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**EMERGENCY CONTACTS**

**Dial “9” to call off-campus**

**Medical Emergency** – call University Police ext. 3550 & notify Reference Desk staff person.

**Circulation problems** – call Kathy Croft – 293-7305. I will help you if I’m at home.

If the Reference Desk staff person does not report for work at opening on the weekend, you should call (in the following order):

Brendan Aucoin, Interim Director of Access Services – text @ 607-435-0912 or email @ aucoinbd@oneonta.edu

Mary Lynn Bensen, Head of Reference & Instruction - 432-7959

**CELL PHONE USAGE POLICY**

Cell phones are not allowed when working at the Circulation desk. Students may take their phone when shelving or shelf reading but it must be turned off. If the emergency siren sounds, call the office 1-607-436-2720 to be sure it is safe to return to the 1st floor for further instructions. If there is no answer, assume it is not safe and shelter-in-place. Students should add 1-607-436-2720 and 1-607-436-3550 (UPD) to their phone contact list. A student should speak to their supervisor or to Kathy Croft for permission to use their cell phone during work hours under extenuating circumstances.

**ALMA LOG IN**

You should not be asked for a password when you turn on the computer, however, if you are, you should use the LIBCIR email password listed on the sheet kept with the opening/closing procedures next to the cash register.

Click the SAML Login Redirection shortcut to get to the SUNY Oneonta log in screen. Enter your SUNY Oneonta username and password to log in.

**DESIGNATED STUDY AREAS**

There are several group study rooms in the Tech Center & Tech Center lobby in the Basement

There are multiple group study rooms on the 1st & 2nd floors

2nd floor lobby

2nd floor Student Learning Center labs & tutoring area – check sign for available times

The entire 3rd floor is the quiet floor

Room 326 (Oversize Room) – 3rd floor – Quiet Study Area

**OPENING PROCEDURES**

(Revised 7/22/19)

Unlock Circulation office door (key is in the 2nd drawer next to the cash register). Relock the door knob and leave the door open for the day. **Return the key to the drawer when finished.**

Unlock the top left drawer of the file cabinet nearest the door in the Circulation office. The key is in the black plastic bin inside the top right drawer of the file cabinet. **Replace the key in bin after opening the cabinet.** Remove the black key tray and put it in the drawer under the cash register.

Turn on the Circ Desk printer/copier. Check paper level and add paper as necessary.

Turn on desk computers. Open Chrome and sign onto Alma using the SAML single sign on shortcut.

Open stamp pads and set daters. The Student dater should be set for the end-of-semester date. The Faculty, Staff & Community daters should be set for a 112-day loan (16 weeks). **Check due date by checking out an item to yourself and set the F/S/C dater to the same date. Daters should match the due date on system.**

**CHECK THE FRONT DOORS at opening time**. Card access should open all the front doors automatically if the Front Door red light is on. If there is any problem, notify the Director’s Office or the Reference Desk staff person.

Check staff notes for any procedural changes and/or special instructions. Notes will be found near the cash register.

Follow the “Emergency Contacts” instructions on page #2 in the Circulation desk manual if the Reference Desk staff person does not arrive for work at opening on the weekend.

Check the table in the Circulation office for laptops or Tech Center equipment returned after the Help Desk closed the previous evening. Either call the x-4567 and ask someone to pick them up or take them downstairs to the Help Desk.

**Saturday** – There will be 3 copies of the Daily Star in the outside book drop. Remove inserts, property stamp, date stamp & add “Library Use Only” stickers to all copies. Leave one copy on the check-in truck along with all the inserts and shelve 2 copies in the Reading Room. Record the number of newspapers received on the sheet located on the copier table.

**CLOSING PROCEDURES**

(Revised 7/22/19)

Access Services staff/students are responsible for ensuring that the 1st, 2nd, 3rd & Sub-Basement floors are cleared, closing the Circulation Desk, securing the building and turning off 1st floor lights when classes are in session. A Tech Center student will clear the basement.

During breaks the Reference librarian will assist with closing, clearing the 1st floor & turning off the 1st floor lights. **Call University Police x-3550 if you need assistance.**

**45 MINUTES BEFORE CLOSING – Make the 1st closing announcement.**

Empty the desk book bins & date the truck with today's date. Make sure that all reserves are put away.

Begin closing the Circulation Desk. Leave one computer on if there will be a staff person available to assist last-minute patrons.

**30 MINUTES BEFORE CLOSING**

Close the Circulation desk. Put up the “Desk is Closed” sign and begin clearing the floors. Take the 2-way radio to stay in contact with the Circulation / Reference staff person.

**15 MIN BEFORE CLOSING – Make the 2nd closing announcement.**

Record the **patron attendance count** in the folder kept near cash register at **both** the front exit gate and the Tea Shop exit gate. Be sure to record the I – P number (incoming patrons).

**5 MIN BEFORE CLOSING – Make the 3rd closing announcement.**

**CHECK THE FRONT AND THE TEA SHOP DOORS.** Card access should automatically lock the front and 1st & 2nd sets of Tea Shop doors at closing time. Check front doors & first set of Tea Shop doors. Push on each door to be sure all the doors are locked. Check doors again after patrons leave.

If card access is not working as it should, push red front door button to cut power to the front doors & the middle set of Tea Shop doors. The Evening Supervisor or LSA will call or email the Library Director, Phil Bidwell & UPD to let them know we have used the red button. Circ student or staff should leave a note for daytime staff if you locked the doors with button.

Use the Allen wrench in the Ref Desk to lock the Tea Shop crash bars or if a crash bar gets stuck in the open position.

