... Matt Piper (full-time)................................. 226-5074
                                         Ruth Martin (part-time)
                                         Jan Rogensues (part-time)

25.1.1.8. .... EASTPOINTE MEMORIAL LIBRARY
15875 Oak Street
Eastpointe, Michigan 48021
(586) 445-5096
IPN (586) 445-5097
FAX (586) 775-0150

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Carol Sterling 445-5096

SECRETARY ....Amy McGee 445-5096

ASSISTANT DIRECTOR/
ADULT SERVICES ....Sue Todd 445-5096

YOUTH SERVICES LIBRARIAN ....Abby Bond 445-5096

CIRCULATION AIDES ....Amy McGee, Edie Duggins 445-5096

INTERLOANS ....Amy McGee 445-5096

OVERDUES AIDE.................................Edie Duggins 445-5096

PERIODICALS AIDE.............................Edie Duggins 445-5096

25.1.1.9................. **E.C. WEBER FRASER PUBLIC LIBRARY**
16647 Fourteen Mile Road
Fraser, Michigan 48026
(586) 293-2055
FAX (586) 294-5777

TELEPHONES - CONTACT PERSONS

DIRECTOR ....………… Jean Slivka..293-2060

SECRETARY ....……....... Myrna Ford.... 293-2060

SYSTEMS MANAGER ....…….…… Christy Ackerman 293-2055

CHILDREN'S COORDINATOR ....…….…… Mitzi DeSantis 293-2055

 REFERENCE LIBRARIANS ....…….......Rosemary Anderson 293-2055
　　　　　　　　　　　　　　　Jean Slivka
　　　　　　　　　　　　　　　 Loretta Vitek
　　　　　　　　　　　　　　　Jackie Wisswell

CIRCULATION (DEPARTMENT HEAD) ……….Fransie Crouch...293-2055

CIRCULATION STAFF..............…….………….Christy Ackerman.......................................293-2055
　　　　　　　　　　　　　　　Lori Bargowski
　　　　　　　　　　　　　　　Rebecca Cousineau
　　　　　　　　　　　　　　　Carolynn Falenski
　　　　　　　　　　　　　　　Teresa Maiorano

PAGES..............................…….………….Kara Dib..293-2055
　　　　　　　　　　　　　　　Solvi Dolland
　　　　　　　　　　　　　　　Karen Gibala
　　　　　　　　　　　　　　　Claire Rubino

25.1.1.10............... HARPER WOODS PUBLIC LIBRARY
19610 Harper Avenue
Harper Woods, Michigan 48225
(313) 343-2575
FAX (313) 343-2127

TELEPHONES - CONTACT PERSONS

DIRECTOR......................................Dale Parus...(313) 343-2575

ADULT SERVICES..........................Suzanne Kent ....(313) 343-2575

CHILDREN'S SERVICES ....Bethany Bruns, Preschool...........................(313) 343-2575
Cindy Coote, Elementary-Middle School......(313) 343-2575
Brandi Swinehart, Teens..............................(313) 343-2575

SYSTEMS MANAGER ....Ronna Gillis ....(313) 343-2575

25.1.1.11. ....LENOX TOWNSHIP LIBRARY
58976 Main Street
New Haven, Michigan 48048
(586) 749-3430
FAX (586) 749-3245

TELEPHONES - CONTACT PERSONS

LIBRARIAN/DIRECTOR.........................Karen White-Owens...749-3430

LIBRARY TECHNICAL ASSISTANT ......Anne Wall 749-3430

CIRCULATION CLERK ....Casee Hill 749-3430

LIBRARIAN ....Carolyn Sherrill 749-3430

LIBRARIAN ....Beth Bogaert...749-3430

SYSTEM MANAGER ....Lynn Couck...749-3430

25.1.1.12. .... LOIS WAGNER MEMORIAL LIBRARY – RICHMOND
35200 Division Road
Richmond, Michigan 48062
(586)727-2665
FAX (586) 727-3774

TELEPHONES   CONTACT PERSONS

DIRECTOR ....Julianne Kammer..727-2665

LIBRARY TECHNICIAN ....Colleen Kelley...727-2665

SYSTEMS MANAGER ....Walt Morgan 727-2665

CHILDREN'S PROGRAMMER...............Debra Fejedelem 727-2665

LIBRARY CLERK...................................Christy Schroeder 727-2665

PAGE ....Darlene Pinskey..727-2665

PAGE ....Allison Hebel...727-2665

25.1.1.13. ....MAC DONALD PUBLIC LIBRARY - NEW BALTIMORE
36480 Main
New Baltimore, Michigan 48047
(586) 725-0273
FAX (586) 725-8360

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Margaret Thomas 725-0273

ASSISTANT DIRECTOR........................Annette Goike...725-0273

ADULT REFERENCE LIBRARIAN.........Mary Jo Beranek..725-0273

CHILDREN'S LIBRARIAN......................Kelly Marra 725-0273

CIRCULATION

    CLERK/ACCOUNTS...................Sandi Van Tiem 725-0273

    CLERK ....Laurie Laporte...725-0273

    CLERK/OVERDUES...................Sally Waye-Hudson 725-0273

    CLERK ....Marilynn Bernhard 725-0273

25.1.1.14. .... MACOMB LITERACY PARTNERS
16480 Hall Road
Clinton Township, MI 48038-1140
(586) 286-2750
FAX (586) 286-4023

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Ken Lampar 286-2750

OFFICE ADMINISTRATION...................Emma Abney 286-2750

PLACEMENT COORDINATOR..............Paula Stinson..286-2750

25.1.1.15. ....MOUNT CLEMENS PUBLIC LIBRARY
150 Cass Avenue
Mount Clemens, Michigan 48043
(586) 469-6200
FAX (586)469-6668

