

**CIRCULATION STUDENT ASSISTANT  
POLICIES AND PROCEDURES MANUAL**

The policies and procedures of the library have been developed with careful thought over a long period of time. Student Assistants are considered to be library staff members and are therefore expected to know and to uphold the library policies and procedures. If there is a question about a policy or its interpretation, you should take it to your supervisor or another staff member BEFORE any action is taken. You are encouraged to discuss with your supervisor any policy or procedure which you do not understand. There is a sound rationale for each, but as circumstances change policies and procedures may also need to be revised.

Policies and procedures specific to Student Assistants are as follows:

**PROBLEM REPORTING PROCEDURE**

Any problem concerns and/or issues are first to be brought to your immediate departmental supervisor's attention. If your supervisor is not available, then you should see either the person sitting in for your supervisor during the day, or the Librarian or Reference Staff person on duty during the evening or on weekends. If you feel that the issue has not been resolved to your satisfaction, you may then discuss it with the Library Student Assistant Coordinator (the Assistant to the Director of the Library). If you feel that the issue still has not been resolved to your satisfaction, then you may discuss it with the Director of the Library.

**WORK SCHEDULES AND ASSIGNMENTS**

1. Student Assistants are expected to adhere to the established work schedule throughout the entire academic year. This means that Student Assistants
  - are expected to work Dolphy Day, through the last day of finals and the last day of classes before breaks, etc.;
  - are not allowed to announce to their supervisor that they are leaving early, rather than requesting a change of schedule;
  - are expected to report any changes that effect the work schedule that was established for them at the beginning of the semester (NOTE: If changes are not class-related, the supervisor is not obligated to change the schedule.);
  - are expected to reschedule missed work hours due to illness, exam conflicts, or excused absences;
  - are expected, when ill, to locate a substitute and notify your supervisor or, if after 4:30 p.m. or during the weekend, the Librarian on duty at the Reference Services Desk at extension 4753, that this has been done no less than one hour before your shift begins (you may also be asked to produce a doctor's excuse if illness prevents you from working your scheduled hours).
2. Student Assistants are expected to master in a reasonable time the requirements of their assignment(s).

3. Student Assistants may work up to four hours without a break. If scheduled for four to five hours, they are entitled to a ten minute break (with pay). If they are scheduled for more than five hours, they are entitled to a half-hour break (without pay). Breaks must be scheduled at a time mutually agreed on by the Student Assistant and Supervisor, and may NOT be scheduled at the end of a shift as a means to leave early.
4. Student Assistants who work the public desks will be given library assignments to complete. Student Assistants who work evenings and weekends should check the notebook/mailbox at the public desk for specific assignments.
5. Socializing and/or doing course work are not permitted during work hours. Personal work may be done only if no other work is available, and the supervisor is not present, but the supervisor must be notified. You should make your friends aware of that socialization is not permitted during work hours.
6. Except for visitors on official business, staff members ONLY are permitted in staff areas and offices. Ask your friends to postpone visits until you are finished working.
7. Your dress for work should be consistent with the requirements of good taste. Casual clothing is usually appropriate but shoes must be worn.

#### **TIMESHEETS AND PAYROLL**

- Timesheets must reflect the actual time and hours worked. Misrepresenting any time on the timesheets other than that actually worked is grounds for immediate dismissal. For example, if the student is scheduled to work until 12:00 midnight, but does not leave until 12:15, the timesheet should reflect that and the Student Assistant will be paid for that time. If the Student Assistant is scheduled to work at 9:00 p.m. and does not arrive until 9:20, the time sheet must also reflect that. In general, time is to be reported in no less than 15 minute increments.
- Student Assistants are responsible for filling in and signing their timesheets. A correctly completed timesheet will include the Student Assistant's name, the department account number, the pay period, the dates worked, beginning and ending times, and total hours worked per date, total hours per week, total hours per pay period, and Student Assistant signature.
  - Timesheets cannot be submitted to Payroll without a signature.
  - Paychecks are issued every two weeks on the Friday following the Monday that starts the new pay period. Student Assistants can pick up their paychecks at the Payroll Office in Grewen Hall.

**LIBRARY RESOURCES**

It is expected that staff members will take no privileges regarding the use of the library, facilities, and resources that are not offered to the general college community. This includes the following:

**Telephones**

- Telephones at the public desks are used strictly to conduct library business. Public and intercampus telephones are available in the library for library patrons to use for personal calls.
- Student Assistants may use the telephone at their work station as well as the telephone in the Staff Lounge to make local telephone calls **less than one minute** in duration. If telephones are misused for local telephone calls longer than one minute or for long distance calls, Student Assistants will be charged **the cost of the telephone call as well as a \$10.00 fine for EACH telephone call inappropriately made by the Student Assistant** for misuse of college resources. Incoming personal calls are discouraged, but will be tolerated if they are kept at a minimum in number and duration.
- Transferring phone calls: push the flash button, then push the four digit phone number, then push the talk button. You may wait for the phone to be answered if you wish but it is not required. **All questions about reference (4330), or media (4329), or hours (4153) must be transferred.**