**CLOSING - Make the 4th closing announcement and turn off the PA system.**

Turn off the main desk lights with the switch by the file cabinets. The switches by the Check & Sensitize table will turn off the Reference area lights if Ref staff has not done so.

Put key tray in the left top drawer of the file cabinet in the Circulation office, lock the drawer & put key in the black bin in the right drawer.

Turn off the lights in the Circulation office and close the door. The door should be locked. If not, lock it with the office key in the 2nd drawer near the cash register.

**CLOSING ANNOUNCEMENTS**

(revised 6/1/11)

**45 MINUTES BEFORE CLOSING**

The library will close in 45 minutes. The Circulation Desk will close in

15 minutes. If you have items to check out, please do so now. Thank you.

**15 MINUTES BEFORE CLOSING**

The library will close in 15 minutes. Please finish printing and prepare to exit the building. Thank you.

**5 MINUTES BEFORE CLOSING**

The library will close in 5 minutes. Thank you.

**CLOSING TIME**

The library is now closed. Thank you.

**THE ONLY TIME THE LIBRARY PAGING SYSTEM CAN BE USED FOR ANYTHING OTHER THAN THE CLOSING ANNOUNCEMENTS IS WHEN DIRECTED TO DO SO BY A MEMBER OF THE UNIVERSITY POLICE.**

**PERSISTANT REQUESTS TO PAGE A PATRON DURING WEEKDAY BUSINESS HOURS SHOULD BE REFERRED TO THE DIRECTOR'S OFFICE. REQUESTS AT NIGHT OR ON WEEKENDS SHOULD BE REFERRED TO UNIVERSITY POLICE (EXT. 3550).**

# FIRE EXIT ALARMS

There are 3 fire exit alarms that will sound if a patron leaves the building through an alarmed fire exit. They are located in the South stairwell (Accessibility Resources), near the 1st floor rest room sign and inside the North stairwell (Reference area). The alarms in the South & North stairwells are set to sound when the fire exit door is opened and will automatically turn off when the door closes. The center alarm will still sound (very loudly) when a patron goes out the fire exit leading to the space between the 2 sets of front doors.

The key to this alarm is kept in the key tray in the cash register cabinet. There is also a key kept at the Reference Desk.

**TURN THE ALARM OFF AS QUICKLY AS POSSIBLE.** To turn off the alarm, insert the key and turn clockwise until the alarm stops. Be sure to reset the alarm by turning the key counterclockwise.

The patron who triggered the alarm is usually gone by the time a staff person can reach the front fire exit door but if not, ask the person to use the main exit.

**BACK HALL DOOR ALARMS**

The back hall doors to the stack areas on the 2nd & 3rd floors are alarmed 24-7. These alarms are set to turn on when the door is opened. Staff ID cards will deactivate the alarms. We also have 5 generic cards for students to use while on duty.

The 3rd floor back hall door to offices is not alarmed weekdays from 8:00 a.m.- 4:00 p.m. and the 2nd floor door is now kept locked as it leads into the Director’s suite.

The alarm box at the Circulation desk will sound when an alarm is activated. Push the red button on the box to silence the buzzer for 10 mintues. This **does not** deactivate the alarm. The red light will stay on until the alarm has deactivated.

If for some reason the door alarm does not turn off automatically, the Circulation desk staff person is responsible for deactivating alarms for the main stack areas and Bibliographic Services staff is responsible for the basement lobby alarm.

Students should always return the generic alarm card to the box in the Circulation office as soon as they are finished using it.

Alarm lights:

1 – Basement Lobby

2 – 2nd Floor Stacks

3 – 2nd Floor Director’s suite

4 – 3rd Floor Stacks

5 – 3rd Floor Offices

6 – 3rd Floor Faculty Carrels/Storage

**KEY INSTRUCTIONS**

Keys to various rooms and offices throughout the building are kept in the key box located in the Circulation Office. A list of all keys is kept in the front of the key loan register in the file cabinet.

The key to open the key box is in the key tray at the Circulation desk. If for some reason this key is missing, there is a spare key in the Reference Desk.

**ALL KEYS MUST BE SIGNED OUT**. Sign out the key using the key loan register in the blue binder kept on top of the file cabinet near the Circulation office printer.

Anyone other than staff must be on a permission list before they can sign out a key. These lists are kept in the **KEY PERMISSION FOLDER** near the cash register. Anyone on the permission list is required to show ID to sign out a key.

If the person’s name is not on the permission list or there is no list in the folder, the Evening Supervisor or the person staffing the Reference Desk will decide whether to sign out the key.

The staff at the Circulation desk will retrieve the key loan register, the requested key and the plastic **“PLEASE RETURN TO THE MAIN DESK TO AVOID SOUNDING THE EXIT ALARM”** paddle from the file drawer. Attach the key to the holder by pushing the plunger on the key and inserting it into the ring on the key holder.

The person requesting the key should sign their name and the date in the key loan register. Please be sure the signature is legible.

When the key is returned, be sure to remove the paddle and note the date the key was returned in the key loan register.

**EMPTYING OUTSIDE BOOKDROPS**

# The outside book drops are to be emptied daily. This task is generally assigned to student workers, however, when one is unavailable Circulation staff are responsible for emptying book drops.

**OUTSIDE REAR BOOKDROP PROCEDURE:**

Retrieve the outside book drop key from the key drawer.

## Take a book truck to the back door using the back elevator. The book drop is located just inside the back door on the left. There are 2 locks on the book drop. You will need to unlock them both at the same time before it will open.

## Pull the bin out and remove the books. Place them in an orderly fashion on the book truck with call numbers facing up.