TELEPHONES   CONTACT PERSONS

DIRECTOR ....Donald E. Worrell, Jr...469-6662

EXECUTIVE ASSISTANT ....Heather McCallister 469-6672

ASSISTANT DIRECTOR.......................Deborah Larsen 469-6200

ADULT SERVICES LIBRARIANS ....Kristy Taormina...469-6200
Theresa Mann..469-6200

CHILDREN'S LIBRARIAN ....Marjorie Kinzy 469-6200

CLERICAL...Darren Crooker 469-6200

CLERICAL(Acquistions/Processing).......Cathy Cook 469-6200

CLERICAL...Deanna Misterovich 469-6200

CLERICAL...Lou Emerick...469-6200

CLERICAL...Sharon Vance 469-6200

CLERICAL...Karen Edie...469-6200

CUSTODIAN/SECURITY ....William McKinney 469-6200

CUSTODIAN/SECURITY ....Edmund Mitchell 469-6200

SUBSTITUTE REFERENCE
    LIBRARIANS ....Paul Konkolesky 469-6200

25.1.1.16. .... RAY TOWNSHIP PUBLIC LIBRARY
64255 Wolcott Road
Ray Township, Michigan 48096
(586) 749-7130
(586) 749-6832
FAX (586) 749-6190

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Suzanne Graham...749-7130

LIBRARY CLERK ....Marguerite Beck..749-7130

LIBRARY CLERK ....Victoria Campbell..749-7130

LIBRARY
65821 Van Dyke
Washington, Michigan 48095
(586) 752-0603
FAX - (586) 752-8416

KEZAR BRANCH
107 Church St.
Romeo, Michigan 48065
(586) 752-2583

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Kristen Valyi-Hax ....752-0603, ext. 1018

ADMINISTRATIVE ASSISTANT.............Linda Schultz ....752-0603, ext. 1017

SYSTEMS MANAGER ....William Blevins..................................752-0603, ext. 1016
　　　　　　　　　　　　　　　　Dolorus Goldun
　　　　　　　　　　　　　　　　Jean Kimpe
　　　　　　　　　　　　　　　　Jay Schramm

CHILDREN'S SERVICES......................Reference Desk ....752-0603, ext. 1026
DEPARTMENT HEAD..........................Michelle Yochim.................................752-0603, ext. 1012
　　　　　　　　　　　　　　　　Bethanie Connors
　　　　　　　　　　　　　　　　Chuck Schacht
　　　　　　　　　　　　　　　　Jeanette Smith

ADULT SERVICES ....Reference Desk ....752-0603, ext. 1021
　　　　　　　　　　　　　　　　Heather VanFleet
　　　　　　　　　　　　　　　　Glen Sowles
　　　　　　　　　　　　　　　　Kathleen Fannon

CIRCULATION SERVICES ....Circulation Desk.................................752-0603, ext. 1000
DEPARTMENT HEAD..........................Maureen Swanwick............................752-0603, ext. 1011
　　　　　　　　　　　　　　　　Jackie Cooley
　　　　　　　　　　　　　　　　Shirley Cranick
　　　　　　　　　　　　　　　　Carolyn Karal
　　　　　　　　　　　　　　　　Sharon Lark
　　　　　　　　　　　　　　　　Dominic McLaughlin
　　　　　　　　　　　　　　　　Dawn Ortman
　　　　　　　　　　　　　　　　Ed Renner

KEZAR BRANCH MANAGER…...........Stacie Narlock................................ …752-2583
　　　　　　　　　　　　　　　　Donna Beggs
　　　　　　　　　　　　　　　　Julie Oparka
FACILITIES...Ben Pollock......................................752-0603, ext. 1020
All email addresses are: person's firstname@romeodistrictlibrary.org

25.1.1.18. ....ROSEVILLE PUBLIC LIBRARY
29777 Gratiot Avenue
Roseville, Michigan 48066
(586) 445-5407
FAX (586) 445-5499

TELEPHONES - CONTACT PERSONS

DIRECTOR. .... Rita Valade. 447-4550

ASSISTANT DIRECTOR........................Jacalynn Harvey. 447-4552

YOUNG ADULT LIBRARIAN.................Ann Busch. 445-5407

CHILDREN'S LIBRARIAN ....Annamarie Lindstrom...445-5407

CIRCULATION DESK. 445-5407
...............................Jason Novetsky
...............................Rebecca Patterson
...............................Mary Pellerito
...............................Sara Simich
...............................Penny Rorah
...............................Joyce DeVine

REFERENCE. ....Bill Holleran (Archivist)..447-4560
...............................Pat Eick 447-4551
...............................Paul Konkolesky 447-4557

COMPUTER AIDE ....Patricia Baker 445-4950
...............................Doug Boggs

25.1.1.19.................ST. CLAIR SHORES PUBLIC LIBRARY
22500 Eleven Mile Road
St. Clair Shores, Michigan 48081
(586) 771-9020
FAX (586) 771-8935

TELEPHONES - CONTACT PERSONS

DIRECTOR. ....Rosemary Orlando…………………...771-9020 x271

ASSISTANT DIRECTOR........................Sue Ann Mihalic………………………771-9020 x408

ACCOUNT CLERK...............................Diane Egan…………………………...771-9020 x270

ADULT REFERENCE SERVICES..........Cynthia Bieniek –Archivist, Adult Services x267
Ruth Richards- Adult Services x287
Kathleen Harville – Adult Services x286

YOUTH SERVICES, HEAD. ....Sue Ann Mihalic………………………771-9020 x408
Dale Humeston (part-time)…………..771-9020 x288

PROCESSING ....Margaret Boutin ………………………771-9020 x408

CIRCULATION CLERK, HEAD…………Nicole Laviolette……………………….771-9020 x266

INTERLOANS. ....Barb Sowles…………………………..771-9020 x290

PERIODICALS CLERK. ....Rebecca Cousineau ………………………771-9020 x338

COMPUTER TECHNICIAN ....Joseph Coppens……………………..771-9020 x282

MUSEUM CURATOR.............................Mary Stachowiak…………………………771-9020

25.1.1.20. ....SHELBY TOWNSHIP LIBRARY
51680 Van Dyke
Shelby Township, Michigan 48316
(586) 739-7414
FAX (586) 726-0535

