

**BRANCH**

**LIBRARY**

**PROCEDURES**

**MANUAL**

## **INTRODUCTION**

The Chinook Regional Library was established on June 1, 1971. It serves the people of southwestern Saskatchewan, covering an area of 19,286 square miles or 49,949 square kilometres. This public library service can offer the people an opportunity to acquire material for information and enjoyment. It is an essential part of the community. The branch librarian in each community is the contact with the public, and is, therefore, the most essential worker in the library system. The Chinook Regional Library depends on its branch librarians to carry out its programs of service to the area.

This manual is designed to help the branch librarian be as efficient as possible, with a broad understanding of what library service really involves.

## **CENSORSHIP OF BOOKS**

The public library is expected to provide all types of informational and recreational material for all segments of the community. A good children's collection is provided; however, children may use the whole collection. It is the parents' responsibility to prohibit certain types of collection use for their children if they so wish. It is not the library's responsibility.

Unless a book is officially prohibited from entering the province, ordinarily it cannot be removed legally from library shelves. If an individual objects very strongly to a particular book, give them a copy of the report form (Figure #1) provided by Headquarters so that a personal complaint can be documented.

## **BRANCH STAFF**

### **Job Description (All branch library staff)**

**1. *Kind and level of work:***

Branch Staff perform a great variety of clerical tasks, requiring a thorough knowledge of branch library procedures. Training generally takes place at the local branch. New employees work together with trained staff for the number of hours the library is open in a one week period. They must work with considerable independence as they become more familiar with prescribed procedures and regulations.

These employees will be responsible to the Assistant Director and the Regional Director.

**2. *Typical duties:***

05/2007

- a) To carry out all aspects of prescribed circulation procedures.
- b) To slip and shelve returned books, new books, etc.; to shelf read.

**CHINOOK REGIONAL LIBRARY**

**COMPLAINT FORM**

**Author:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Call Number:** \_\_\_\_\_

**Where borrowed:** \_\_\_\_\_

**Reason for objecting to material:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SEND TO:** **Your name:** \_\_\_\_\_

**Chinook Regional Library** **Address:** \_\_\_\_\_

**1240 Chaplin Street West** \_\_\_\_\_

**Swift Current, Saskatchewan** \_\_\_\_\_

**S9H 0G8** **Signature:** \_\_\_\_\_

Date: \_\_\_\_\_

**Figure #1 Complaint Form**

- c) To carry out all aspects of interlibrary loan procedures.
- d) To keep all necessary statistics.
- e) To carry out all prescribed registration procedures.
- f) To perform a certain amount of simple reader's advisory work.
- g) To organize and run a variety of library programs.
- h) To do all necessary preparation for a block exchange and regular procedures following the exchange.
- i) To initiate correspondence to and answer correspondence from Headquarters, Provincial Library, other branches, etc.
- j) To act as secretary (non-voting member) to the local library board.
- k) To retrieve mail from the Post Office as well as the electronic version (e-mail).

**3. Required knowledge, abilities and skills:**

- a) Ability to learn tasks readily.
- b) Ability to work well and efficiently without constant supervision.
- c) Good working knowledge of spelling, composition, grammar, and arithmetic.
- d) Ability to relate well to the general public and colleagues.
- e) Ability to attend and participate in workshops, in-service training, etc.
- f) Ability to work comfortably with a computer.

**4. Desirable experience and training:**

- a) Library experience an asset but not necessary.

Some libraries are equipped with computers and additional software. In addition to the above duties, the following duties must be performed by branch library staff. Staff members at automated branches operating Integrated Library Software are allowed the equivalent of two weeks of opening hours for training.

**Automated Branches (ILS) Integrated Library Software****1. Typical duties:**

- a) To carry out library procedures almost exclusively on the computer.
- b) To register new borrowers using the library software program.
- c) To check out books using the computer program.
- d) To check in books using the computer program.
- e) To run library book request reports using the computer program.
- f) To run library overdue reports using the computer program.
- g) Manage the interlibrary loans for library patrons using the Interlibrary Loans software program.
- h) Report to headquarters statistics not available through the computer software e.g.

- unprocessed paperbacks and magazines.
- i) Ability to send and retrieve electronic messages (e-mail).

**2. *Required knowledge, abilities and skills:***

- a) Ability to work comfortably on a computer.
- b) Ability to check library catalogues and other e-library tools **online**.
- c) Ability to send and retrieve electronic messages (e-mail).
- d) Ability to learn and manage new electronic programs as presented e.g. Interlibrary Loan software and Canada Post Shipping Tool.

**Non automated branches (computer but no ILS)**

**1. *Typical duties:***

- a) To manage Interlibrary Loans software program.
- b) To submit borrower registrations to Headquarters. Library cards are issued to all borrowers through Headquarters or any other automated branch library. Library card numbers and PIN numbers are issued to all borrowers.

**2. *Required knowledge, abilities and skills:***

As listed above for Automated Branches.

## **GENERAL OPERATION OF THE BRANCH LIBRARY**

The success of the library service in the community depends, to a large degree, on the branch librarian. How he or she operates the library spells success or failure. Please note the following points concerning the general operation of the library:

### **I. Appearance of the library:**

1. It is important to keep the general appearance of the library inviting to the public.
  - a) Work with the local library board respecting painting, lighting, decorating, display area, need for bulletin boards, etc.
  - b) Think about methods and ways in which volunteers and students can help with the appearance of the library.
2. Displays, notices, etc. Can you get a local group or individual to handle displays, etc.?

### **II. Getting the library ready for the public:**

1. Turn on the computer(s).
2. Change the date due stamp.
3. Make sure that desks and tables are clear of excess material.
4. Please **do not** keep old bookmarks and pamphlets. It is a good idea to place new bookmarks in the books as they are being checked out.
5. Old posters and announcements should also be removed from walls and bulletin boards.