## After the book drop is emptied, push the bin back into place, close the door and lock both locks. Always check to be sure that the book drop door is locked.

## Place a “TO BE CHECKED IN” label on the truck. Be sure to date the label with the last day the library was open.

Return the book drop key to the key tray.

##  OUTSIDE FRONT BOOKDROP PROCEDURE:

Retrieve the key to Room 141 from the key tray. Take a small book truck.

Go into Accessibility Resources office to get to Room 141. Unlock the door.

Circulation desk students have card access to A.R. on the weekends when the office is closed. Use your SUNY ID card to open the office door & use the key to open Rm. 141.

Remove the books from the book drop, place them in an orderly fashion on the book truck with the call numbers facing up and return to the Circulation area.

Lock the book drop door and close & push on the A.R. door until you hear a click. Check to be sure the door is locked.

Place a “TO BE CHECKED IN” label on the truck. **Be sure to date the label with the last day the library was open**.

Return the key to Room 141 to the key tray.

**PARKING PERMITS**

(effective 12/20/10 & updated 10/8/14)

Circulation staff members will issue campus parking permits ONLY when there is no one physically staffing the Reference Desk. If there is no staff member available to issue a permit the patron should be sent to University Police Department in Alumni Hall. Student workers should not issue parking permits.

**GUIDELINES**

Patrons can use the permits to park in campus **Visitor parking spaces only**.

Do not give permits to SUNY Oneonta students, faculty or staff. They should have a campus parking sticker on their vehicle.

Do not give overnight permits. The patron must go to UPD for this.

Ask the patron for ID.

Staff completes the “Valid Until” date on both the top & bottom portion of the permit and initials both entries. The patron fills out the remainder of the bottom of the form and signs it.

If the patron does not know their license plate number, allow them to take the permit to their car, hang the top in their car and bring back the bottom portion with the license number completed.

Put the form in the Message Tray and the opening Circulation staff person will bring it to the Reference Desk for filing the next business day.

**ATM MACHINE**

The ATM machine is owned by Higher One Machines, Inc. Higher One account holders can use the ATM to access their financial aid refund without a fee. Non-account holders can use the machine as a regular ATM but they will be charged a transaction fee.

The machine is stocked with $10 and $50 bills so a transaction request for $50 will produce a $50 bill.

Higher One monitors the ATM remotely during regular business hours. An automatic “Out of Order” message will display on the screen if there is a problem with the machine. Put an “Out of Order” sign on the machine if the message does not display. Tape the white copy on the machine and put the yellow copy in the Message Tray.

If there are other problems with the machine during regular business hours (8 a.m.-4:00 p.m.), Circulation staff or the patron may call J. Lentner @ 436-2586 or send patron to the Student Accounts office.

**PUBLIC PRINTERS**

(effective Fall 2011)

Reference Desk staff is responsible for maintaining the public printers on the 1st floor.

Responsibilities include keeping the paper trays full, replacing toner as necessary, clearing paper jams and reporting problems to IT Help Desk.

Since the Reference Desk is not staffed until 11:00 a.m., any printer problems should be directed to the Reference office @ ext. 2025 before 11:00 if we cannot solve the issue.

If you cannot contact the Reference staff and all that is needed is paper in one of the printers, a Circulation staff person can use library paper and fill up the printer.

**PRINTING FOR COMMUNITY / GUEST PATRONS**

Paid printing is no longer available for guest patrons.

Need specific details of where patrons will pick up flash drive and where printing will be done. Spoke to Brendan about printing being done @ Ref desk so should that also be where the flash drive is kept?

**PATRON CATEGORIES**

**ONEONTA STUDENT**

**ONEONTA HONORS STUDENT (INACTIVE)**

**ONEONTA GRADUATE STUDENT**

**ONEONTA FACULTY/STAFF**

**ONEONTA RETIRED FACULTY**

**COMMUNITY BORROWER**

**HIGH SCHOOL GROUP**

**HARTWICK STUDENT**

**HARTWICK FACULTY/STAFF**

**SUNY WALK-IN BORROWER (FORMER OPEN ACCESS)**

**PATRON APPLICATION CARD**

**Only Circulation staff members create new patron records on the system, however, everyone working at the desk is responsible for determining the eligibility of prospective patrons before accepting an application.**

**New Patron Application Procedures:**

* Determine patron eligibility for borrowing privileges.
* Search by patron name on the system to be sure a record does not already exist. If a record exists do not fill out the application card.
* If there is no patron record on the system, have the patron fill out an application card completely, sign and date the card.
* Be sure to have SUNY Oneonta students and faculty enter their campus I.D. number (Banner A#) if they know it.
* Record the barcode number on the application card if you are giving the patron a red & white library card. Give a new Community Borrower a copy of the Community Use: Policies & Procedures library guide. Have the patron sign the back of the card and give them the card after you are finished with the transaction.
* Photocopy the patron’s I.D. card along with the barcode and pocket or label information from any items the patron is checking out.
* Paperclip the photocopies to the application card and leave in the Message Tray. A Circulation staff member will create a patron record and check out the books the following business day.

**Patron Address Change Procedure:**

Have the patron fill out a new application card and note “address change” on the card. Be sure to request proof of address. Leave the card in the Message Tray. A Circulation staff member will enter the address change the following business day.

**Patron Barcode Update Procedure for all categories except students, faculty & staff:**

Pull application card from file drawer. Update the patron’s barcode on the system on the **Identifier Tab** by clicking the **More Actions** button, selecting **Edit** and entering new number. Click the **Update Identifier** button. Note the new barcode number on the application card. File the card back in the file drawer.