TELEPHONES - CONTACT PERSONS

DIRECTOR ....Dave Conklin 726-2344

ASSISTANT DIRECTOR.......................Diane Burgeson 726-2346

CHILDREN'S LIBRARIAN ....Merry Jane Benner 726-2347

ADULT/REFERENCE LIBRARIAN.........Susan Ferrell 726-2351

LIBRARY TECHNICAL ASSISTANT ......Debra Stier 726-2342

CIRCULATION CLERK ....Nancy Fiore 726-2353
                                         Sheri Gulla...726-2349

25.1.1.21............... **STERLING HEIGHTS PUBLIC LIBRARY**
40255 Dodge Park Road
Sterling Heights, Michigan 48313
(586) 446-2665
FAX (586) 276-4067

TELEPHONES - CONTACT PERSONS

LIBRARY DIRECTOR.. ....Tammy Turgeon 446-2640

MANAGEMENT ASSISTANT ....Loa Stanislawski 446-2666

ADULT SERVICES ....…. 446-2642
               Librarian, Head.........Alice Cook 446-2653
               Librarian ....Ed Piet 446-2654
               Librarian ....Rita Simmons 446-2651
               Librarian ....Debra Vercellone 446-2655
               Librarian ....Mary Newton...446-2656
               Library Assistant.......Mike Elgert..446-2652

CHILDREN'S SERVICES...........................…. 446-2644
               Librarian, Head.........Judy Kotulis 446-2684
               Librarian ....Tracy Harnish 446-2682
               Librarian ....Tish Huang 446-2681
               Librarian ....Krystyna Kobersy..446-2683
               Library Assistant.......Brenda Boulay 446-2667

TECHNICAL SERVICES...........................…. 446-2660
               Librarian, Head.........Cathy Les 446-2649
               Librarian ....Karen Stine..446-2661
               Library Assistant.......Joe Vitale..446-2670

CIRCULATION   ....……. 446-2665
               Head ....Sue Woodward 446-2647
               Library Assistant........Anne Schultz...446-2678
               Clerk........................Gary Johnson 446-2676

EXTENSION   ....Rita Simmons 446-2651

INTERLOAN-PROCESSING
               Library Assistant.......Mike Elgert..446-2652

PROGRAMS/PUBLICITY/
LIBRARY PROGRAM COORDINATOR.......Kathryn Ribant-Payne...446-2669

510 West Big Beaver Road
Troy, Michigan   48084
(248) 524-3538
FAX (248) 524-0112

TELEPHONES - CONTACT PERSONS

DIRECTOR...Cathleen Russ....................................(248) 524-3544
ASSISTANT DIRECTOR ....Phillip Kwik ....(248) 619-7577

ADMINISTRATION
    IT Technician ....Bob Laux ....(248) 619-7587
    Administrative Aide, Business Office...........Carolyn Easter...................................(248) 524-3551
    Assistant, Business Office...........................Eileen Kolich.......................................(248) 524-3551

ADULT SERVICES... ....(248) 524-3534; 524-3537
    Head of Public Service.................................Vacant.…..(248) 619-7577
    Librarian...Connie Doherty.… ....(248) 524-3534
    Librarian...Donna Garbarino ....(248) 524-3537
    Librarian...Barbara Schaich ....(248) 524-3537
    Librarian ....Barbara Rutkowski...............................(248) 524-3534
    Librarian...Helen Pytiak ....(248) 524-3537
    Librarian...Lindsay Payne ....(248) 524-3537

CIRCULATION ....Kathleen McKinney...............(248) 524-3535; 524-3536
    Aide ....Cyndi Capaldi ....(248) 619-7574
    Aide ....Coleen Bowers ....(248) 619-7574
    Aide ....Loren Fowler..(248) 619-7574
    Aide ....David Jensen.......................................(248) 619-7574

OUTREACH AIDE ....Roger Russ ....(248) 524-3554

TECH CENTER
    Aide ....Uma Ravishankar ....(248) 524-3542
    Aide ....James Janus ....(248) 524-3542
    Aide ....Elias Verachia.....................................(248) 524-3542
    Aide ....Anu Gogneini.......................................(248) 524-3542
    Aide ....Ann Wright..(248) 524-3542

510 West Big Beaver Road
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TELEPHONES - CONTACT PERSONS

TECHNICAL SERVICES
    Aide .... Becky Thomas .... (248) 524-3552
    Assistant .... Seth Paul .... (248) 619-7589

TEEN SERVICES
    Librarian I... Vacant .... (248) 524-3578

YOUTH SERVICES
    Librarian .... Rebecca Krystyniak .... (248) 524-3541
    Librarian I... Julie McGee.. (248) 619-7578
    Librarian.. Y.J. Shimamura .... (248) 524-3541
    Librarian I... Sandhya Subhedar .... (248) 619-7585

25.1.1.24............... UTICA PUBLIC LIBRARY
7530 Auburn Road
Utica, Michigan 48317
(586) 731-4141
FAX (586)731-0769

TELEPHONE - CONTACT PERSONS

DIRECTOR ....Marsha Doege 731-4141

ASSISTANT LIBRARIAN.......................Kathy Lootens..731-4141

CLERK   ....Debby Whittet 731-4141

25.1.1.25. .... WARREN PUBLIC LIBRARY
One City Square
Suite 100
Warren, Michigan 48093-2396
(586) 574-4564

TELEPHONES - CONTACT PERSONS

INTERIM DIRECTOR.....................…......…….. Oksana Urban ………….……….…….574-4564

ADMINISTRATION OFFICE STAFF

      Library Technician………………………….Denise Rose……………………………...574-4564

MAYBELLE BURNETTE BRANCH, 22005 Van Dyke, Warren 48089   (586)758-2115

      Branch Librarian Supervisor.......………Jane Koger
      Office Assistant………………………….Melissa Baker
      Library Technical Assistant………………Connie Difatta

DOROTHY M. BUSCH BRANCH, 23333 Ryan, Warren 48091   (586)755-5750

      Branch Librarian Supervisor.....…………Cyndi Knecht
      Library Technical Assistant……………...Vee Jay Hedges
      Office Assistant…………………………Andrea Mucha