**Library Staff & Phone Numbers**

Academic Support Center ASC	4118	Inga Barnello	Social Sciences	4326
Father Bosch Archivist	4732	John Butcher	Circulation Sup	4681
Yvonne Caine HEOP/AHANA	4194	Robert Cook	Asst Lib Dir	4320
Patrick DeFazio ASC	4149	Bernado DeSavio	Dir ASC	4118
Sophia Harris Acquisitions	4327	Pam Jureller	Media/Seals Sup	4751
Elizabeth Lukacs Bus & Mgt	4322	Patty Mason	Cat & Acq	4323
Gretchen Pearson Public Service	4154	Michael Poulin	Sciences & Elec	4332
Reference Office	4753	Betty Schindler	Cat Asst	4324
James Simonis Director	4321	Susan Spence	Education	4126
Wayne Stevens ILL	4333	I-Chene Tai	Cataloging	4331

**Office Equipment**

- Staff typewriters, microcomputers, photocopy machines, etc. are for official college business. They may not be used for personal work. If problems occur due to personal use of equipment then the standard disciplinary action will not apply. Instead, the Student Assistant will be immediately terminated from their Library employment position.

## **ILLNESS / ABSENCES**

### **Short-Term Illness/Absences**

The Student Assistant is responsible for finding a substitute to cover scheduled hours and notify your supervisor **in writing** that this has been done. This information will be posted on or near the work schedule.

The **substitute** then becomes responsible for that scheduled time slot, and if unable to work must, in turn, find another substitute and post that information **in writing** next to the schedule.

If you are not able to locate a substitute after making a serious effort or in case of a grave emergency, call your supervisor or, if after 4:30 p.m. or during the weekend, the Librarian on duty at the Reference Services Desk at extension 4753, and advise them of your difficulty. This must be done as soon as possible, but not less than one hour before your shift begins.

**NOTE:** If the above steps are not taken, or if the substitute you find does not work, you are responsible for your scheduled hours and will be considered delinquent if you or the substitute do not appear and you will receive the applicable disciplinary action.

### **Long-Term Illness/Absences**

In the event that Student Assistants experience an illness of long-term duration (i.e., more than two weeks), or an illness that causes frequent and unexpected absences, the supervisor will evaluate the situation and select one of the following courses of action based on the needs of the library and circumstances specific to the illness:

- if possible and available, assign other Student Assistant(s) to fulfill the work schedule requirements of the Student Assistant who is ill until the Student Assistant can return to work; or
- hire a temporary worker to fulfill the work schedule requirements of the Student Assistant who is ill until the Student Assistant can return to work; or
- permanently hire another Student Assistant and terminate employment of the Student Assistant who is ill/absent.

Under no circumstances does the library guarantee continued employment for Student Assistants. Supervisors will make every effort to retain positions for which Student Assistants are hired or reassign Student Assistants to other positions and/or departments if/when long-term illness(es) and/or frequent, unexpected long-term absence(s) occur. However, neither supervisors nor the library in general are under any obligation to make such arrangements.

## **GENERAL BUSINESS**

It is your responsibility as a staff member to provide efficient and courteous service. Occasionally someone may become disagreeable, make unreasonable demands, or ask that you disregard established policy. It is important that you know the policy and explain it courteously. Should the person be unwilling to accept your statement, contact your supervisor immediately

and explain the situation. The supervisor will come to your assistance and try to solve the problem but it is essential that the supervisor understands from you what has occurred.

If you are in doubt about any procedure or policy, it is your responsibility to consult the manual or ask for help. Please do not guess about the way in which something should be done. It is acceptable to say you don't know but will find out--then do.

Student Assistants should direct all reference questions to the Librarian, Reference Assistant or Student Assistant on duty at the Reference Desk. Reference questions include those inquiries requiring the use of reference tools, such as periodical indexes and abstracts, the catalog, dictionaries, encyclopedias, locating reserve materials, SIMON applications, etc.

By adhering to New York State Law, the Library maintains the confidentiality of circulation records: **under no circumstances will the staff disclose the borrower's name without the borrower's consent.**

Student Assistants should report to a Librarian any instances of theft or abuse of library materials or property. The Circulation desk student assistant together with the Reference student assistant must fill out a theft report at the time of the reported incident.

The use of tobacco is not permitted anywhere in the Library. This policy applies to staff and patrons alike. People found using tobacco in any form will be asked to dispose of it or leave the library.

In order to protect the library materials, food and drink are not permitted anywhere in the library except the staff and student lounges. Since you are responsible for enforcing the rules of the Library, it is vital that you follow them as well. Food and drink may be confiscated unless the patron immediately moves to dispose of it or moves to the lounge or leaves.