**STUDENT ID REQUIREMENTS**

All full-time students who are registered on the system should present an Oneonta SUNYCard or a red & white library card before checking out materials. If the student does not have their SUNYCard another photo ID such as a driver’s license may be substituted. All students should be encouraged to carry their SUNYCard and use it as their library card. See next page for exceptions allowed **at the beginning of the semester.**

Any full-time student who is **NOT** on the system must present proof of registration for the current semester before we will grant them borrowing privileges and enter them on the system. This could be a fee receipt or a copy of their current semester class schedule.

Part-time students or Graduate students may not have a SUNYCard. They will need to present photo identification. Search the system by name to access their patron record. Issue a red and white library card if they do not wish to get a SUNYCard. Be sure to update the patron barcode number on the system when issuing a red & white card.

**LOST SUNYCARDS**

Returning students who have lost their SUNYCard should obtain a replacement card at the Office of Ancillary Services (OAS) located in the Red Dragon Outfitters building near the Hunt Union. There may be a charge for the replacement card.

If graduating seniors or students who live off-campus do not want to pay for a replacement card you may issue them a red & white library card. The barcode number will need to be added to their library record.

**SUNY ONEONTA STUDENT BORROWING ELIGIBILITY**

**NEW STUDENT WITHOUT SUNYCARD**

Search for the student record by name. **If you find a record** you may check out to the student after verifying the student’s identity with a photo ID such as a driver’s license.

If the new student is NOT on the system, he will need to show **proof of registration** (copy of current semester class schedule or a fee receipt). The student must fill out a patron application card so we can add them to the system. Follow the photocopy procedure for a new patron application to check out the items to the student.

**NEW STUDENT WITH SUNYCARD**

**PATRON WAS NOT FOUND error message: Swipe the card again to be sure the swipe was done correctly.** Check to see if the patron’s SUNYCard needs to be replaced by opening Word and swiping the card. If the patron’s A # does not appear that means the A# is not imbedded on the card. They should go to OAS in the Red Dragon Outfitters building near the Hunt Union to get a new card.

Search for the student’s record by name. If you locate a record by name you can check out the items to the student if the record has not expired. If their record has expired, see instructions below for a returning student whose expiration date has passed. If you cannot locate a record, see above instructions for a new student who is not on the system.

**RETURNING STUDENT WITH SUNYCARD**

**PATRON’S CARD HAS EXPIRED error message:** The student will need to show **Proof of Registration** (copy of current semester class schedule or a copy of fee receipt). Click the **OK** button to respond to the error message and access the student’s record. Change the student’s expiration date to the last day of the current semester on the **General Information Tab** and **Save** the record. You will now be able to check out items to the student.

**HONORS STUDENTS** (program is currently suspended but may be revived in the future)

**Do not change any student’s status to honors status**. All honors student records are loaded into the system at the beginning of the semester with the patron tape load.

**UPDATING PATRON BARCODE NUMBER**

Only patrons using red & white library cards would need to have their barcode updated either to correct an entry error or when issuing them a new library card.

**Fulfillment > Manage Patron Services** to access the patron’s record.

Click on the patron’s **Username** link on the **Patron Services** screen to enter the patron’s record.

Click on the **Identifiers** tab.

Click on the **Row Actions** button for the barcode and select **Edit**.

The **Edit Identifier** box will appear. Either correct the barcode or wand the new barcode into the **Value** field and click the **Update Identifier** button.

**UPDATING PATRON RECORD EXPIRATION DATE**

A student’s record expires at the end of each semester and **should not be updated** unless the student shows proof of registration for the current semester. **Never extend a SUNY Oneonta or Hartwick student record expiration date past the end-of-semester date**unless a staff person has authorized a special loan over the winter break.

The expiration date on a community borrower’s record should not be updated unless they have no overdue items or outstanding charges on their account.

**Fulfillment > Manage Patron Services** to access the **Patron Identification** screen.

Either scan patron’s ID card or search for patron by name.

If the patron’s record has expired the message **Patrons card has expired** appears.

Click the **Override** button to access the patron’s record.

Click on the patron’s **Username** link on the **Patron Services** screen to open the **User Details** page of the patron’s record.

Click on the **General Information** tab.

Change the **Expiration Date** to **one year from today** for all patron categories except **SUNY Oneonta students and Hartwick students**.

Check the patron’s **Account Type** (internal or external). **Internal** account expiration dates can be updated by entering the new date and clicking the **Save** button. The record is saved and reopens to the **Patron Services** screen.

To update an **external** account, click the **Open For Update** button. The **Open For Update** dialog box will open. You will see a message about overwriting fields in the patron record. Click the **NO** button. The patron’s expiration date can now be updated. Click the **Save** button. The record is saved and reopens to the **Patron Services** screen.

**PATRON ELIGIBILITY**

 **FOR ONEONTA FACULTY/STAFF AND RETIRED FACULTY**

All Oneonta faculty/staff should have a record on the system after the SIS tape load has been updated for the semester. All new faculty members should have a SUNYCard that identifies them as faculty. If they have not yet received their SUNYCard and are not on the system, you cannot grant them faculty borrowing privileges unless they have proof of employment by the college such as a letter of appointment from Human Resources or documentation from their department chairman.

1. If there is no record on the system, follow instructions for the Patron Application Procedure after eligibility for borrowing privileges has been determined.
2. Often adjunct faculty members are unable to get a SUNYCard because they are not on campus during the day. In this case, you may give them a red & white library card.
3. Although **retired faculty** members are eligible for a new SUNYCard when they retire, they may not wish to get one. In that case, issue a retiredfaculty member a red & white library card.

**PROXY USERS**

A proxy user in Alma is a person who is authorized to check out materials for another patron.