### **III. Closing the library:**

1. Tend to any rush requests.
2. Make sure that all computers are turned off.
3. Take care of filing any cards and recording the circulation stats if necessary.
4. Shelf books if time allows.

### **IV. Customer service:**

1. Be as helpful as possible.
2. Remind patrons about getting material through interlibrary loan.
3. Mention the e-library services available through our web site.
4. Mention that these services are available on home computers and are all accessible by use of the library card number and pin number, provided at time of registration.

### **V. Fines, Lost library material and Damaged books**

There are no fines charged for overdue books, however there is a \$1.00 service charge per item when a final overdue transaction occurs.

## Automated branches

### Service Charge:

1. Four weeks after an item is due a \$1.00 lost processing fee is charged on the patron's account.
2. The \$1.00 fee is charged for each item not returned. At this time the item has been in circulation for at least eight weeks.

### Lost library material:

1. Four weeks after the due date the price of the lost item is generated against the borrower's name. Added to the price of the item is the \$1.00 service charge.
2. At this time the library circulation system considers the item to be LOST.
3. When money is collected for lost library material, the payment is entered on the borrower's account and a receipt is generated from the library circulation software.
4. It is recommended that a written receipt be issued for your own record.
5. The money, along with the block and circulation card, should be sent to headquarters. This can be done at the time of the block exchange or via the courier.

### Damaged books:

1. Damaged library material should be checked in using the 'damaged mode'.
2. The price of the material has to be added to the patron's account. This has to be done manually. The damaged mode does not automatically enter the price of the damaged material.
3. Once the damaged material has been paid for the patron may keep it if they so choose.
4. A receipt should be issued to the patron.
5. The money along with the block and circulation card should be sent to headquarters. If the patron does not want the damaged material, it should also be sent to headquarters.

## Non- automated branches

1. Circulation records should be checked regularly for overdue books.
2. Once the material is 6 weeks overdue a 'six week overdue form' should be completed giving all the necessary information.
3. The form along with the circulation card and block card should be sent to headquarters.
4. Headquarters staff will generate an official overdue using our circulation software.
5. This invoice will be mailed to the patron listing the lost material and giving the price of each item. The \$1.00 service charge will be added to the cost of each lost item.
6. If the material is returned after the issue of the invoice, it should be sent to headquarters so that it can be removed from the patron's account.
7. If material is paid for at your branch a receipt should be issued to the patron.
8. The money and a full explanation of the transactions should be sent to headquarters. Headquarters staff needs to know who paid for what and how much was received.

## VI. Circulation Policy

1. Chinook Regional Library policy states that it will accommodate a debt of up to \$10.00 before service is refused.
2. This policy applies to borrowers at all of our service points, including direct mail borrowers.
3. If there are debts to be cleared, immediate action will speed up the resumption of library service.

## VII. Refunds

Borrowers who have found material previously lost and paid for, are eligible for a refund. However, refunds are made only if it is within **one year** from the original due date.

## VIII. Regular contact with Headquarters.

1. *Daily:*
  - a) requests and interlibrary loan transaction reports, mostly via e-mail
2. *Monthly* (at the end of each month):
  - a) circulation statistics, mostly in the form of charts sent via e-mail
  - b) time sheets, mostly in the form of charts sent via e-mail
  - c) petty cash receipts
3. *Before block exchanges:*
  - a) requests for supplies, mostly sent via e-mail and directed to the driver
  - b) type of extra block(s) needed
  - c) special block needs
4. *Regularly as required:*
  - a) Leave of Absence form
  - b) lost or damaged books
  - c) six-week overdue notices
  - d) donations to be catalogued

## IX. Courier Service

Libraries taking advantage of the courier service have the freedom to send books and other pieces of information to headquarters whenever the courier delivery takes place. In turn headquarters staff can send out to the branches on our courier list any materials needed to be sent. This along with e-mail keeps the communication between branches and headquarters very open and efficient.

## X. Shelving:

The collection is of little value unless books can be located; hence, the necessity for good shelving practices.

### 1. *General procedures:*

- a) Shelving is from left to right on the shelf.
- b) Shelf top to bottom in a section.
- c) Mark sections clearly.
- d) Large or oversize books may be shelved separately.
- e) The spine of the books is kept flush with the front of the shelf.
- f) Books are kept upright by the use of book supports.

### 2. *General categories:*

- a) Adult non-fiction (informational books) - Arrange by call number.
- b) Adult fiction (stories and novels) - Arrange by author's surname from A-Z.
- c) Youth books (books written for teenagers, or adult books of particular interest to young people). These books are marked with a "Y" and shelved with the juvenile fiction books.
- d) Juvenile non-fiction (informational books for readers ages 7-13 years) - Arrange by call number marked with a "J".
- e) Juvenile fiction ( stories and novels for readers ages 7-13 years) - Arrange by author's surname A-Z - marked with a "J".
- f) Easy books (for readers ages 1-7 years) - May be arranged alphabetically, but the order is not essential - marked with an "E".

<b>Adult Non-fiction</b>	<b>Adult Fiction</b>	<b>Youth</b>
532.9		Y
Bau	Rag	Bau
<b>Juvenile Non-fiction</b>	<b>Juvenile Fiction</b>	<b>Easy</b>
J		
398.2	J	E
Gri	Bar	Man

### 3. *Shelving informational books (non-fiction):*

- a) They are filed according to the call number. (Dewey number plus three letters underneath it). Each number represents the subject. This filing system was devised to put similar subjects together. (e.g. books on nutrition and cooking will be close together).
- b) Adult non-fiction and Juvenile non-fiction can be interfiled to create one non-fiction section.

- c) Numbers should appear like this:
- |     |       |        |     |         |        |         |
|-----|-------|--------|-----|---------|--------|---------|
| 910 | 910.4 | 910.45 | 913 | 940.145 | 940.45 | 940.456 |
| Das | Alt   | Man    | Bel | Fsa     | Rut    | Pan     |

Remember: Shelf by the Dewey number (top number) **first**, then by the letters underneath.