## **DISCIPLINARY ACTION**

Disciplinary action may be taken against the Student Assistant for violation of Library policies and procedures. While any action is at the discretion of the supervisor, in general disciplinary action will be carried out as follows:

- First violation may result in a verbal warning
- Second violation may result in a written warning, a copy of which will be sent to the Financial Aid Office to be included in the Student Assistant's file.
- Third violation may result in dismissal from the position held at the Library.

## **CAUSES FOR TERMINATION OF EMPLOYMENT (CIRCULATION STAFF)**

- Failure to show up for assigned shift without calling and/or finding a substitute (second offense)
- Leaving the desk prior to a shift change without permission (check with supervisor or reference desk)
- Stealing money from the fines drawer
- Checking out material(s) to a patron without an ID
- Checking out material(s) to the same patron after the material(s) is overdue

- Continued abuse of the public phone for personal phone calls

## **AWARDS AND RECOGNITION**

### **Theresa A. Santillo Student Assistant of the Year in Public Services**

### **Theresa A. Santillo Student Assistant of the Year in Technical Services**

The Theresa A. Santillo Student Assistant of the Year in Public Services and in Technical Services awards are given at the end of each academic year to two students whose work assignments fall within either the Public Services or Technical Services areas. Supervisors can nominate Student Assistants for these awards if a Student Assistant **consistently** demonstrates a **high** level of exemplary performance and a **strong** commitment to serve the Library in such a way that the quality of services provided by the Library are enhanced.

The award consists of a cash award and the engraving of the student's name onto the appropriate Student Assistant of the Year plaque which is displayed in the Library. These are presented at the annual end of year Student Assistant appreciation brunch.

### **Gift Certificates**

Student Assistants also have the opportunity of being awarded \$5.00 gift certificates valid at either the Dolphin Den or the Dining Hall. Supervisors may request gift certificates for any Student Assistant who **consistently** demonstrates a **high** level of exemplary performance and a **strong** commitment to serve the Library in such a way that the quality of services provided by the Library are enhanced. Examples by which Student Assistants can be awarded gift certificates include repeatedly filling in for other Student Assistants unable to meet schedule commitments, making a suggestion that improves the library operations or possibly having perfect attendance with no late or absent days from work.

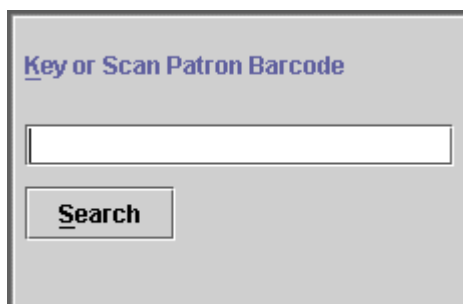
## CIRCULATION PROCEDURES

You are a valuable employee for the Noreen Reale Falcone Library and Le Moyne College. We depend on you to circulate material(s) to our patrons who frequent the library. It is imperative that you come to work prepared to work and at the time(s) assigned. You will receive approximately 8 hours of training before you are assigned to work a shift by yourself. If you feel this is not enough training or you want additional training please contact John Butcher @ 4681.

Upon arrival for your shift you must login on the computer. This requires you to know your **Novell** login and password. Once you login you must open **Millennium**, our software program for the library. This also requires a login and password. The first login in and password is (**milcirc/milcirc**). The program will then begin to open. The circulation module will open up for you and then ask for your login and password. The login is your last six letters of your last name followed by your first and middle initial. The password is (new) unless you have changed it. Now you are ready to begin helping patrons. **Remember that materials may not be renewed once they are overdue. They must be checked in and put on the shelf for a day. After that the patron may check them out again.**