Both parties of the proxy must be active registered library patrons and be checking out Milne Library items to utilize this function in the system. The patron requesting permission for another patron to be his proxy must provide written permission. Permission letters are kept in the Patron Permissions folder next to the cash register.

Use the **Proxy Tab** on the requesting patron’s record. Click the Add Proxy For link and search for the patron who will become the proxy. Click the **Add User** button. To delete a proxy, click the **Row Actions** button and select delete.

The proxy must show identification before checking out materials to them.

**USE OF PATRON ID CARD BY FRIEND OR FAMILY MEMBER**

**or for non-Milne Library items such as ILL**

Occasionally a faculty member may request that a family member or friend be allowed to check out items for them using their SUNYCard. This is permissible only if the faculty member has provided written permission.

Be sure to verify the identity of the person using the faculty member’s card.

Permission letters are kept in the “Patron Permission Notes” folder next to the cash register.

**PATRON ELIGIBILITY**

**DISTANCE LEARNING STUDENTS**

To be eligible for distance learning services a student must be enrolled in at least one distance learning (online) class, must not be registered in any other classes on the SUNY Oneonta campus and must not reside on campus.

Distance learning students are not required to come to campus for their classes, therefore, they can request Milne Library materials through Interlibrary Loan in addition to requesting materials from other libraries.

Distance learning students can renew Milne Library items the same as any student. Requests for renewal of items from another institution borrowed through ILL should be directed to the IDS Office.

Distance learning students may also come into the library to borrow materials. If they do not have a SUNYCard you may issue them a red & white library card after verifying their ID.

Locate the student’s record on the system and add the barcode number from the library card as an identifier.

**PATRON ELIGIBLITY**

**HARTWICK STUDENTS, FACULTY AND STAFF**

Hartwick students and faculty/staff are eligible for SUNY Oneonta borrowing privileges if they present a Hartwick College ID card.

Follow instructions for Patron Application Procedure and issue a red & white library card.

The Hartwick student ID number is on the Hartwick ID card. Be sure this is entered on the patron application card.

###### PATRON ELIGIBLITY

###### HEP (HIGH SCHOOL EQUIVALENCY PROGRAM) STUDENTS

The High School Equivalency Program is offered 4 times per year for 8 weeks per program. The participants live on campus in Morris Hall.

HEP students are issued a SUNYCard that identifies them as a HEP student.

HEP instructors or students should be granted borrowing privileges only if they qualify for community borrower status.

**PATRON ELIGIBILITY**

**SUMMER CAMP PARTICIPANTS**

(Music Festival, Baseball World, etc.)

Camp instructors or participants should be granted borrowing privileges only if they qualify for community borrower status.

Occasionally a SUNY Oneonta faculty member will agree to allow a camp instructor to borrow items on his/her library account. The faculty member should write a permission note allowing use of their card by another person. Place the note in the “Patron Permission Notes” folder near the cash register or set up a Proxy user if both parties are active registered patrons.

**PATRON ELIGIBILITY**

**ONEONTA JOB CORPS STUDENTS**

Job Corps students are not permitted to borrow any materials (including headphones) from the library.

**DO NOT ISSUE JOB CORPS STUDENT COMMUNITY BORROWER LIBRARY CARDS.**

Job Corps has refused to sign a financial release form agreeing to be responsible for loss or damage caused by their students. Borrowing privileges will not be granted until the release is signed.

**PATRON ELIGIBILITY**

###### AMERICORP VOLUNTEERS

Some members of the community are also Americorp volunteers on campus.

They should have a SUNYCard with the designation “volunteer” at the bottom of the card.

They should be granted borrowing privileges only if they qualify for community borrower status.

**PATRON ELIGIBILITY**

###### FOOD SERVICE STAFF (OAS)

OAS food service staff members are issued a SUNYCard with the designation “Food Service Staff” on the card. They are employees of OAS not of the college.

They should be granted borrowing privileges only if they qualify for community borrower status.

**COMMUNITY BORROWERS**

#### ELIGIBILITY

Applicant must reside in any one of the following counties: **Otsego, Broome, Chenango, Delaware, Greene, Herkimer, Madison or Schoharie**.

 Applicant must be at least 18 years of age and not be currently enrolled in high

 school.

Applicant must present identification plus verification of their current mailing address. If they do not have a driver’s license with their current address they can show us any correspondence that was mailed to them within the past 3 months. A piece of mail by itself is not considered identification.

Do not issue a red & white card unless patron has verification of current mailing address.

**NEW PATRON APPLICATION PROCEDURE**

Search by patron name in the system to be sure a record does not already exist. If a record exists do not have the patron fill out the application card. Follow the instructions for a **former patron application procedure** below.

If there is no patron record on the system have the patron fill out an application card completely, sign and date the card.

Issue the patron a red & white library card and have them sign it. Be sure to record the barcode number of the red & white card on the application card.

Give patron a copy of the Community Use: Policies & Procedures library guide.

If the patron is checking out items, photocopy their red & white card along with the barcode and pocket or label information from any items the patron is checking out.

Paperclip the photocopies to the application card and leave them in the Message Tray. A Circulation staff member will create a patron record and check out the books the following business day.

**FORMER PATRON APPLICATION PROCEDURE**

Patron must present verification of current mailing address.

 Search the system for a patron record. If you find a record you will need to verify its accuracy and check for any overdue items before changing the expiration date to one year from today. **Do not grant borrowing privileges until all overdue items have been paid for or returned.**

 Follow instructions for New Patron Application Procedure if there is no record on the system. There is no charge for the red & white card.