CIVIC CENTER LIBRARY, One City Square, Suite 10 Warren 48093   (586)751-0771

      Branch Librarian Supervisor……………...Oksana Urban
      Branch Librarian .... Lynn Bieszka
      Branch Librarian……………………………Jamie Babcock
      Branch Librarian .... John Roberston
      Library Technician .... Kathleen Faba
      Library Technician .... Lorena McDowell
      Office Assistant................................... Susan Heydel
      Office Assistant……………………………Amy Nelson

ARTHUR J. MILLER BRANCH, 5460 Arden., Warren 48092   (586)751-5377

      Branch Librarian Supervisor................... Sharon Linsday
      Branch Librarian .... Lynette Schmook
      Branch Librarian .... Jennifer Willard
      Library Technician .... Kristen Czewski
      Library Technician…………………………Maran Kroening
      Office Assistant…………………………Joelle Gross

26. Michicard

Michicard is a state program with more than 500 participating libraries throughout the state of Michigan. As of **June 2009**, there are 13 Michicard libraries within the Suburban Library Cooperative:

Armada Free Public Library   Chesterfield Library
Clinton-Macomb Public Library   Eastpointe Memorial Library
Lenox Township Library   Ray Township Public Library
MacDonald Public Library   St. Clair Shores Public Library
Romeo District Library   Troy Public Library
Sterling Heights Public Library   Warren Public Library
Utica Public Library

A current list of Michicard participants is kept on the Library of Michigan's homepage at: http://www.michigan.gov/documents/hal_lm__Michicard_ParticipatingLibraries_117652_7.pdf

Michicard stickers on SLC member libraries' local cards have no effect on that patron's eligibility for reciprocal borrowing, i.e., the patron still receives reciprocal borrowing privileges as described in the reciprocal borrowing agreement.

If a person presents a Michicard at the circulation desk of a library that does not participate in the Michicard program, simply tell the patron that your library does not participate in the Michicard program. Offer them whatever alternatives might be available, depending on the patron's place of residence, etc.

The information presented here is simply to help libraries not participating in the Michicard program to understand what Michicard participating libraries sharing the SLC automation system are doing on that shared system.

The above-listed libraries have agreed to follow similar practices for issuing Michicards to residents of their local communities and serving walk in Michicard cardholders on the shared SLC automation system. These practices should reduce confusion for Michicard cardholders and other SLC libraries that do not participate in the Michicard program.

Michicard participating libraries will use the Michicard cardholder's home library barcode when creating a patron record. This patron should have only one Michicard record and it should be used at all SLC Michicard libraries.

*Library Directors have full information about the Michicard program and local decisions about whether to participate.

26.1. Michicard Participating Libraries

26.1.1. SLC Patrons

SLC libraries that choose to participate in the Michicard program are only to give out Michicard stickers to their patrons "living in the library's legally established service area" (Terri D. Assaf, Michicard Coordinator). Therefore, SLCNEWNR patrons do not qualify for Michicard stickers. Only the home library can give Michicard stickers to their patrons. SLC libraries cannot put Michicard stickers on another SLC library's patron card. Also, circulation staff must make sure the patron is in good standing before issuing a Michicard sticker.

26.1.2. Non-SLC Michicard Patrons

If there is not a Michicard sticker on the card, library staff needs to let the patron know they have to go back to their home library to get the Michicard sticker put on their card, provided their home library is a Michicard participating library.

If there is a sticker on the card, library staff is to have the patron fill out a registration form following the individual library's policy for library cards, and show proof of residency for the Michicard city they live in. Staff is to use the Michicard cardholder's home library barcode when creating a patron record. This patron should have only one Michicard record and it should be used at all SLC Michicard libraries. The profile must be changed to MICHICARD in the basic tab as well as the expiration date changed to one year.

When the card expires, the patron will have to show proof that he/she still lives in the city of the home library that participates in the Michicard program and issued the Michicard.

There can only be one (1) Michicard in the system at a time.

Michicard patrons can only check out printed material. However, each library director can choose to allow other materials for check out at their library only.

Michicard patrons can place holds for other SLC Michicard libraries' printed materials. It is up to each library whether or not they want to honor these holds.

It is the responsibility of the patron to return materials to the library from which it was checked out. However, some participating libraries will receive materials from a patron and forward them to the holding library as a courtesy. The library can request postage reimbursement in this case.

Information about Michicard guidelines, postage reimbursement procedures and for ordering Michicard supplies can be found at: http://www.michigan.gov/hal/0,1607,7-160-17451_18668_33419---,00.html.

27.   Military Library Cards

Active duty military personnel and their family members living at the same address receive the same full borrowing privileges as local cardholders. Military personnel and their family members can each get library cards at any SLC library, regardless of the city or county they live in, as long as they show proof of residency identification along with a military ID.

The definition of family members of active duty military personnel in the military context is spouse and dependents under age 18 (this includes adopted/step children if the military personnel has legal custody).

28. OCLC Borrowing/Lending Policy

~~All materials outside the Suburban Library Cooperative must be **placed and picked up** at the home library where the library card was issued.~~ SERVICE SUSPENDED on July 16, 2010

28.1. OCLC Fees

~~The Suburban Library Cooperative pays for OCLC. Therefore, member libraries should not be charging patrons for OCLC services.~~ SERVICE SUSPENDED on July 16, 2010

29. Overriding Materials

Do NOT override another library's items in order to place a hold on it for yourself or for a patron. The library does not allow holds on the item(s) for a reason. They will not send the item even if it has a hold request on it. If you are asked to enter an override for anything, be sure to STOP and think about why it might be asking for an override. Do not automatically enter an override! If this is an item you really need, call the library and ask to speak to the director to see if he/she would be willing to send it to you.