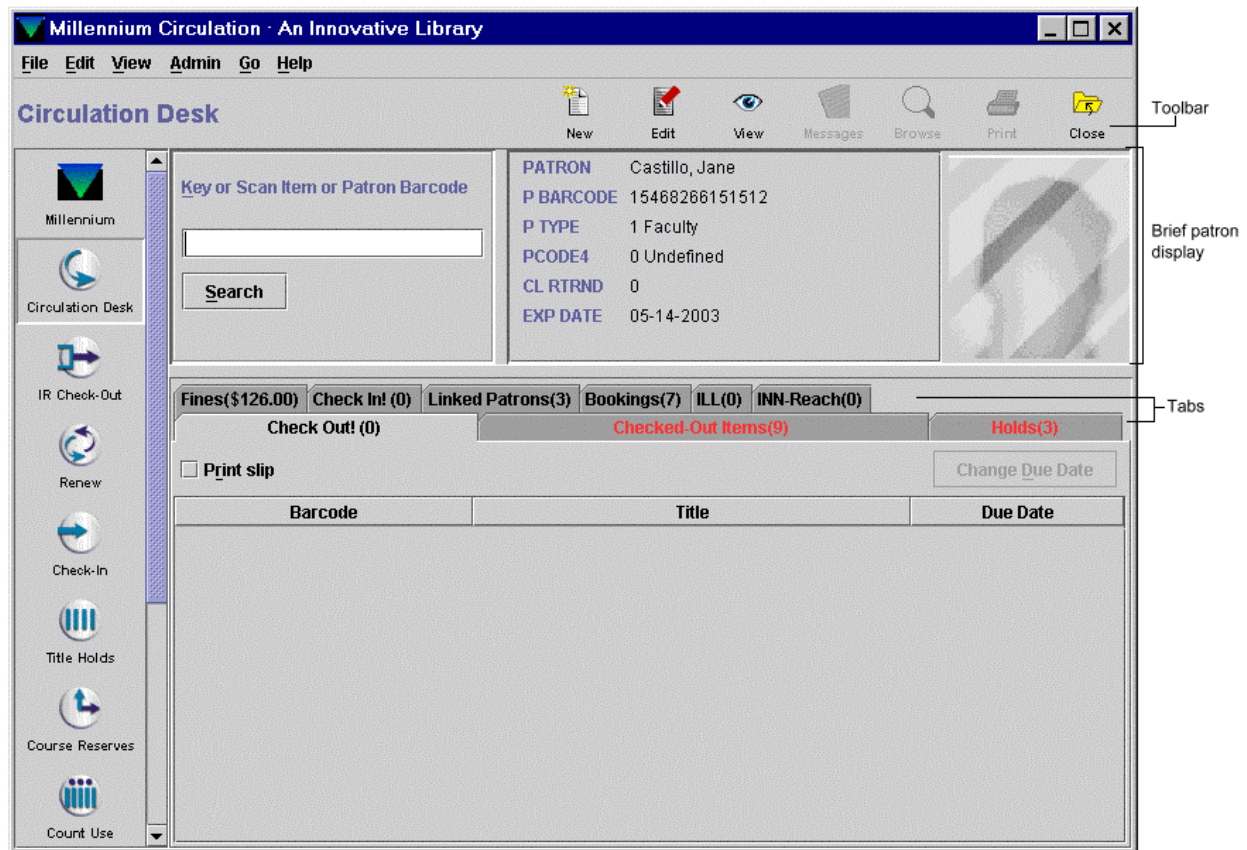
### CheckOut:

We require either a College ID or a Special Patron card to check out material(s). **Remember that we will not accept a driver's license or keys as a substitute.** The student life office located in the student center on the second floor issues all college ID's. They are open extended hours at the beginning of each semester.



The image shows a screenshot of a software interface. At the top, there is a header that reads "Key or Scan Patron Barcode". Below this header is a large, empty rectangular input field. Underneath the input field is a button labeled "Search". The entire interface is set against a light gray background.

**Step 1.** Politely ask them for their ID. Using **Millennium**, click on the circulation desk icon. The cursor should then be flashing in the box on the screen. Hold their ID under the laser scanner and wait to hear it beep. This means that the barcode has been scanned. If for whatever-the-reason the barcode does not scan, you may type in the number. Either way **Millennium** will bring up the patron's record. You will see their information in the box on the right hand side of the frame.



**Step 1(a).** If the patron does not have a college ID and he/she is a student: Politely tell them to get one at student life. If they want to argue with you: either get Mr. Butcher or send them over to the reference desk. When they return with their ID you will need to have an override done so ask Mr. Butcher, a librarian or a reference assistant for help.

**Step 1(b).** If the patron's barcode is blocked (expired, long overdue material(s), or owes too much money) ask Mr. Butcher, a librarian or a reference assistant for assistance. They will tell the patron what they need to do before they will be allowed to check out material(s).

**Step 2.** Now you may proceed to scan in the material(s) that the patron wants to check out. After scanning in the barcode of the item, push the feed button on the receipt printer and tear off the receipt. The receipt is then placed in the book pocket of the item. Repeat this action for each item. **Always inform the patron when the material(s) are due.**

**Step 2(a).** If the barcode of the item is not found in **Millennium**, will take you to another screen to create an item record (**On the fly**). We do not have authority to perform that function. We simply tell the patron they will be contacted (**normally within 24 hrs**) after the item is input into the catalog. Fill out a florescence (green) form with the patron's name and phone number and place the item on top of the file cabinet.



When you successfully retrieve an item record, Millennium Circulation determines the Loan Rule to apply to the check-out.