- d) Books marked “B” are books of biography. Shelf them following 920 or separately from the other non-fiction. Arrange as follows:

920	B	B	B	B	B	923
Man	And	Bul	Chu	Gun	Men	Ams

Unlike other books, the letters underneath do not signify the author. The letters underneath the “B” signify the biographee - the person about whom the book was written.

**4. Shelving fiction books:**

- They are filed according to the **call number** composed of the first three letters of the author’s **last** name.
- Use the author’s full last name for filing purposes if it is necessary.
- Mc and Mac are interfiled and all read as Mac.

**5. Helpful hints about shelving:**

- Don’t attempt to keep “Easy” books in strictly alphabetical order. Lump the “A’s” together, “B’s” together, etc.
- Keep a section on a shelf for “unshelved books:” it expedites shelving later.
- When shelving, sort roughly first (i.e. pull out the 600’s and shelve them, then the 700’s etc.)
- “Shelf-Reading”** - The entire collection should be “gone over” or “shelf-read” every month. It is the only way to keep it in order. Try to:
  - Straighten shelf
  - Pull books to the edge of shelf
  - Put books in proper order
  - Catch mistakes
  - Catch books that need repairing

**XI. Mending:**

- Light mending procedures may be done in the branch.
  - Repairing torn pages (with frosted mending tape).
  - Repairing plastic jacket.
  - Erasing crayon and pencil marks.
- Materials:  
Frosted mending tape is provided by Headquarters. **DO NOT USE SCOTCH TAPE.**
- Books requiring heavy mending or rebinding should be sent into Headquarters for examination. Always send the block card and book card with the book. Decisions on the condition will be made by Headquarters staff.

## THE LIBRARY COLLECTION

A good library system provides materials in whatever form is necessary to get information to people.

### **I. The Book Collection:**

#### **1. *Permanent:***

These are books which are permanently located in your branch library.

- a) Reference material - informational books such as dictionaries, encyclopedias, atlases and almanacs which are ordinarily used in the library.
- b) Other basic informational books.
- c) Donated books placed permanently in the library.

#### **2. *Block Collection (or rotating collection):***

A block is composed of books sent from Headquarters and transferred from branch to branch.

### **II. Paperbacks:**

The library also supplies paperback books which are partially expendable. The branch library should get the most possible use of them, but should not worry unreasonably about loss. Don't confuse these with the catalogued paperbacks which are to be treated as hardcover books.

### **III. Donated Books:**

Stress the fact that books are donated to the Chinook Regional Library System. The same selection principles will be applied to donations as are applied in the selection of new books.

#### **1. *Paperbacks:***

Stamp with Chinook Regional Library on the top and place on your paperback rack. If they are not needed in your branch, they may be sent to Headquarters with the block exchange driver.

#### **2. *Hardcovers:***

These may be treated in the following way:

- a) Permanent - books may be catalogued and returned permanently to your collection.
- b) Catalogued and placed directly into the rotating collection.

#### **3. *Charitable Donations:***

These may be made in the following ways:

- a) money.
- b) money specified for the purchase of a book.
- c) new book with bill of sale.

An income tax deductible receipt will be sent from Headquarters to the donor. Name and full mailing address of the donor must be sent to Headquarters. A tax receipt will be issued for a minimum donation of \$15.00.

**\*\* PLEASE ALSO NOTE: CHINOOK REGIONAL LIBRARY POLICY - GIFTS TO THE LIBRARY.**



## PATRON REGISTRATION

If the patron(s) is new to the community a word of welcome is in order, as well as an explanation as to how your branch and our library system functions. It is important to make sure that the borrower is made aware of the extent of the borrowing privileges within the Chinook Regional Library and the other library systems within the Province and Canada. Once a library card is issued please stress the importance of one borrower, one library card. The borrower is responsible for all material checked out on the card. Lost library cards can be replaced at the cost of \$5.00 per card.

### Patron Registration – Automated branches (ILS function)

1. Patron registration is carried out on-line using the software provided on your computer.
2. The registration is done by the librarian by filling out all the information asked for on the on-line form.
3. After registration is complete a Chinook Regional Library card is presented. This card provides the borrower with a unique bar coded number. The borrower is also provided with a four digit PIN number.
4. The card number and PIN number enables the borrower to place holds on our on-line catalogue as well as access numerous e-library services. The catalogue and the e-library services can be found on the Chinook Regional Library web site.

### Patron Registration – Non- automated branches

1. Non automated branches, even though they have computers, do not have the software necessary to register new borrowers.
2. New borrowers are requested to fill out a form providing the librarian with the necessary information for proper registration.
3. This form is sent to headquarters where registration can take place on behalf of the branch. The form can be sent to headquarters via mail or the information can be sent via e-mail.
4. Headquarters will complete the registration and send the Chinook Regional Library card and PIN number to the appropriate branch.

### Registration of borrowers living in Saskatchewan, but not within the boundary of the Chinook Regional Library

This category includes people visiting or spending a holiday in our region or borrowers registered in other systems but live in close proximity to a Chinook branch library. These borrowers have to present a library card issued by a branch in their own system. Being that they are eligible to receive service, they can be registered as a borrower at any automated service point or headquarters using the following criteria:

1. Provide name, home address, phone number and other information needed to complete the registration form.
2. Patron type on the registration form should be CHINOOK NON-RESIDENT.

3. The Stat Class on the form should be that of the library system in which they reside. All the library systems in the province are listed in your stat class list.
4. The library card number on the form should be that provided on a card issued by their region and not a Chinook Regional Library number. The number will probably have to be manually entered.
5. If there is any money owed due to very late returns resulting in a final overdue notice, the notices should be sent to the Headquarters of their particular region.

#### Registration of Chinook Regional Library Temporary borrowers

This category includes people living in the region but only on a temporary basis.