30. Payment Types

Type	Definitions for Bill Payment Types
Cancel	Used as payment type if the bill had been created in error or for too much money. Also used by the system to automatically clear a lost or processing fee assessed on an item when that item is later returned and discharged.
Cash	For cash payments.
Check	For payments made by check.
Credit Card	For payments made by credit card.
Credit Account	For payments made from a user's credit account.
Forgiven	Used to settle (waive) all or part of a user's bill without actual payment. Cleared at library's discretion.
None	Used by automatic refund payments.

REMINDER: if a library uses Fine Free Discharge, the information **is not saved** in the patron's bill history.

31. Preferred Name

It is the policy of the Suburban Library Cooperative for library staff **NOT** to use the preferred name field.

32. Processing Fees

ARM	None
CHE	$5.00 for everything with the exception of $3.00 for magazines
CLL	$5.00 for everything with the exception of $2.00 for magazines and paperbacks
CMPL	None (included in list price charged for replacement items)
EPL	$10.00 for audiobook,CD, DVD, VHS; None for magazines and $5.00 for everything else
FRA	$5.00 for everything with the exception of $2.00 for paperbacks and none for magazines
HPW	$5.00 for everything
LEN	$5.00 for everything with the exception of $1.00 for magazines
LWM	$5.00 for everything
MPL	$5.00 for everything with the exception of $2.00 for magazines and paperbacks
MTC	None
RAY	$5.00 for everything with the exception of $2.00 for paperbacks and none for magazines
ROG/ROK	$5.00 for everything with the exception of $2.00 for paperbacks and magazines
RSV	$3.00 for everything
SBL	$5.00 for everything with the exception of none for magazines
SCS	$5.00 for everything with the exception of none for magazines
SHL	$5.00 for everything with the exception of $2.00 for magazines, paperbacks and posters
TPL	None
UPL	$5.00 for everything with the exception of $2.00 for magazines and paperbacks
WPL	$5.00 for everything with the exception of $3.00 for magazines
(all WPL branches)	
updated 7/15/11	

33.   Renewing Items

SLC libraries are NOT to renew other library's materials that require an override (i.e. the item has holds or it exceeds the amount of renewals). The staff should call the owning library if they have any questions about this. Also, if an item belongs to another library do not check the item in and then immediately check it back out to the patron.

34.   Renewing Library Cards

If a patron has a library card from his/her home library and the card is up for renewal, any SLC library can renew the card as long as current/proper identification is shown. The patron does not need to go back to his/her home library to have the card renewed (as long as there are no reasons that would prevent this, such as the address on the driver's license no longer matching with the home library).

35. Rental Charges

ARM	None
CLL	DVD-2DAY --- $1.00 per 2 days DVD-7DAY --- $1.00 per 7 days *(applies only to TV shows)*
CHE	DVD-1Day --- $1.00 per day DVD-7Day --- $1.00 per 7 days VIDEOGAME --- $1.00 per 7 days
EPL	DVD-F-7DAY --- $2.00 per 7 days DVD-2DAY --- $2.00 per 2 days *($1.00 for Friends members)*
FRA	DVD-7DAY --- $2.50 per week *(new dvds)* DVD-7JUV --- $2.00 per week (new dvds) DVD-7DAY --- $0.50 per week *(adult dvd's)*
HPW	DVD-3DAY --- $2.00 per 3 days
LEN	DVD-3DAY --- $1.00 per 3 days
LWM	None
MPL	DVD-3DAY --- $1.00 per 3 days
MTC	None
RAY	None
ROG/ROK	None
RSV	None
SCS	RENTALBK --- $0.25 per day DVD-2DAY --- $2.00 per 2 days MDVD7DAY --- $1.00 per 7 days *(juvenile feature dvds)* MVIDEO7DAY --- $1.00 per 7 days *(juvenile feature videos)*

SBL	DVD-2DAY --- $1.00 per two nights *(adult feature dvds)* DVD-7JUV --- $1.00 per one week *(children feature dvds)*
SHL	None
UPL	NEWRELEASE -- $2.00 per week
WPL WCV *only*	DVD-2DAY --- $1.00 per 2 days *(all branches)* VIDEOGAME --- $5.00 per 1 week

36. SLC Delivery Practices and Standards

1. Packaging
   a. Every bundle of items must have a delivery transit slip and be rubber-banded (no tape).
   b. 5 music CDs, 5 DVDs or no more than 2 of every other item type should be bundled together.
   c. Any fragile items or special collection items should be put in bubble or padded envelopes.
   d. Magazines and newspapers <u>must</u> be put in an envelope and transit slips must be taped to the outside of the envelope.
   e. Only use bins and every bin needs to be zip-tied shut.
   f. Stack items in bins. Do not overfill. Bin lids should be able to interlock shut easily.
   g. If bin is dedicated (all items inside are going to one library) attach a dedicated label. Tape label to the top of bin. *The master PDF file of dedicated labels is on the SLC instructions web page.

2. Workflow
   a. Each library can work with their delivery driver to decide what their internal process is for handling bins. (Where to stack, where to hold, where to pick up, etc.)

3. Transit slips
   a. Staff must legibly print the library's three-letter code in uppercase letters on the transit slips.
   b. Transit slips are delivered to libraries as needed.
   c. All slips will be reused if in good enough condition.
   d. Notes can be written on transit slips or specific forms should be used (no tape).

4. Incoming delivery
   a. Incoming bins should be stripped of all delivery slips and tags.
   b. Delivery Tags (yellow, red and blue) are reusable; return tags to SLC.
   c. Libraries can decide internally what procedures they want to use to receive/process their incoming delivery.
   d. If deliveries are not received by 3:30 p.m. and libraries have not received a phone call from SLC explaining why, libraries need to call SLC.
   e. If there are any other issues with delivery, libraries need to contact Vicki Harris at 586-685-5757 or harrisv@libcoop.net.
   f. Libraries need to inform SLC of any dates they are closed and cannot accept delivery.

5. Transit Reports
    a. Libraries will receive a monthly in-transit report listing all items in transit over 30 days on the 15th of the month.
    b. Libraries need to check their shelves for these in-transit items within 10 days of the report date.
    c. Any items found on shelf should be checked in using the discharge wizard.