**PATRON RECORD HAS EXPIRED**

You may extend borrowing privileges to a Community borrower for one year if there are no outstanding obligations. Follow instructions for updating a patron’s expiration date.

All outstanding charges must be paid and any lost books must be returned before you update the expiration date.

Verify address and phone number. If address has changed, have patron fill out a new application card, note “address change” on the card and leave in the Message Tray. Be sure you see proof of the address change.

**LOST COMMUNITY BORROWER’S CARD**

If a community borrower has lost their borrower’s card we will replace it free of charge. We may deem it necessary to charge a $2.00 replacement fee for repeat offenders.

**SUNY WALK-IN BORROWERS -- STUDENTS, FACULTY & STAFF**

(updated 7/17/19)

**ELIGIBILITY**

Students, faculty and staff from any of the SUNY colleges and Community Colleges listed below **who present their valid college ID** are eligible to borrow under the SUNY Walk-In resource sharing program.

Follow instructions for Patron Application Procedure after eligibility for borrowing privileges has been determined.

Be sure the “Campus/Local” address listed on the application card is the patron’s school address and that the **name of their home institution has been noted on the card**.

**LIST OF STATE UNIVERSITY OF NEW YORK CAMPUSES:**

FROM SUNY WEBPAGE 7/17/19

Adirondack Community College

Albany, University at

Alfred State College

Alfred University, NYS College of Ceramics at

Binghamton University

Brockport, State University College at

SUNY Broome Community College

Buffalo State College

Buffalo, University at

Canton, College of Technology at

Cayuga Community College

Clinton Community College

Cobleskill, College of Agriculture & Technology at

Columbia-Greene Community College

Cornell University, NYS College of Agriculture & Life Sciences at

Cornell University, NYS College of Veterinary Medicine at

Cornell, NYS College of Human Ecology at

Cornell, NYS School of Industrial & Labor Relations at

Corning Community College

Cortland, State University College at

Delhi, College of Technology at

Downstate Medical Center

Dutchess Community College

Empire State College

Environmental Science and Forestry, College of

Erie Community College

Farmingdale State College

Fashion Institute of Technology

Finger Lakes Community College

Fredonia, State University College at

Fulton-Montgomery Community College

Genesee Community College

Geneseo, State University College at

Herkimer County Community College

Hudson Valley Community College

Jamestown Community College

Jefferson Community College

Maritime College

Mohawk Valley Community College

Monroe Community College

SUNY Morrisville

Nassau Community College

New Paltz, State University College at

Niagara County Community College

North Country Community College

Old Westbury, State University Collage at

Oneonta, State University College at

Onondaga Community College

Optometry, College of

Orange County Community College

Oswego, State University College at

Plattsburgh, State University College at

Potsdam, State University College at

Purchase, State University College at

Rockland Community College

Schenectady County Community College

Stony Brook University

Suffolk County Community College

Sullivan County Community College

SUNY Polytechnic Institute

Tompkins Cortland Community College

Ulster County Community College

Upstate Medical University

Westchester Community College

**HIGH SCHOOL GROUPS**

**USE OF A HIGH SCHOOL BORROWING CARD IS RESTRICTED TO GROUP TOURS THAT HAVE BEEN PREARRANGED WITH THE REFERENCE DEPARTMENT.**

**INDIVIDUAL STUDENTS AND HIGH SCHOOL FACULTY MAY NOT BORROW USING THE HIGH SCHOOL’S CARD.** Students who missed the group visit may not come by themselves and borrow using the school’s card.

A financial responsibility form must be completed by the high school each year before a card will be issued or renewed.

Only Circulation staff may create a High School borrower record. **Do not use the Patron Application card for individual high school students.**

Books checked out using the high school card are normally not renewed. Requests for renewals should be referred to the Circulation supervisor.

Individual high school students may place up to 4 books on hold to be borrowed through ILL by filling out a high school interlibrary loan form (in folder on shelf in Reserve Room) and taking the form back to their librarian to process. Put the name of the student and the school name with the books and put them on the ILL return shelf in the back hall with a note the librarian will be submitting an ILL request for the books.

**PATRON REGISTRATION**

(Only Circulation staff members will register patrons on the system)

Select **Manage Patron Services** from the **Fulfillment tab** at the top of the screen.

The **Patron Identification** screen will be displayed. Search the database using the patron’s name to be sure a patron record does not already exist before creating a new patron record. If no matching record is found, click the **Register New User** button to access the **Quick User Management** screen.

This form is used to register a new patron on the system, however, this form does not contain every field necessary for a complete patron record. You will need to enter additional information after the initial record is created.

**FILL IN THE FIELDS AS FOLLOWS ON THE QUICK USER MANAGEMENT FORM:**

**Please Note** – The fields marked with an asterisk are mandatory fields. Fill in the fields listed below to begin creating the patron’s record.

**NOT LOCAL – FIND USER IN OTHER INSTITUTION – Do not use at this time.** This field is used to locate the patron record of a SUNY walk-in borrower. Do not use for any other patron type.

**USER DETAILS – USER INFORMATION – Enter information into the following fields:**

**\*First Name –** enter patron’s first name.

**Middle Name** –enter patron’s middle name or initial.

**\*Last Name –** enter patron’s last name.

\***Primary Identifier –** Community, Hartwick Fac/Staff & Students & SUNY Oneonta retired Faculty - enter patron’s name as first name, last name, no spaces, lower case, i.e., **kathryncroft**. All other patron types leave as the system-generated number.

**Title –** leave blank unless information is provided on application card.

**User Group –** select from drop down menu.

**Campus –** select SUNY Oneonta if patron is affiliated with the college.

**Preferred Language –** is pre-populated with English & is the preferred language for email.

**Expiration Date –** leave blank – system will generate expiration dates based on patron category. Check to be sure the end-of-semester date is generated for our students and Hartwick students. All other patron category exp. dates should be generated for one year from the date of record creation.