Patrons in this category are considered as OUT OF PROVINCE borrowers and can be registered using the following criteria:

1. Provide name, current address, phone number and other information needed to complete the registration form.
2. Borrower type and Stat class should be CHINOOK TEMPORARY
3. After registration is complete a Chinook Regional Library card is presented to the borrower.
4. A temporary card only allows a loan of 15 items at one time.

According to the **Chinook Regional Library Bylaws Article 8. Library Fees**, a \$100.00 access fee shall be made payable to “Chinook Regional Library” and submitted to the Chinook Regional Library Headquarters. Please refer to this bylaw when registering a Chinook Temporary borrower. Chinook Regional Library Bylaws are available on the Chinook Regional Library web page by clicking on Administration Handbook.

**BRANCH LIBRARY CIRCULATION**  
**NON-AUTOMATED BRANCHES**

Accurate records are necessary in order to maintain a library. Monthly records are required and are used to compile the annual statistics for the region. Monthly and annual statistics for each branch can be found on the branch web page.

**Limits on quantity**

Use your discretion in limiting the amount of material borrowed by an individual reader. It is acceptable to lend a large number to a teacher for classroom use.

**Checking out library materials**

**Books**

- Ask for borrower's card.
- Make sure that the card in the book matches the book.
- Stamp the due date on the date due slip.
- Remove the book card and on it write the borrower's name / borrower's number and stamp the due date on the book card and the circulation slip on the pocket.
- File the book card by date in the circulation box or tray.

**Periodicals**

- List the name and date of the magazine(s) on the periodical check out slip.
- Write the name of the borrower on the periodical slip.
- Stamp the due date on an appropriate spot on the magazine and on the circulation slip.
- File all slips behind the book cards by date.

**Paperbacks**

- Stamp the due date on the inside of the front cover.
- Keep a count of the number checked out and keep a running total on a piece of paper or a card.

**Check-out periods**

- Books and other materials should be given a loan period of 28 days.
- Books requested by libraries outside of the region should be given a loan period of 42 days. This allows for the time the books are in the mail or courier and reduces the number of over dues generated.
- Books with many holds or requests have a reduced loan period of 21 days.

**Counting library circulation**

- Take all the cards from the books loaned during the day.
- Sort the cards into respective categories, e.g. Adult non-fiction, Adult fiction etc
- Count each category.
- Record on the Circulation Record sheet provided by Headquarters.
- Record the number of paperbacks circulated from the count sheet.
- Send, via e-mail, to Headquarters at the end of each month.

- A copy will be returned from the Headquarters administration office to confirm the receipt of the circulation for each month.

#### **Problems and issues relating to circulation**

- Lost borrower's cards should be reported to headquarters. If a new card has to be issued the borrower will have to pay the \$5.00 replacement fee. Money should be sent to headquarters.
- Books can be renewed for another loan period unless there are people waiting for that particular title. Renewal of books borrowed from other libraries can be done via e-mail, telephone, or mail.
- Library material belonging to other libraries should be accepted and returned to the respective library. If there are any problems in returning to various destinations, everything should be sent to headquarters.

#### **Checking-in library material**

- Look for the last due date marked on the date due slip.
- Locate matching book card in circulation file.
- Check accession number, author, & title on the book card and book making sure that they match.
- Place the card in the book pocket.
- Set books aside on cart or shelf, ready for shelving.
- If the book is wanted by another patron or library set aside on a relevant shelf or spot designated for that purpose.
- Periodical check out slips can be destroyed once all the magazines have been returned.

### **BRANCH LIBRARY CIRCULATION** **AUTOMATED BRANCHES**

Circulation of library materials is controlled by the software provided on the librarian's computer. Circulation manuals provided by the software vendors are given to help the librarians, but most of the procedures are covered by staff training given by headquarters staff or experienced branch library staff.

Branch library monthly circulation statistics are generated by accessing reports available through the software. These reports are run at the end of each month by headquarters staff. The reports are printed and sent to each automated branch. These reports should be kept for up to each calendar year.

Day to day procedures is basically the same as those given for the non automated branches.

**OVERDUE PROCEDURE NON AUTOMATED BRANCHES**

**I. This procedure should be carried out on a weekly basis.**

1. Set up an overdue file with the guide cards:
    - Two weeks
    - Four weeks
    - Set up a 6 week binder for final overdue
  2. Book cards for books overdue two weeks are pulled from behind the date due guide cards.
  3. Libraries with telephone:
    - a) Phone the patron to remind him or her that the material is overdue.
    - b) Stamp book card with the Day's date and mark. (e.g. May 6/07 phoned).
    - c) Refile alphabetically by author  
Behind guide card - two weeks.
- Libraries without telephones:
- a) Hold the overdues until they are six weeks overdue. If books are not returned, fill out a "six-week" overdue notice and forward to Headquarters.

**II. Notice to Headquarters**

Notice to Headquarters (Figure #4) is sent when the material is overdue six weeks.

1. Fill out the form provided and mail into Headquarters along with the cards you have for that overdue book (i.e. white block card and circulation card).
2. Headquarters will send you an invoice generated by the computer (Figure #5). We suggest that these sheets be kept in a binder, so that when the book is returned, the sheet can be matched with the book and both returned to Headquarters.
3. A copy of the invoice will also be mailed direct to the person responsible for the overdue book.

**To:** Headquarters

**From:** \_\_\_\_\_ Branch

This material is six weeks overdue:

**Author:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Call No.** \_\_\_\_\_ **Date Due:** \_\_\_\_\_

**Accession No:** \_\_\_\_\_ **Price:** \_\_\_\_\_

**Borrower:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Postal Code:** \_\_\_\_\_

**Library Card No.** \_\_\_\_\_

*Figure #4 - Notice to Headquarters (Six-weeks Overdue)*

### III. Headquarters Overdues:

1. You will receive an overdue (Figure 5), as generated by Horizon, for any overdue book. We suggest that any money collected be kept until block exchange, but please notify us that the fee has been collected, otherwise the \$1.00 per book will stay on the patron record.