Revised 2/24/11; 9/29/11

37. SLCNEWNR

If a person does not live or pay taxes in a SLC member library service area, he/she can pay $200 to get a SLC non-resident card (SLCNEWNR). **The non-resident card is valid for one year and has the same borrowing privileges as a public profile card holder, except for no access to MeLCat materials.** The family members, regardless of how many there are, living at the same address as the person who originally applied for the non-resident card, can each apply for their own card at the issuing library only. The card is non-transferrable. The expiration date for each family member will be the same as the person who originally applied for the SLCNONRES card. No refunds will be issued for SLCNEWNR cards.

Library staff will need to change the profile name in the basic info tab, found in the user registration and/or modify user wizards, to SLCNEWNR and make sure the expiration date is set to one year. If library staff remembers to change the profile name to SLCNEWNR when initially registering the patron, a $200 SLCNONRES bill will automatically be created in the computer. *Reminder: only the person who originally applied for the SLCNONRES card has to pay the $200 fee. His/Her family members do not have to pay. Remember to forgive the automatic $200 fee for the family members.*

When a SLCNEWNR card has expired, if the patron does not go to the issuing library to renew their privilege, the new library will have to REPLACE the current card by entering the patron as if they were a new patron at their library (making sure the library in the basic info tab matches the issuing library's barcode).

If a library is not a part of the SLC shared system (i.e. CMPL), the staff should call the shared system library to verify that the patron paid the $200 for the non-resident card, and vice versa. Remember to let the library know the correct expiration date for the SLCNEWNR patron(s).

SLCNEWNR patrons do not qualify for the Michicard program. SLC libraries that choose to participate in the Michicard program are only to give out Michicard stickers to their patrons "living in the library's legally established service area" (per Library of Michigan)

Revised 03/31/11

Suburban Library Cooperative (SLC)
Non-Resident Library Card FAQ

What is the cost of a SLC Non-Resident card?
SLC Non-Resident cards cost $200 per year. This includes all family members living at the same address.

How long is the SLC Non-Resident card good for?
The SLC Non-Resident cards are valid for one year and are not refundable under any circumstance. When the card expires, all outstanding fees must be paid on all associated cards before any of the card(s) will be renewed.

What do I need to have to get a SLC Non-Resident card?
A valid driver's license with a current address or photo identification with at least one utility bill with the person's name and current address is needed in order to apply for a SLC Non-Resident card.

If there are multiple family members, all family members living at the same address must be present when purchasing the card and should all have valid picture identification with the same address. SLC Non-Resident cards are non-transferrable.

Does it matter what library I purchase my SLC Non-Resident card from?
If you are considering purchasing an SLC Non-Resident card, you should choose a library that meets your service needs since this will be your home library. SLC member libraries do not all offer the same services. If you are interested in a particular service, such as e-books, online databases, or programming, please ask the library's staff about specifics.

If I purchase a SLC Non-Resident card, what libraries can I use?
SLC Non-Resident card holders can use all of the SLC member libraries and borrow materials from all of the SLC member libraries. The SLC Non-Resident card does not provide access to libraries outside of SLC membership via MeLCat or Michicard.

38. Special Residency Circumstances

Patrons who own two or more properties within the SLC service area can, in some circumstances, be eligible for more than one SLC library card.

39. Special Services Chart

Insert here

40. Staff Borrowing Privileges

The library where the staff member is employed may issue the employee a card with a STAFF profile. If the staff member's home library is another SLC library, the employing library will become their "home library." It is up to the library issuing staff privileges to verify employment.

If SLC shared system staff have a library card that does not match the address on their driver's license (for example, they have a library card from the library they work at but which is not the city they live in), and they want to use their library card at Troy Public Library and/or Clinton Macomb Public Library, they must bring a current pay stub from their employing SLC shared system library to show proof of employment.

 If staff does not have a current pay stub, they will need to bring a signed letter from their director as proof of employment.

41. SVA

SVA (Sirsi Voice Automation) allows patrons to check their library record by phone. The patron must know their pin number in order to access SVA. *Reminder: Staff cannot give the patron his/her pin number over the phone!*

SVA obeys the same rules set up in Workflows. This means that the renewals will be blocked by three different levels:
1) the overdue threshold in the patron profile (5 or more items)
2) the bill threshold in the patron profile ($5 or over)
3) The renewal limit in the circulation policy associated with the item in question

Patrons should be able to renew as long as they do not owe $5 or more. However, if the patron has an estimated fine of $5, it will block the renewal even though the patron does not have an actual bill yet.

For example, if the patron has $2 in actual fines but also has $3 in estimated fines, they will be blocked from renewing.

If the item has holds, they will be blocked from renewing.

Reminder: SVA only calls phone numbers with area codes in SLC's service area. These area codes are: 248, 313, 810 and 586. If a patron has an area code other than those listed above, they will not be notified by SVA.

42. SVA bookmarks

SVA (Sirsi Voice Automation) allows patrons to check their library record by phone. The patron must know their pin number in order to access SVA. *Reminder: Staff cannot give the patron his/her pin number over the phone!*

There are two SVA phone number bookmarks. In order for your patrons not to accrue long distant fees, make sure your patrons are using the correct phone number.

The blue bookmark – 1-877-270-1273
For: ARM, CLL, HPW, LWM, ROG, WPL

The yellow bookmark – 586-203-8725
For: CHE, EPL, FRA, LEN, MPL, MTC, RSV, SCS, SBL, SHL, UPL, WPL

Please contact SLC if you need more bookmarks.

43. UNIQUE Management Reference

Unique Management libraries pay for this service. Therefore, anytime a staff member sees a referral fee in a patron's record, **ALL** of the money (not just the referring fee) has to go to the library that sent the patron to collections. The referring library will reimburse your library for any of your lost/damaged bills that were included in this amount. *Do not forgive any of the fees, even if they are fines from your library*. <u>Be sure to call the referring library if you have any questions:</u>

- To determine the referring library, click on the $10 referral fee and the library that is owed the money will show
- Once the patron is sent to collections they are responsible for the bills owed. If they want to dispute any fees, they need to discuss it with the referring library (not the library that charged them)
- All fees/monies collected are sent to the referring library (if lost materials were paid for, the proper paper work needs to be filled out)
- All 99999's in a patron's zip code field means the patron has moved, and the libraries need Unique to do a skip-trace to find that person. Staff should not "fix" the zip code.
- If money is taken at any library but the referring library, the entire bill must be paid in full. <u>Do not accept partial payments without first getting permission from the referring library.</u> If patron cannot pay the bill(s) in full they need to contact the referring library to see if a payment plan can be set up.