The patron type (the patron record's P TYPE value)

- The item type (the item record's I TYPE value)
- The item location (the item record's LOCATION value)

Fines(\$21.00)			Check In! (0)			Linked Patrons(0)			Bookings(0)			ILL(0)			INN-Reach(0)		
Check Out! (3)						Checked-Out Items(3)						Holds(0)					
<input type="checkbox"/> Print slip												Change Due Date					
Barcode				Title				Due Date									
31822001494020				James Beard's Fowl & game bird cookery / designed ...				May 01 2000									
31822024234718				Eagles of the world / Leslie Brown.				May 01 2000									
31822026382556				The New York times weekend cookbook / Jean Hewitt.				May 01 2000									

**Step 3.** The final step in the check out process is to desensitize the item(s). You do this by rubbing the spine of the item on the parchment colored brick. If the item is a paperback, spiral bound or very thin book you need to do both the top and bottom of the book. The magnetic strip is in the item rather than on the spine. Make sure you keep the metal away from the brick or else it will adhere to it.

**Step 4.** Once the patron leave with their checked out material(s) you need to clear the screen for the next patron. This is accomplished by moving the cursor to the close icon. This removes the patron from the display but leaves you in the circulation desk.

**Check In:**

<b>Key or Scan Item Barcode</b>	
<input type="text"/>	
<input type="button" value="Search"/>	
<b>Check-In Date</b>	<b>Fines</b>
Wed Apr 26 2000 <input type="button" value="Backdate"/>	Total: <input type="text" value="\$0.00"/>
	<input type="checkbox"/> <b>Waive charges on items being checked in</b>

**Step 1.** Check the book returns for materials that require checking in. Run each one alone the sensitizing machine located above the inside book return. This will re-magnetize the material. You will know that the item is magnetized when the green light comes on. Check all items when the light does not come in by walking through the exit control gates. If it goes off then the item may be checked in and put in the pre-shelving area. Otherwise place the item with a note on it on the top of the brown file cabinets.

**Step 2.** Select the check in icon located on the left-hand portion of the screen. **Millennium** will take you to the check in screen. This simply changes the information that is displayed. Now you are ready to proceed and check in the items. Place the barcode of the item under the laser scanner and wait for the beep. This tells you that the system read the barcode. You now must look at the screen to determine if the item was checked in. The monitor will display the barcode and patron's name. Repeat this process for all the material(s) that require checking in.

**Step 2(a).** If a message is displayed on the screen in place of the name proceed as follows:

**2 hours in library check in Yes/No --Yes**

**No record found with b20431002539477 – OK  
(fill out florescence green form) leave on file cabinet**

**Material billed reduce amount owed Yes/No – Yes**

This will check the item in and reduce the amount for this item to \$5 or the billing fee

**The computer will then ask if you want to print out a slip for the reduced amount**

**Yes/No – No**

After you type Y or N the computer will go ahead and check in the item.

You may also check in materials while the patron is present. This will allow you to print out a receipt and also to collect fines.

The screenshot shows a software interface for a library system. At the top, there are several tabs: 'Fines(\$0.00)', 'Check In! (0)', 'Linked Patrons(0)', 'Bookings(0)', 'ILL(0)', and 'INN-Reach(0)'. Below these are three main sections: 'Check Out! (0)', 'Checked-Out Items(0)', and 'Holds(0)'. The 'Check In!' section is active, showing a 'Check-In Date' of 'Mon Apr 24 2000' and a 'Backdate' button. To the right, the 'Fines' section shows 'Total: \$0.00' and 'Amount selected: \$0.00', with buttons for 'Collect Money' and 'Waive Charges'. A checkbox for 'Waive charges on items being checked in' is present. At the bottom, there is a 'Print receipt' checkbox and a table with columns: 'All', 'Barcode', 'Patron Name', 'Amount Due', and 'Status'.

Now just scan in the barcodes of the materials that the patron is returning. Notice that some of the boxes are not highlighted. If any of the materials you check in have reached the stage where the patron has been billed, after scanning in the barcode the system will check the item in and indicate what if any charges have accrued.

The screenshot shows the same software interface as above, but with updated data. The 'Fines' tab now shows '\$1.25' and the 'Check In!' tab shows '(2)'. The 'Checked-Out Items' section now shows '(2)' in red. The 'Fines' section shows 'Total: \$1.75' and 'Amount selected: \$0.00'. The table at the bottom now contains two rows of data:

All	Barcode	Patron Name	Amount Due	Status
<input type="checkbox"/>	31822023891286	Friedman, Raymond	\$1.75	7 hours overdue.
<input type="checkbox"/>	31822026098442	Friedman, Raymond	\$0.00	

Now you may go ahead and collect from the patron provided they have money and want to pay. Simply put the cursor over the small square on the left hand side of the page for each item they want to pay. This will then unmask the collect and waive boxes so you may collect the patron's money. Both of these will ask you for your user name and password. All circulation students are authorized to collect money. Your password is the last six letters of your last name with your first and middle initial. The temporary password is new.

All Circulation Services and Reference Services staff must view the Exit Control video (located at Media: Video Record 932 and Guide).