Tel: (306) 773-3186		03/20/2007	
CHINOOK REGIONAL LIBRARY HEADQUARTERS			
1240 Chaplin Street West			
SWIFT CURRENT, SK S9H 0G8			
Patron's name			
Address			
Library records show that the following items have not been returned. Please resolve these charges as soon as possible. Payments are to be made to the Chinook regional Library.			
Pap	Friday night lights: a town, a team, a	PB00020950	Charges-Lost 10.95
Pap	Friday night lights: a town, a team, a	PB00030950	Lost Processing 1.00
Total Charges Outstanding:			11.95

**Figure #5 - Invoice for Overdue Material**

2. If the material is returned to your branch, mark a copy of the invoice accordingly and return both the book and the invoice to Headquarters.
3. Suspension: See circulation policy page 7.

### IV. Problems Related to Overdue Material:

1. Reader insists he has returned book.  
**Procedure:**
  - a) To the patron
    - i) Thank him but explain that the library can make mistakes.
    - ii) Suggest you will check again carefully.
    - iii) Where did he place it in the library - on the desk, on shelves, gave it to the librarian?
  - b) Then check
    - i) Shelves. Was it miss-slipped and then miss-shelved?
    - ii) Check books on special shelves.
    - iii) In mending?
2. If reader claims he never had the book then check:
  - i) Borrower's number.
  - ii) Shelves.
  - iii) Make a note on the card.
3. If reader wants to keep book and buy it:

- i) Supply name of book store.
  - ii) The library cannot sell books to individuals. The books are the property of the library board.
4. If reader says he pays taxes and the book belongs to him:
  - i) State that *The Public Libraries Act* makes books property of the library board.

**V. Overdues on Interlibrary Loan Material**

1. The borrowing library follows the normal procedure.
2. Notice to Headquarters - send in the form (Figure #4) with a notation "ILL from \_\_\_\_\_ Branch." You will be unable to fill out the accession number and the price. The copy of the letter sent from Headquarters will be sent to the lending library as well as your branch.
3. If the lending library has not received a copy of the final notice after eight weeks overdue, notify Headquarters.
4. The lending library sends the circulation card and block card into Headquarters.

## INTERLIBRARY LOAN PROCEDURE

Due to the relatively small collections in most branch libraries, the process of interlibrary loans plays a major role in delivering a good service to library users. Before proceeding with an interlibrary loan request it is always a good idea to make sure that the material needed is not already available in your own collection. In many cases it is also important to refer the borrower to the **online databases** accessible through the Chinook Regional Library web page. These online databases have millions of up to date articles on a multitude of topics.

The **borrowing library** is the library which requires the book.

The **lending library** is the library which provides the book.

### Automated branches – interlibrary loan procedure

1. If the request is located at one of the automated branches within Chinook, a hold should be placed using your online catalogue (Horizon)
2. If the material requested is located in a non automated branch, an e-mail has to be sent to headquarters requesting that title. In a few cases, the green request form is being used. Headquarters Interlibrary Loans staff will arrange for the material to be sent to the borrowing library.
3. When using e-mail, it is requested that a separate e-mail be sent for each individual request.
4. If the material is not available in the Chinook Regional Library, the Gateway catalogue should be searched. The Gateway provides online access to all public library holdings in Saskatchewan. If the requested material is located, a request can be placed on the Gateway which will transfer the request to the RSS Interlibrary Loans Tool.
5. The RSS interlibrary software allows branches to manage books borrowed and lent outside of the region.
6. The automated branches manage the RSS to the point that they manage the process of requesting material from beginning to end, with no assistance from headquarters staff. If there are problems, headquarters interlibrary loans staff are always ready to help with any trouble shooting.
7. In depth training is provided in the use of all of these online tools and manuals are provided giving step by step instructions on how to work the programs. Training is provided by headquarters staff, or local branch staff already familiar with all of the routines.
8. If the requested material can not be found by using the resources mentioned above, an e-mail should be sent to headquarters providing as much information as possible.

Automated branches include: Cabri, Gravelbourg, Gull Lake, Herbert, Hodgeville, Leader, Maple Creek, Shaunavon, Swift Current, and Headquarters.

### Non – automated branches – Interlibrary Loan Procedure

1. If the request is available in one of our automated branches, a hold can be placed on HIP. (HIP is our online public access catalogue)
2. HIP can be accessed through the Chinook Regional Library web site.
3. HIP can be used by patrons on their own home computers or at the library.
4. Patrons using HIP have to be registered as the hold process will ask for a library card number and a PIN number.
5. If the request is not available in one of the automated branches, the request can be e-mailed to headquarters. The old green request form can also be used if necessary. Again the headquarters interlibrary loan staff will forward the request to the branch holding the book(s).

6. When using e-mail, it is requested that a separate e-mail be sent for each individual request.
7. Books requested and not found in our own catalogue should be searched for on the Gateway. If found on the Gateway, a hold can be placed. This request is directed to RSS.
8. Non automated branches are also provided with a manual for the management of interlibrary loans at their particular level. Training is provided by headquarters staff or local branch staff already familiar with the routine.
9. If the search on the Gateway is not successful, an e-mail request should be sent to headquarters. When in doubt, please send requests to headquarters.

Talking books and videos held by Swift Current branch are not available through interlibrary loans, unless you are a branch using the courier service.

Chinook patrons registered as blind or visually impaired are eligible for talking books from other systems. These can be requested by e-mail.