43.1. SLC libraries that use Unique Management

SLC libraries	Contact Person
CHE	Lynn Minor
CMPL	Debbie Prykucki
EPL	Edie Duggins
FRA	Christy Ackerman
LEN	Lynn Couck
LWM	Julianne Kammer
MTC	Sharon Vance
RSV	Jackie Harvey
SBL	Diane Burgeson Or David Conklin
SCS	Nicole Laviolette
SHL	Sue Woodward
UPL	Marsha Doege
WPL	Denise Rose

44. User Group Name

If your library utilizes the user group wizard, staff has to use the responsible person's driver license or Michigan ID when creating a user group name.

45. User Records

45.1. Creating a New User Record

NOTE: These are the same steps to use to <u>Modify a User</u>. Instead of clicking User Registration you would click Modify User under the User Wizard (i.e. to extend user privilege).

Reminder: verify that the patron does not already have a library card in the system.

The following information should be included when creating a record for a new user.

User Registration: Identifying New User

1. Click on the User Registration wizard (or the Register New User helper in the Checkout wizard).

2. Scan or type in the patron's barcode. Type in the barcode carefully, since Symphony will accept anything that you enter.
3. Select the appropriate profile name. Reminder: if you change the profile in this step (before you hit register user), the expiration date will automatically change to reflect the profile. Otherwise, if you change it in the basic tab you will have to manually change the expiration date to reflect the profile name.
4. If unsure, ask your system manager for a list of the profiles that you are supposed to use at your library.

45.1.1.   Basic Info Tab

Enter first, middle and last name in the appropriate boxes. **Type in all user information exactly how it is on the patron's driver's license in ALL CAPS**. Do not simply follow the information on the registration form. Reminder: Spell out the entire name (this includes the middle name). Do not use periods. **DO NOT USE THE PREFERRED NAME field.**

1. Title: If you choose to enter the patron's title (Mr, Ms, Dr), do not put a period after it. *This is an optional field.*
2. Suffix: This is where you would enter JR, SR, III, etc. It allows up to 10 characters.
3. Alt ID: Enter the patron's driver's license number/Michigan ID with no spaces (example: D123098456709). Also, do not put "MI ID," or the like, in the Alt ID field. That can go in the comments line under Extended Info. **NOTE:** If you are creating a record for a juvenile with no driver's license, <u>DO NOT</u> put the parent's or legal guardian's driver's license number there. Alt ID must be a field that uniquely identifies a patron. You will enter the parent's driver's license number in the comment field in extended info.
4. Allow Routing: You will only check this for a staff member who you might want to put on serials routing lists. *This is an optional field.*
5. Group ID: If you want to enter a description for a group of patrons (ex. FIRE DEPARTMENT, LITERACY), you could enter it here. *This is an optional field.*
6. Library: *Reminder: Patrons must get a library card from their home library. SLC libraries may renew the library card there afterwards.* Select your library's three-letter code. This **must** match with the library's barcode (i.e. if a patron is getting a SCS library card, the library to select should be SCS. The barcode entered should also be a SCS barcode even if the patron's address is outside of SCS). This is especially important for MeLCat.
7. Profile: If you notice that you made a mistake on the first screen where you selected the patron's profile, you can correct it here. If this information is correct, you can ignore this field.

45.1.2. Privilege Tab

1. Privilege expires: ALL PUBLIC profiles are set to expire after three years. If you choose to increase or reduce the privilege because you have selected a profile other than PUBLIC, change the expiration date here using the same date format shown. Reminder: The expiration date needs to reflect the profile name.
2. PIN: This is a four-digit PIN that the computer automatically generates for the patron; or the patron can choose if he/she wants to access portions of his/her information or place holds in eLibrary.
3. Override: If you change either of those fields, you must enter the circ override. Be sure to ask your system manager for it.
4. Status: The default for a new patron is OK, since she has no blocks on her record. There are five statuses:. OK, Collections, Delinquent, Blocked and Barred.

5. Claims returned: The number of items that a patron has claimed that she has returned will appear in this box (most libraries no longer use this). In the privilege tab this is a history counter.
6. Override: If you change either of those fields, you must enter the circ override. Be sure to ask your system manager for it.

### 45.1.3. Demographic Tab (Used For Statistical Purposes)

1. User cat1: Select the letter/number combination that reflects the patron's gender and decade of birth. Reminder: if a patron is born in 2000, be sure to pick F2000/M2000. If you pick F2 the computer will think the child was born in the 1920s.
2. User cat2: Select the city that the patron lives in. For a list of your library's most common user cat2 selections, ask your systems manger.
3. User cat3, User cat4 and User cat5: Ignore unless your library uses these.
4. Birth date: Enter the patron's birth date in this field using the calendar gadget or by typing it in with no spaces using this format:
03/03/1971
06/30/1938

12/17/1996
5. Age: This will be automatically calculated by the system when patron record is created.

45.1.4. Addresses Tab

1. Primary: The patron's primary address should always be address 1 and **must** always be a street address. This is the address that will be used for notices and collection agencies (If, for some reason, a patron wants address 2 to be the primary address, make sure to click the radio button to be in front of address 2).

2. Phone: Enter the patron's telephone number in this format:
   586-725-0732
   313-343-2575
   248-524-3538

3.   Day Phone: Can enter a second phone number here if a patron provides one. <u>NOTE</u>: Phone numbers listed here are not the numbers that SVA calls. SVA calls phone numbers in the Phone field above.

