CIRCULATION SERVICES COMMITTEE
Circulation Policies and Procedures

1. PATRON PROCEDURES
    *   Records for patrons from a stand-alone library should have the shared system library where they registered as their home library, not TLN. However, the "Municipality" field in the Statistics tab for a patron from a stand-alone library should reflect where they actually live.
        SASGUEST/MILIBRARYCARD patrons are automatically registered with a home branch indicating where their card was entered. Do not change the expiration date when registering the card.
    *   All patron record notes should be placed in the NOTE Field, and should include the four-letter code of the library, and the initials of who is inputting the note. Do not change or remove this information until the issue has been resolved.
    *   If a patron moves from one community whose library participates in the shared automation system to another shared system library, the new library should issue a new card, using the patron's old record, updating the information. A new record should not be added for the patron unless the old record is removed. Remember to update library Branch, Home Library, User Type and Municipality to enable statistics to be recorded for the new library.
    *   When issuing a new library card or renewing a patron, patron records should be completely updated with full information, including full name, address, city, zip code (ZIP + 4 if available), phone (if available), driver license/state ID, date of birth, statistics and note fields.
    *   It is helpful to have the driver's license or state ID number in a patron's record because libraries that are reporting to collection agencies and police departments need that information, also it assures the person's identity at the desk. The individual's driver's license/state ID number goes in the ALT ID Field with no spaces or dashes; the parent of a minor driver's license number goes on in a note in the patron's record, per SASUG instructions.

2. TLN DELIVERY PROCEDURES
    *   For damaged items, see the Damaged/Missing Policy: https://tln.lib.mi.us/committee/circulation/files/docs/TLN_damaged_missing_policy.pdf
    *   We recommend that all thin items (e.g. Magazines, very thin books) should be protected by a manila envelope (use common sense).
    *   AV materials should be double-banded so individual pieces don't get lost in transit. Items in fragile (crystal) cases should be put in padded envelopes for transit in delivery.
    *   TLN deliveries –if damage occurs to any item in the delivery, contact the delivery department (Vince Nash – vnash@tln.lib.mi.us or Rick Sugajski - rsugajski@tln.lib.mi.us) immediately so that action can be taken when the driver returns to TLN.

3. SEND-TO SLIP PROCEDURES
    (http://tln.lib.mi.us/index.php?option=com_content&view=article&id=154:whichsliptouse&catid=20:circcommittee)

- Use the Send-to slips. They are a no-charge item, so do not reuse them.
- Place Send-to slips in the center of the book.
- Rubber band all single books at least once. Two or three together should have two rubber bands (one horizontal, one vertical). No more than a handful of items should be banded together at one time.
- If any action needs to be taken when a book is returned, it should be marked on the Send-to slip, to be taken care of at the owning library. Please include date, library code and staff initials.
- Remember to remove the peach ILL slip when returning to owning library. A Send-to slip is all that is required to return an item.
- Shared System Library slips:
  - Peach ILL Slips (FA113) – Used by shared system libraries to send requested items out to requesting libraries.
  - White Send-to Slips (FA149) – Used by shared system libraries to send items back to their home location. Please include return date.
  - Automated Transit Slips – Are automatically generated and available through the shared system. They are marked in red for holds and black for returns to the home location.
- Standalone Library slips:
  - Pink Send-to Slips (FA149) – Used by standalone libraries to send items back to their home location. Please include return date.

4. ASSUMED LOST – STEERING COMMITTEE POLICY
- For payment for lost item(s) not owned by your library, encourage patrons and staff to use the credit/debit card payment system online as it properly distributes the funds to owning libraries. Otherwise, a library will contact the owning library by telephone for the desired method of payment. If the owning library is unavailable, the library will accept a check made payable to the owning library, forward the check with bibliographic information to the owning library and clear all associated patron fines. A print out of the patron record including the bibliographic record is recommended.
- Do not accept partial payment for other libraries' items.

5. COLLECTION AGENCY PROCEDURES – SASUG POLICY
- All items referred to collection agency must be handled by the owing/referred to collection library.
- Payments for the REFERRAL bill should only be accepted at the library that referred the patron to collections.
- A note indicating that a patron has been sent to collections will be added to the account when the patron has been sent. Their status will also be changed to Hard Blocked. Do not change or remove any info in this line.

6. TLN POLICIES & PROCEDURES – SASUG POLICIES
- Materials – A library may renew materials owned by another library and originally charged out at that library as the system allows, with no overrides. (SASUG Executive Committee decision 6/5/2000)
- Patrons must return to their home library for card renewal. One thirty day extension is allowed to patrons who are not blocked or barred, with dated and initialed note added to the patron record. (SAS Users Group, 12/12/2013)
- Shared system residents – Ask if they have their library card from their home community. If they do, no other card is necessary. If there is no record in the

computer for this patron, the library may issue a 30-day temporary card. Be careful not to issue duplicate records. Patrons need to go to their home library for their permanent library cards. This is a temporary library profile. The TEMPORARY User Type should be used.

- Library staff cards should be issued at the employing library. The Municipality given on the Statistics tab should reflect the library where employed. Library Staff User Type will designate that no overdue fines will be assessed to the bearer of the card. Local libraries may establish local policies relating to other fees. Refer to SASUG Guidelines for Use of Staff Privileges in the TLN Shared Automation System.
- AV material (including CDs, cassettes, and videos) should be accepted and returned when returned to libraries other than the owning library. Items from stand-alone libraries can be accepted but not returned, so please mark on the white routing slip the date of return and whether fines were collected.
- Rental items, if clearly marked as such, can be refused for return at non-owning libraries. Owning libraries should instruct patrons to return rental items to them. If rental items are returned to drop boxes at non-owing libraries, they should be discharged and returned to the owning library. Any fees/fines will go on the patron's record and should only be paid at owning library. DO NOT accept another library's rental fees/fines. (SASUG Executive Committee 5/2001)
- Only the owning library can mark items claims returned or claims never had. Lending libraries should contact the owning library on behalf of the patron asking if they will do a claims return/claims never had.
- Procedures:
  - Do not write anything, including due dates, anywhere on another libraries items. Do not glue, adhere or attach anything to another library's items. The use of removable labels or tape is permissible. Due dates should be written on the ILL band or a due date card attached to the item with a paper clip.
  - Items interloaned from another library (ILL peach bands) may be renewed two times if the system allows. Do not override.
  - Information entered into the Alt ID field of the patron's record should not have any spaces. (SASUG Executive Committee 12/2009)

7. NON-RESIDENT & CONTRACT CARDS
- When a library issues a non-resident card to a patron, a sticker denoting that this card is valid only at your library should be attached to a card. It is still preferable to punch a hole in the card in the lower right hand corner to help draw attention to the non-resident card sticker. This should clearly indicate that the patron has not been granted full borrowing privileges at other member libraries.
- Non-Resident cards should have a note that says "Non-Resident card, good at XXXX only".
- Contract cards are issued to a resident of communities that contract with other communities for library services. Libraries offering reciprocity may or may not offer services to contract or non-resident card holders.

Amended: 11/6/08; 3/10/10; 12/12/2013; 1/12/17; 9/12/19