**Resource Sharing Library –** select Milne Library if patron is affiliated with the college

**USER MANAGEMENT INFORMATION**

**Patron has institutional record -** leave the default setting at **NO**

**Password –** Community borrower – enter barcode from issued red & white library card

**Verify Password –** Community borrower – enter barcode from issued red & white card

**Force password change on next login –** leave unchecked

**EMAIL ADDRESSES**

**\*Email Types –** select Work for college fac/staff & students. Select Personal for Community

**Email address –** enter email address

**ADDRESSES** – how is SIS handling addresses???

**Address Types:** Enter 1st address when creating record & 2nd address after record has been created.

Students - select Home for permanent address & School for local address

Faculty/Staff - select Home for home address & Work for on-campus address

Retired Faculty – select Home address only

Community Borrower – select Home address only

Hartwick Student - select Home for permanent address & School for address @ Hartwick

 Enter Hartwick College Box #, Hartwick College, Hartwick, NY 1382

Hartwick Faculty/Staff - select Home for permanent address & School for Hartwick campus address

SUNY Walk-In Borrower - select Home for permanent address & School for home institution address

**PHONE NUMBERS**

**Phone Types –** enter Mobile number if available & Office or Home number after record has been created.

Click the **Update User** button in the upper right of the screen to save the record. The patron’s record will open in **Patron Services**. Click the patron’s **ID link** to open the record to enter additional information.

**TABS WITHIN A PATRON RECORD**

There are 10 tabs within a patron record that can contain additional patron information. The tab will be “dog eared” if it contains information.

**General Information & Contact Information Tabs –** contain the user management information entered when creating the record. Click the links to enter additional addresses, phone numbers or email address. Select which of these is the preferred contact info. Use the more actions button to edit, delete or duplicate entered information.

**Identifiers Tab –** add the patron identifiers needed to access the patron’s record:

Identifiers are not case sensitive for institutions who went live on Alma after June 2018.

Click the Add Identifier link. Do not check the Add as an external box. Select the identifier type from the drop down. Enter the identifier data in the value field and click the **Add & Close** button.

Students – enter the Banner A # and the PIDM #

Faculty/Staff - enter the Banner A# and the PIDM #

Retired Faculty – enter the Banner A # and/or barcode # from red & white library card

Community Borrower – enter barcode # from red & white library card

Hartwick Student – enter barcode # from red & white library card

Hartwick Faculty/Staff – enter barcode # from red & white library card

SUNY Walk-In Borrower – enter barcode # from red & white library card

**Notes Tab –** Enter a **Hartwick student’s Hartwick ID number** as a note on their patron record. Select **Library** for the note type for this entry.

Notes will appear on the Patron Services page in the **User Notes** box and in Primo on the Blocks & Messages page in the patron’s **My Account** tab.

You can enter a note from the **Notes tab** or from the **User Notes** box on the Patron Services page by clicking the Add Note link.

The Add Note dialog box will appear. If you are working with an external user (faculty, staff or student) the **Add as an external** check box will appear. Check this box only if you want the note to be added as an internal note and disappear at the next SIS load.

Enter the text for the note in the **\*Note** field.

Select the note **Type** from the drop down menu.

Check the **User Viewable** box to enable the user to view the note. Click the **Add & Close** button to save the note.

**Blocks Tab –** Currently we do not block students from using library services if they have overdue items, however, we do stop Community Borrower’s by not extending their patron record expiration date unless all overdues have been returned or paid for as a lost item.

**Statistics Tab –** This tab is used to add additional patron information for statistical reports. We are currently not using this tab.

**Attachments Tab –** This tab contains copies of notices that have been emailed to the patron such as an activity report, fine/fee payment receipt, cancelled request notice, hold placed notice, lost refund fee notice, etc.

Use the **Row Actions** button to View, Edit, Delete or Resend the notice. Print a copy of a notice by viewing and using Ctrl + P to print.

**Proxy For Tab –** This is where you will enter proxy information so that the user will be able to check out materials for another user, i.e., a teaching assistant checking out books for a faculty member.

**History Tab –** This tab is where changes to the user record are recorded. Changes made by Alma, the SIS and staff are listed as well as the operator who made the change.

**Fines & Fees Tab -** This tab is used to manage charges on a patron’s record, however, you cannot pay a fine from this tab. Accepting and registering a payment is done via the **Pay Button** located on the **Patron Services** screen. See detailed information under **Cash Transactions**.

**CASH TRANSACTIONS**

**PROCEDURE FOR EVENING SUPERVISOR & STUDENT WORKERS**

**NIGHTS & WEEKENDS**

Record payment on the patron’s record following directions on next page.

If patron wants a receipt you can either print 2 copies or photocopy the original receipt.

Accepted forms of payment are personal check, cash or money order. Checks should be made payable to SUNY Oneonta. Credit and debit card payments are accepted at Student Accounts Office in Netzer Administration Bldg. during regular business hours only.

Collect payment and make change from the cash box that is kept in the top drawer of the file cabinet that is just inside the door of the Circulation Office.

Payment receipts should be placed in the cash box. Paperclip checks to the receipt. Cash may be placed in the bottom of the cash box separately since you may need to use it to make change.

A Circulation staff member will record the transaction on the cash register and remove the hold from Banner the following morning (Monday – Friday).

If you have any problems or concerns—leave a message in the Message Tray.