4.   Line: This will give you an extra address line to type in apartment, suite or P.O. Box numbers. Do not type in any periods or commas.

5.   Street: Type in the patron's street address. You can enter Post Office abbreviations, such as ST, AVE, RD. Do not type in any periods or commas.

6.   City/State: Type in the patron's city and state. Do not type in any periods or commas. Workflows will accept whatever you type in, so be sure to type the city/state in this format:
IRA TWP MI
TROY MI
CENTER LINE MI

7.   Zip: Enter the patron's zip code. Entering a four-digit postal code is fine (EX. 48047-2002).

8.   Email: Enter the patron's e-mail address in all lower-case letters. If you use capital letters the patron's computer might think it is spam (<u>BE CAREFUL when entering emails</u>. *Be sure to enter email addresses in the email field and not in the zip code field. Also, always use a @ symbol and do not enter any spaces in the email address*). Optional: If a patron requests to have two emails entered in the email tab be sure to enter a comma in between each email address. The patron will receive email notifications to both email addresses.

9.   Location: Leave this blank.

10.   Address 2 and Address 3: These provide some additional fields to add extra data such as a work phone number or a fax number (or a second home).

NOTE: Please do not change the pull-down settings on this tab without asking your systems manager first. Information might not print correctly if you do.

45.1.5.　　　Extended Info Tab

1. NOTE: Enter any free-text notes that you want to appear on a patron's record each time you check out, with the most recent note on top, including date, staff initials, library's three-letter code (These will display with a red "Notes" alert in Display User). Examples might include the following:
   9/08 as SLC PATRON LEFT CARD AT CIRC DESK
   9/08 as SLC Patron needs to pay overdue fine at next visit.
   9/08 as SLC Please be aware that any information in the note field will display for patrons to see in those libraries that have self-check out stations.
   If your library takes care of what is in the note field, be sure to delete the note.
2. COMMENT: Enter any free-text notes that you want to appear on a patron's record, such as the name and/or driver's license number of a responsible parent. These will not appear as a Notes alert on a user's record in Display User.
3. WEBCATPREF: Leave this field blank. We do not use.

4. NOTIFY_VIA: The default is PHONE. If your library uses SVA to notify patrons via phone, then leave this as it is. If your library does not use SVA, then you must replace the word PHONE with MAIL, unless your patron uses email. (Note: If your patron has an e-mail address in the address tab, it does not matter what is in the NOTIFY_VIA field, because they will always get e-mail. **Do not enter E-MAIL in that field**. Just leave it as PHONE).
5. STAFF: Leave this field blank. We do not use it.
6. LOSTITEM: You can ignore this unless a patron has actually lost some library material. Ask your system manager if you should use this or not.

You can add additional notes fields by clicking the Insert Row After helper or the Insert Row Before helper. To delete an entire field, click on the Delete Row helper. Again, ask your system manager if you should do this.

After you have entered all the patron's information correctly, click on the **Register User** button or hit enter.

You will see the user record you have just created. At this point, you can register another user (if you have several patrons to register), modify the user record (if you realize that you have forgotten something or have made a mistake), or close the record if you are finished.

46. Keeping User Records Consistent

ALWAYS enter the patron's information directly from the valid driver's license. This includes the first, middle and last name. Do not depend on the patron registration form alone. Patrons might put different information on the forms. This way, the patron records will be consistent and accurate for ALL SLC libraries.

Hyphens can be used in a patron's last name. Periods are NOT to be used in the user record. Use ALL CAPS when creating a user record. Do NOT use the Preferred User Name field.

When entering a juvenile card, ALWAYS make sure to verify the information from the registration form with their parent/legal guardian -- including the child's full legal name. *REMINDER: when a patron turns 18 be sure to remove any parental/guardianship information in the comment field. Be sure to modify the library card to reflect the patron's own driver's license information.*

When a staff member is modifying a patron's card that needs updating, the expiration date needs to be changed to reflect the new three year expiration date (or whatever expiration date corresponds with the profile name). Be sure not to forget this step. Otherwise, this can be an inconvenience to patrons that update their cards, only to be told they have to update their card again one month later.

47. Working With Add Brief Title At Circulation

(This is NOT to be used for MeLCat brief records)

Check with your system manager to see if your library allows this:
When a staff member checks out materials to a patron, sometimes the following error message pops up: **Item not found in catalog**. The staff member should scan/enter the barcode once or twice more to verify that the barcode scanner is reading the barcode correctly. However, if after doing this, the staff member verifies that the item is not in the system, the staff member should create a Brief Title record.

Steps for Adding a Brief Title at Circulation (NOTE: These are <u>NOT</u> the steps that should be followed by tech services staff in cataloging).

<u>If the staff member is in the Add Brief Title wizard (under Items group wizard):</u>

1. Click on the Add Brief Title wizard.
2. Under Title information, fill in the following fields **IN ALL CAPS**:
   Title (deleting the phrase **REQUIRED FIELD** as you do so)

   DO NOT fill in any additional information such as author, ISBN, etc. These records are fast adds to be used only once for circulation, and they need to be deleted after the item is returned. If a staff member includes any additional bibliographic information, then the record might stay in the system by accident.

3. Under Call Number and Copy information, fill in the following fields:
   a. Call Number: Enter the item's call number, if it is obvious from the book spine.
   b. Item Type: Leave it as **BOOK**, even if it is a piece of audiovisual material. If a staff member selects an item type that their library does not use, it could cause circulation problems. Since everybody uses BOOK, there should be no problems.
   c. Home Location*: It should be set to **CATALOGING**. When the book is returned, circulation staff will see that it needs to be routed to CATALOGING, telling them that the item needs to be sent back to their tech services area.
   d. Library*: The home library should be entered here.
   e. Item ID: The barcode of the item should be entered as the last entry. *If the barcode is accidentally scanned earlier, the brief record will be created before you are finished.*

   *These are both property settings, which can be set up by your system manager.

4. After entering all of the information, click on Add Brief Title. The staff member will now see a screen that has the record created in a gray text. The staff member can select Close, and then proceed to Checkout to check out the item to the patron.