### **COURIER SERVICE GUIDELINES**

Branches currently using the courier service are as follows:

- Burstall, Cabri, Chaplin, Eastend, Gull Lake, Herbert, Hodgeville, Leader, Maple Creek, Ponteix, Shaunavon, Swift Current, and Headquarters.
- Books, Videos, CD's, DVD's, supplies, etc. can be transported via the courier to any of these locations. Destination for all of your boxes is **Headquarters** where the contents are redistributed.
- Books with Horizon transactions should have the printouts **paper clipped** inside the book.
- Notification of courier boxes leaving headquarters to various destinations will be via e-mail. This e-mail should be sent before 4.30 p.m.

## Checklist for Completing the Canada Post Shipping Tool for Interlibrary Loans

1. Click on the Canada Post icon on your desktop (if installed)  
or go to <http://www.cla.ca> and follow the links  
or go directly to [http://www.cla.ca/EOE\\_SCE\\_Prod/forms/index2.htm](http://www.cla.ca/EOE_SCE_Prod/forms/index2.htm)
2. Enter your Shipping Code in the Username location only. You may wish to click in the “Remember my Password” box, putting a checkmark there, so you will not have to re-enter this information the next time.
3. The Shipping Code for your Branch is available at Headquarters.
4. The Canada Post screen will now appear. Click on the “Ship in Canada” button
5. The main shipping screen will now appear.
6. Scroll to the bottom of the screen. Enter the word **biblio** in the “Password to Authorize Use” box
7. Click in the “I agree to the terms and conditions .....” box so a checkmark appears.
8. Go back to the top of the screen
9. **DO NOT CLICK ON THE “ADD/MODIFY ADDRESS BOOK” button**
10. In the “From” area, in the blue bar, click on “Retrieve from Address Book”. If the address book pops up, skip to #16
11. If nothing happens, it may be that you have pop-ups blocked. These may be blocked by Windows or by the Google or Yahoo toolbars if they are installed.
12. **You should only need to do the following items in bold the first time you go to this site**
13. **If the popup is blocked by Windows, there may or may not be a warning box but there will be a white or yellow line stating that a popup is blocked. Right click on this line then select and click on “Always allow popups from this site”**
14. **If the popup is blocked by either a Google or Yahoo toolbar then there should be a box on the toolbar to always allow popups from this site. On the Google toolbar it will say something like “45 blocked”. Hover your cursor over this. A message will appear saying to click there to always allow popups from that site. Do so. On the Yahoo toolbar the box probably won’t say anything about blocking until you hover over the box. It will say “Popup blocker is on”. Click on the downward pointing arrow next to it and on the drop-down menu select “Always allow popups from....” and in next box that comes up, select this most recent website, say OK and close.**
15. **Go back to the “From” area and in the blue bar, click again on “Retrieve from Address Book”.**
16. **If you are still having trouble getting the address book to popup, call HQ.**
17. In the address book, Select the correct Address Book by clicking on the arrow to the right of the box and on the drop down menu, clicking on MASTER LIST OR CHINOOK REG LIB – DO NOT DEL.
18. Scroll down the list until you find your Branch name (if your name begins with a letter further down the alphabet than K, click on “Next”). Click on your Branch name. You will return to the “Ship in Canada” screen with your Branch and its address in the From section.
19. **Shortcut:** Enter the first few letters of your branch name in the Name box of Search Criteria and click on the orange Search button. Your Branch name should appear below. Click on it and you will return to the “Ship in Canada” screen with your Branch and its address in the From section.
20. In the “To” area, in the blue bar, click on “Retrieve from Address Book”.
21. Select the CHINOOK REG LIB address book as above and click on the name of the Branch you are sending to or use the shortcut described above. You will return to the “Ship in Canada” screen with the receiving Branch and its address in the “To” section.
22. Go to the next section labeled “Shipping Information”
23. **NOTE:** Your scales will weigh in grams. Convert this weight to kilograms by dividing by 1,000 (1,000 grams equals 1 kilogram).

24. Enter the weight of the parcel in Kilograms. Do NOT enter the weight in grams. You may enter the weight with up to two (2) decimal points. Remember to allow for the weight of the envelope by either weighing the envelope with the book or estimating the weight by adding 0.01 kg.
25. Click in the box to the left of "Document" so that a checkmark appears. You do not need to enter anything in the Length, Width, or Height boxes.
26. Make sure the Service Option says "Library Book"
27. In Payment Information, change the Method of Payment to "Metered"
28. Click on the "Print Label" button
29. A Microsoft warning box will popup asking to OK the transaction. Click on OK
30. A message appears on the screen with two buttons –"Generate a Return Label" and "Return to Shipping Page". Do nothing and wait for the Shipping Label to appear below this with an Adobe Acrobat toolbar above.
31. Click on the "Print" icon on the Adobe toolbar (usually second from left)
32. The Print screen comes up. Make sure everything is OK (Correct printer selected etc) and click on OK
33. Click on "Generate a Return Label", wait for it to appear, and print using the Adobe icon as above.
34. Click on the "Return to Shipping Page" button to return to the shipping page to generate another label for another parcel.

## BLOCK EXCHANGE PROCEDURE

Every seven weeks, five blocks - one each of Adult Fiction, Adult Non-fiction, Easy, Juvenile Fiction and Juvenile Non-fiction, are moved out of your branch, and five blocks are received by your branch. (There are five block exchanges per year). This procedure is known as BLOCK EXCHANGE. The letter (Figure #7) notifying branches of a block exchange is sent approximately four weeks ahead of the date of the exchange. Along with this letter you also receive a computer printout. This printout will list each book in each block to be pulled.