In the absence of the Circulation Services Supervisor, the person on duty at the Reference Services Desk will monitor the procedure. If a patron sets off the alarm, please follow these procedures, remembering at all times to remain calm, diplomatic, and tactful (it may be our fault). Patrons often emote embarrassment or anger, and it is your responsibility to control the situation.

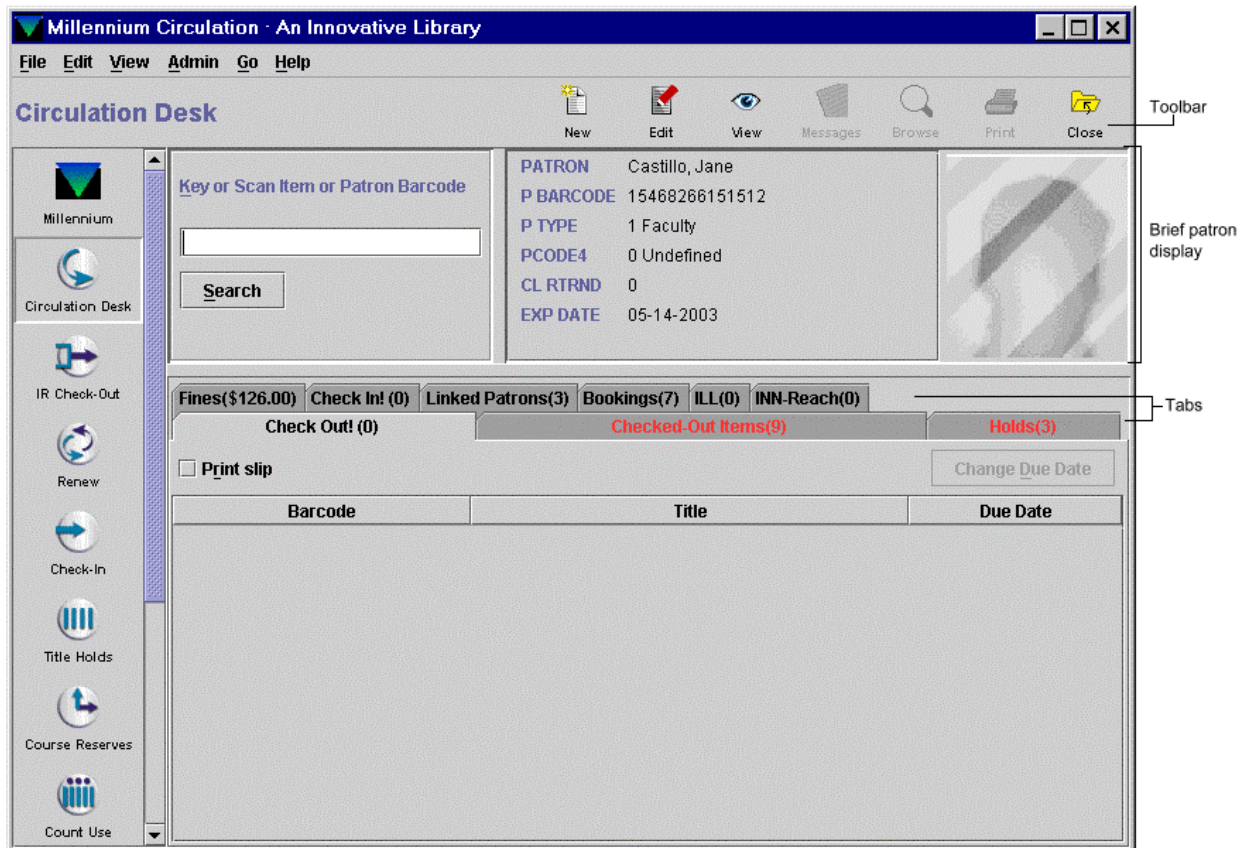
- NEVER assume that the system is broken or "mistaken"--something has set off the alarm, and it is your responsibility to find out what.
- Ask the patron(s) to come back into the library.
- Ask if the patron has any library materials.
- If materials have just been checked out, make sure that all have been desensitized--BUT be sure that they have actually been checked out (a favorite trick is to hide a book not checked out among the books that have been checked out in order for it to be desensitized).
- ILL materials are not desensitized, pass them around the gate.
- Media are not desensitized, pass them around the gate after insuring that they were checked out
- Have the patron walk through the gate with the belongings again.
- If the alarm still goes off, other contents of the person's bag or possessions should be examined.
- Separate the materials, if nothing else is apparent, and have the patron walk through the gate with the items
- Do not lean over and pass the materials through the gate, and do not allow the patron to thrust the materials at the gate--the patron must hold the materials and walk through.
- If the alarm is set off, examine the items carefully (pages may have been ripped from a journal).
- After you have examined all of the items and found nothing, ask the patron to walk through the gate alone.
- If the alarm continues to sound when patron walks through the gate with materials, and you have carefully examined everything, allow the patron to leave and write the report as unexplained.
- If library materials are found on the patron, a report must be written, asking the patron for identification, and including names of anyone else involved.
- Fill out the form as completely as possible: include your impressions of the patron's reactions, and as much detail as possible.

**CALL SECURITY IF:**

- the patron refuses to cooperate
- the patron becomes aggressive or unpleasant
- the patron is not a Le Moyne student

### Collecting fines and charges

- go to the circulation desk module,
- scan patron's barcode



- select the fine(s) folder, this will display the item(s) that have fines

- put a check mark in each box for each fee the patron wants to pay (by placing the cursor in the box and left clicking with the mouse), then click on the fines button
- this requires a user name and password
- a box will display with the dollar value of the fines selected. If this is the amount the patron wants to pay then click **ok**

<b>Fines(\$7.00)</b>	<b>Check In! (0)</b>	<b>Linked Patrons(0)</b>	<b>Bookings(0)</b>	<b>ILL(0)</b>	<b>INN-Reach(0)</b>
<b>Check Out! (0)</b>		<b>Checked-Out Items(7)</b>			<b>Holds(0)</b>
<b>Total:</b>	\$7.00	<input type="button" value="Collect Money"/>		<input type="button" value="Waive Charges"/>	<input type="button" value="Add Charge"/>
<b>Amount selected:</b>	\$0.00	<input type="button" value="Fines Paid"/>		<input type="button" value="Patron Notes"/>	
<b>All</b>	<b>Status</b>	<b>Title</b>	<b>Location</b>	<b>Amount</b>	
<input type="checkbox"/>	OVERDUE	Frog and Toad are friends	co4tg	\$7.00	

- If amount is \$30 or more, or if the patron is a special patron (\$2.50 or greater)
  - You must be authorized to collect or waive the charges
  - You will be asked for your user name and password (Mr. Butcher, librarian or reference assistant will have to be called for assistance)
  - Collect money.
- Receipt is given to the patron.
- "Fines Collected" form is filled out
- All moneys are given to the Administration Dept. or placed in the Circulation Services locked drawer.
- Write "paid" on any paperwork at the Circulation Desk.
- Fines and service charges are not refunded, unless the charges were our error.

Typically, patrons place holds when all the requestable copies of an item that they want are checked out. Holds cannot be placed for items with status other than '-' available, (e.g., MISSING, BILLED, LIB USE ONLY, etc.) In the case of items that already have holds, the INN-Reach Circulation hold will be added to the end of the existing hold queue. INN-Reach Circulation holds operate in exactly the same manner as holds

placed for items at the Local Site; the hold is filled in the order in which it is received, unless library staff manually re-sequence the local holds.

For multi-volume works (i.e., there is volume information in the item records attached to the title), the patron chooses the item. The patron specifies the desired volume and copy after the INN-Reach System verifies the patron. See the section on [item selection](#) for more information on item selection with a multi-volume work.

1. If the patron's record is not already displaying, [retrieve it](#) from your Innovative database.
2. View the Holds tab:
  - o click on the Holds tab, *or*
  - o choose the Circulation Desk | Holds option from the Go menu, *or*
  - o press F7.

In the Holds tab, Millennium Circulation displays the holds that are active for the current patron. For example:

Fines(\$1.25)		Check In! (2)		Linked Patrons(0)		Bookings(0)		ILL(0)		INN-Reach(0)	
Check Out! (0)				Checked-Out Items(2)				Holds(3)			
<input type="button" value="Add Holds"/>		<input type="button" value="Cancel Holds"/>		<input type="button" value="Modify Holds"/>		<input type="button" value="All"/> ▼					
All	No.	Barcode	Call Num	Location	Title	Pickup At	Status				
<input type="checkbox"/>	1	b41822003038476	VT D121	mmed	Dad [videorecording] / Amblin Entertai...	co4tg	03-08-0...				
<input type="checkbox"/>	2	31822026267393	362.734...	mstk	We take this child; a candid look at mo...	co4tg	AVAILA...				
<input type="checkbox"/>	3	COPY RTD SOONE...	658.916...	listbeco4...	Retail business management [by] Kar...	co4tg					

3. Choose the Add Holds button. Millennium Circulation opens a new search window.

- Now you can search for the item, which the patron wants to have held. You may put the cursor on the down arrow to get additional search options i.e. (author, subject, barcode). Once you find the item being requested by the patron you click on the hold this item and another sub box pops up.