### **I. Outgoing**

1. Begin packing the books as soon as possible so that the blocks will be complete, or nearly so, when the day arrives.
2. Take the appropriate set of block cards and count the cards in each block. (This is a safety measure).
3. Check the block cards against the matching computer printout. Notify Headquarters when cards and printout do not match.
4. Pull the books for each block and erase the branch identification numbers from the pockets. Place the block card for the book in the pocket. **Make sure the block card matches the book!** (The accession number is the best check).
5. Keeping the blocks separate, pack the books in the block boxes provided. **Do not write on the block exchange boxes.**
6. Put the green block identification cards in the corresponding block boxes.
7. Books in circulation should remain in your collection and **NOT** mailed to headquarters.
8. A recall sheet will be sent from Headquarters at the appropriate time (usually before a block exchange), asking for these books. It is requested that books belonging to a block no longer in your possession, **NOT be mailed** to save the expense of paying the full parcel post rate.
9. Fill out the Block Report Sheet (Figure #6). This means counting the books in the block boxes and the white block cards being sent into Headquarters.
10. Put the white block cards and Block Report Sheet in an envelope. Mark the envelope "Block cards for Headquarters," and indicate your branch name. Give this envelope to the driver.
11. The Block Exchange Letter and the computer printout should be kept by the circulation file. If any of the required books come back before the day of the exchange, then they can be placed in the appropriate box.
12. Send a list of required supplies into Headquarters at least a week before the exchange date. These will be brought out by the driver.

### **II. Incoming**

1. Unpack each block received separately.
2. Remove the block card from the book pocket and write **in pencil** your branch identification number on the pocket.
3. Count and file the block cards in shelf list order (alphabetically by author for fiction blocks; numerically by call number for non-fiction blocks) behind the green

- identification card.
- 4. Shelf the books.  
**It is imperative that these steps are followed correctly!**

Chinook Regional Library 1240 Chaplin St W Swift Current, Sk S9H 0G8 773-3186 fax 773 0434

Branch name: \_\_\_\_\_

**BLOCK REPORT SHEET**

Please fill out this report sheet when preparing for the block exchange. On completion, place in your envelope marked **Block Cards for Headquarters** and give to the driver.

BLOCK #	# OF BOOKS EXCHANGED	# OF CARDS SENT TO HD	TOTAL
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Figure #6 Block Exchange Report**



## Chinook Regional Library

The block exchange will be at the \_\_\_\_\_ Branch on \_\_\_\_\_  
at \_\_\_\_\_ to exchange the following blocks.

Adult Non-fiction \_\_\_\_\_

Adult Fiction \_\_\_\_\_

Easy \_\_\_\_\_

Juvenile Non-fiction \_\_\_\_\_

Juvenile Fiction \_\_\_\_\_

**The enclosed printout lists the books in each block to be pulled. You should check your block cards against this list when pulling the books off the shelves. The printout is the most accurate check of your block collection.**

**\*\* PLEASE REMEMBER THE FOLLOWING POINTS**

1. Erase your branch number from the pocket.
2. Put the block card in the pocket, matching all the information, especially the **accession number**.
3. Books, belonging to these blocks, but still in circulation will remain in your collection. They should NOT be flagged. A recall sheet will be sent for these titles prior to a future block exchange. We do not want you to pay parcel post to return these books to headquarters. Branches using the courier service can send books to headquarters at any time and may not want to wait for the recall sheet.
4. Place remaining block cards in an envelope marked with your branch name. Please give this to the driver.
5. Pack the books in given block exchange boxes.
6. Put the green cards in the corresponding block boxes.
7. Send a list of required supplies to headquarters, usually via e-mail, as soon as possible.
8. If there are any problems, please contact headquarters.

**Please keep this sheet and the computer printout by your circulation file so that you can double check for material which can be place in the boxes before the time of the exchange. Once all the books have been accounted for, these sheets can be thrown out.**

**WE ALSO NEED TO KNOW WHEN YOUR CARDS AND THE PRINTOUT DO NOT MATCH. THANK YOU.**

1240 Chaplin Street W., Swift Current, Saskatchewan, S9H 0G8  
[www.city.swift-current.sk.ca/city/chinook/chinook.htm](http://www.city.swift-current.sk.ca/city/chinook/chinook.htm)

Telephone: (306) 773-3186  
Fax: (306) 773-0434

*Figure #7 Block Exchange Letter*

05/2007

## SOURCES OF SUPPLIES

### **I. Headquarters**

Request supplies one week before block exchange or when supplies are needed. This should be e-mailed to the block exchange driver.

#### **1. *Printed Forms:***

- Circulation Record
- Leave of Absence Form (vacation or sick leave)
- Periodical Report Form
- Overdue: Six-week Form
- CRL Plastic Borrower Cards
- Patron registration Forms
- Complaint Forms
- Interlibrary Request Forms

#### **2. *Library Supplies:***

- frosted mending tape
- stapler, staple remover, staples
- file boxes
- book ends
- envelopes ( brown and white)
- mailing bags
- elastic bands
- pens, pencils, erasers
- three-ring binder
- receipt books
- labelopes

#### **3. *Posters, Pamphlets, Bookmarks, etc.***

Headquarters will supply your printing needs. Sufficient notice should be given to guarantee delivery before your event.

### **II. Petty Cash Fund**

Petty Cash is used for postage, but may be used for items that are required immediately. (e.g. pen, pencil, etc.)

### **III. Local Board Responsibilities**

- telephone rental
- post office box rental
- library keys
- supplies for projects planned by the local board such as tea, coffee, etc. for an open house, prizes for a local contest.

## BRANCH MONEY

### **I. Petty Cash**

1. Each branch has \$25.00 Petty Cash for postage and incidentals. A few of the larger branches have more.
2. Petty Cash money should be kept separate from any other money kept in the branch.
3. Get a receipt for all purchases made from your Petty Cash fund.
4. At the end of the month or when your Petty Cash fund is low (never let it get below \$5.00), send all receipts into Headquarters.
5. The Petty Cash receipts will be recorded and kept at Headquarters. A cheque to bring your Petty Cash fund up to your maximum amount will be sent to you.
6. The Petty Cash receipts held on December 31 **must** be sent into Headquarters on the last working day of the year. **This must be done no matter how much money is in your fund.**
7. Keep your Petty Cash records up-to-date.

### **II. Non-Resident Fee**

Send all money collected for non-resident fees into Headquarters.

### **III. Receipts**

All money sent into Headquarters should be accompanied by a receipt.

1. Petty Cash fund receipts.
2. Memorial book payments, fees for service charges, payments for lost books, etc. should be accompanied by a copy of the receipt issued to the patron. Notation should be made on all receipts.

## GLOSSARY

### Accession Number

The ten digit running number found in five places on the book :

1. The top right-hand corner of the fly leaf. (Single line bar code number)
2. The top right-hand corner of the back of the book. (Full barcode)
3. The top of the book pocket.
4. The book card.
5. The white block card.

### Basic collection

The books which stay in the branch all the time. They may be loaned just like the rest of the books, but they are never moved on to another branch. The branch number is placed on the pocket of the book.

### Block Card

The white card with the book's author, title accession number and block number on it. This card is an exact copy of the information on the circulation card.

### Blocks

A collection of 50, 25, or any specified number of books, each block being identified by a number. The block number is found on the white block card and under the accession number on the fly leaf of the book. All books from a particular block move on to another branch in the region when an exchange is carried out.

- 1,000 - Adult Non-fiction
- 10,000 - Adult Fiction
- 20,000 - Easy
- 30,000 - Juvenile Non-fiction
- 40,000 - Juvenile Fiction
- D - Display Block

### Book Card

See circulation card.

**Borrower's Card (Library or Reader's Card):** CRL Library card with unique barcode number

This card should be signed by the borrower at the time of issue.

### Borrower's Number

The number on the reader's card, that is copied on to the book card whenever a book is taken out.

### Branch Identification

Each branch will have a different number.

- e.g. Swift Current #1  
Maple Creek #2

The branch identification number will be found on the pocket of the book.

### Call Number

The identification symbols appearing on the spine of the book and top left hand corners of the book card and the block card, and also on the top right-hand corner of the title page. All books on the same subject have the

same number so that they will be kept in the same place on the shelves.

### **Circulation**

1. Number of books given out during any particular period of time, usually a day.
2. The file of book cards representing all the books on loan at any one time.

### **Circulation Card**

The coloured card in the book pocket on which is marked the reader's number and the date due.

### **Classified Order**

The order in which books are arranged on the shelves.

Adult Non-fiction	- Numerical
Adult Fiction	- Alphabetical by author
Juvenile Non-fiction	- Numerical
Juvenile Fiction	- Alphabetical by author
Easy	- General alphabetical

### **Date Due Slip**

This is the slip inside the front of the book, usually attached to the book pocket. The latest date on it tells the reader when to bring the book back.

### **Dewey Decimal Number**

The number according to which each book is shelved. The decimal numbers used in libraries classified by Dewey always have three numbers in front of the decimal point; e.g. 599. And varying numbers after the point; e.g. 598.4, 599.01, 599.002, 599.6441. Each of these numbers represents a subject so that when the books are arranged in numerical order, all the ones on the same subject are together. This number is printed on the spine.

### **Dust Jacket**

The paper cover on the outside of the book. (We cover this with plastic to preserve it).

### **Easy Books**

There are three types of Easy books:

1. Picture books.
2. Easy-to-read books (K-3, Kindergarten to Grade Three)
3. Read-aloud books (Pictures with story, meant to be read aloud).

### **End Papers**

The sheet of paper at each end of the book which fastens the pages to the board.

### **Foreign Language Books**

Books in languages other than English: e.g. German, Ukrainian, Hungarian, Czechoslovakian, Russian, Polish - which may be requested from provincial Library individually or in blocks.

### **Library Card**

See borrower's card.

**Non-fiction**

Factual books.

**Overdue Notice**

A card sent out to the reader to remind him/her that he/she needs to return a book(s) that was due at an earlier date.

**Periodical**

A magazine or other material published at regular intervals.

**Picture Books**

See easy books.

**Reader's Card**

See borrower's card.

**Reference Books**

These are the books which are designed to be referred to for specific items of information rather than being read right through. Encyclopaedias, dictionaries, almanacs and atlases fall in this category. They can be used quickly on the spot, they are needed constantly, and they are very expensive to replace; so it is best not to circulate them on a regular basis. However, they may go out on the librarian's direction.

**Resident**

A resident is a person who resides anywhere in a participating city, town, village or rural municipality within the Chinook Regional Library boundaries.

**Shelf List Order**

The order in which books are arranged on the shelves. See Classified Order.

**Spine**

The spine of the book is the part that forms the back of the hinge when the book is opened. It usually has the author and a shortened form of the title printed on it, and the classification number marked one inch from the bottom.

**Title Page**

The page near the beginning of the book which tells you the author, full title, publishers (and sometimes the date of the publication).

### WHAT DO THOSE NUMBERS MEAN?

The story of the numbers used for non-fiction books.

- 100** - Who am I?  
Philosophy and Psychology. (Man thinks about himself).
- 200** - Who made me?  
Religion (Man thinks about God).
- 300** - Who is the man in the next cave?  
Social Sciences (Man thinks about other people).
- 400** - How can I make that man understand me?  
Philology (Language) (Man learns to communicate with others through words).
- 500** - How can I understand nature and the world around me?  
Science (Man learns to understand nature on the land, in the sea, and in the sky).
- 600** - How can I make use of what I know about nature?  
Applied Science and Useful Arts (Man, through the ages learned about fire, weapons, the wheel, medicine, planting crops, and how to make things to wear).
- 700** - How can I enjoy my leisure time?  
Fine Arts and Recreation (Man paints, creates music, and games).
- 800** - How can I give my children a record of man's heroic deeds?  
Literature (Man, the storyteller creates sagas, fables, poetry).
- 900** - How can I leave a record for men of the future?  
History, geography, biography (Man writes about events which occurred everywhere and about people who participated in these).
- 000** - General Works.  
The numbers up to 100 are used for bibliographies, books about books, and for books which contain information on many subjects, such as encyclopedias and other reference works.