i1142318 Checked out on 04-24-2000 14:35 to Castillo, Sonya due on 04-26-00

Item Summary (1) 0 Bib-Level Holds 0 Item-Level Holds View Item

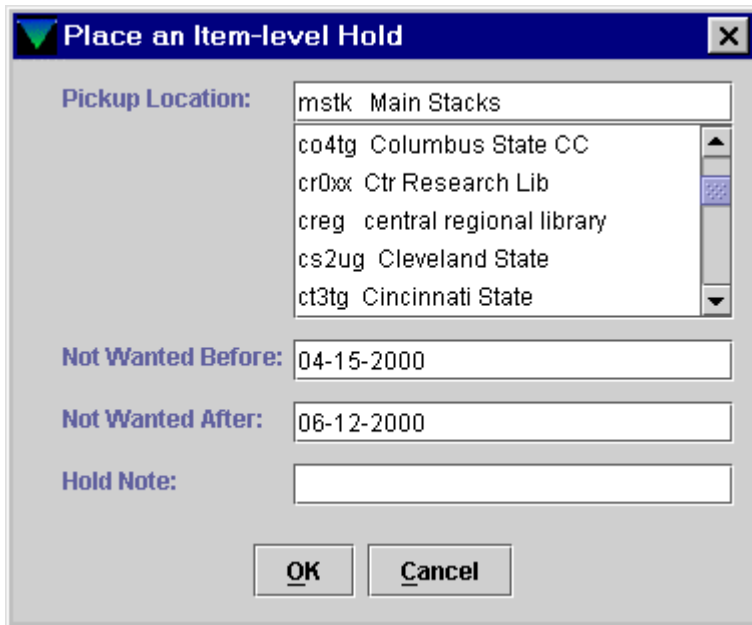
Hold Copy Returned Soonest Hold Selected Item Transfer Holds All

Recnum	Call Num	Barcode	Location	Due Date	Hold Count
.i1142318	c.1 641.58 A573	31822026353490	mstk	04-26-00	0

- If this is the item the patron wants to be held, then choose **hold selected item**.



Another drop down box will be displayed, which you need to input information.



The screenshot shows a dialog box titled "Place an Item-level Hold". It contains the following fields and controls:

- Pickup Location:** A dropdown menu with the following options: mstk Main Stacks, co4tg Columbus State CC, cr0xx Ctr Research Lib, creg central regional library, cs2ug Cleveland State, and ct3tg Cincinnati State.
- Not Wanted Before:** A text input field containing the date "04-15-2000".
- Not Wanted After:** A text input field containing the date "06-12-2000".
- Hold Note:** An empty text input field.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

Pickup location is changed to none. Then place a date in the **not wanted after date**. This is the date the patron states the material will no longer useful to them.



The screenshot shows a dialog box titled "Place Hold for an Available Item". It contains the following controls:

- A green question mark icon on the left.
- A button labeled "Place hold and change status to MISSING".
- A button labeled "Place hold".
- A button labeled "Cancel".

Finally, go ahead and place the hold.

**Attached Receipt Printer**

Whenever the receipt printer runs out of paper, millennium will freeze up and no longer work. You will no that the printer is about to run out of paper when you see green marks down one side or the other. If possible go ahead at that time and change the paper. You may check a few more patrons out but be aware that you will need to change the paper soon.

The way that is done is to open the printer top and remove the plastic roller with any remaining paper on it. Get another roll of paper from the supplies drawer (large drawers) to the left of the circulation terminal. You need to tear the roll so the paper will have a smooth and even line. This is necessary since the end is glued to the roll. Once you have a smooth and even tab (loose end), place the roll of paper in the slot in the rear of the printer. Take the loose end (tab) of the roll and thread it toward you under the black piece of plastic. It should catch and pull more paper through. Even if it does not thread the printer will make sounds as if it is going to. If the first time it does not thread then keep trying or take the roll out and put it in the opposite way. **There is a diagram on the back cover and we will practice this also.**

### Hot Points

- Questions about fines and fees must be transferred to Mr. Butcher. **Do not make any statements about fines or late charges.**
- Overdue materials may not be renewed or brought back and checked out again to the same patron without being shelved for a day. **This offense will cause you to be fired.**
- It is not **OK** for a patron to keep materials out once they are overdue. This means they are monopolizing the materials and other patrons cannot use them. They should be told that they may be charged fine if materials are not brought back immediately.
- You need to physically check the shelves for reserve materials prior to telling a patron that material is not here. It could be miss shelved or on top of the file cabinets or in the book return or in the pre-shelving shelves. **Look – - look – - look - - look**
- Our phone is for business calls not **personal calls**. You may make a short out going call of 2 minutes or less. Also you should not be on the phone with family or friends for more than 5 minutes. Tell them you will call them back when you get off.
- Everyone must logoff or change the initials when they arrive for work. This will ensure that you have the proper authorizations in **Millennium**.
- Please show up for your assigned shift approximately 5 minutes prior so you will be ready to work and the previous assistant can leave on time. This also will allow for messages or problems to be passed on to the next shift.
- Whenever you need to leave and the next assistant is not there you may not just leave. **You must check with either Mr. Butcher or the librarian or the reference assistant. This is another offense that will cause you to lose your job.**