**CASH TRANSACTIONS**

**PROCEDURE FOR CIRCULATION STAFF**

Record payment on the patron’s record following directions on next page.

Print the payment receipt.

Collect payment and make change from the cash register. Stamp the back of any checks with the “For Deposit Only” stamp. Give the patron the cash register receipt.

Look up the student’s Banner ID number (A #) on the **Identifiers Tab** and write it on the payment receipt. Remove the hold from Banner and note the hold removal and your initials on the receipt.

Follow the paperwork processing for a “Lost & Paid” if patron is paying for lost items. Otherwise, put the receipt in the metal file organizer on the file cabinet in Circ office.

**Cash Transactions – Fines & Fees**

There are several ways to access a patron’s list of cash transactions in Alma, however, there is only one way to accept and register a payment. This is done via the **PAY BUTTON** on the **Patron Services** screen.



Clicking the Pay button retrieves the **Payment Details** dialog box where you can accept payment for specific fines/fees or for the total amount owed. The patron can also pay a sum against their current balance.



Select **All Fines** if the patron wants to pay the total owed. The payment amount is a required field and will default to the total owed.

Select **Specific Fines** and click on the **List** button to see a list of the specific charges a patron owes. Use the check boxes to select the charges the patron wants to pay and click the **Select** button. You will be taken back to the **Payment Details** box where the selected charges will be displayed. The payment amount defaults to the amount of the selected charges.



Click the **Send** button. You will be asked to confirm the amount of payment.

Click the **Confirm** button to finalize the transaction.

A confirmation message will appear on the screen and a payment receipt will be emailed to the patron.

We need a copy of the payment receipt for our records and to use to remove the patron’s hold from their student record.

Click the patron’s **Username** link on the **Patron Service** screen to enter the patron’s record. Click the **Attachments Tab** and locate the payment receipt that was emailed to the patron. This will usually be the first item listed. Click the **More Actions** button and select **View** to retrieve the payment receipt. Use Control + P to print a copy of the receipt. **Write the A# on the receipt so Banner hold can be easily removed.**

You can also locate the payment receipt in the **Fines / Fees tab** of the patron record. You should be able to see both Active (unpaid) fines and Closed (paid) fines if the Fine / Fee status filter is set to **All.** To see additional information about a Closed fine click on the **Remaining Balance** link to display the details of the payment. Click on the **Reference** number link to display and print the payment receipt. This could be easier than trying to locate a payment receipt in the Attachments tab for a transaction that occurred sometime in the past.

If a charge is waived there is currently no payment receipt generated but you can click on the **Remaining Balance** link to display payment details that lists the transaction type as **waive**. Control + P to print this page to use for our records and to remove a student’s Banner hold.

**INDIVIDUAL CHARGES ON FINES & FEES TAB**

**WITHIN PATRON’S RECORD**

**Fines & Fees Tab -** This tab is used to manage charges on a patron’s record, however, you cannot pay a fine from this tab. Accepting and registering a payment is done via the **Pay Button** located on the **Patron Services** screen.



A summary of charges appears at the top of the page. There are filter selections for fee type and status. Leaving the filters set to **All** is best unless the patron has many charges you need to sort through.

Customize the Fines and Fees Details columns by clicking on the Column Display  icon and selecting the columns you view on this screen.

Using the **More Actions** button at the end of each fee you can choose to waive, dispute, view the loan or link to the item. You can also waive the fee by checking one or more fees and clicking the Waive Selected link.

**WAIVE A FINE / FEE ON A PATRON’S RECORD**

The **Waiving Fine/Fee** box will appear displaying the total amount of the charge. Change the amount to partially waive a fee. Select the reason for waiving and add an optional comment. Click the **Waive Button** and confirm the transaction. Alma does not produce a receipt for a waived transaction, but we need a printout for our records. Be sure the filters for Fine/Fee type and Status are set to All. Click on the fee Remaining Balance link of the waived transaction to display a record of the waived transaction. Ctrl + P to print the screen. **Write the A# on the receipt so Banner hold can be easily removed.**



**ADD A FEE TO A PATRON’S RECORD**

Click the **Add Fine or Fee** link to add a fee to a patron’s record. Select the Fee Type from the drop down. Enter the amount of the fee. Add the item barcode to link the fee to a specific item and add an optional comment if necessary. Click the **Add and Close** button to complete the transaction.

**LOAN PERIOD**

The loan period for all patron categories and all circulating collections is:

16-week loan (112 days) to all patrons.

SUNY Oneonta and Hartwick students’ records will expire the last day of the semester. Their loan period will be shortened throughout the semester as all their regular collection items are due the last day of the semester.

Alma displays time of loan and time due back in military time.



**CHECK OUT (LOAN) PROCEDURE**

Check the upper right corner of the screen to verify you are working at the Milne Library Circulation Desk. If not, click the Map Icon and select the **Milne Library Circulation Desk**. Select **Always show current location** to display your location in the menu bar.

**Fulfillment > Manage Patron Services**

The **Patron Identification** screen will be displayed.



Swipe or scan the patron’s ID card or search for patron by name. If searching by name, select the correct patron and either return or click the GO button to get to the Patron Services loan screen. Always verify that the patron record on the screen matches the patron’s ID card.

**Note: if patron’s record has expired** you will only be able to bring up the record by using a name search. The patron’s barcode will not retrieve the record.



**LINKS ON THE PATRON SERVICES SCREEN**

**PAY BUTTON** – This is the only way to process a payment. The patron can pay a specific fine or pay their current balance in full or in part.

**PATRON’S ACTIVE BALANCE** - Click to go directly to the patron's Fines/Fees tab to view specific charges & payment details.

**SEND ACTIVITY REPORT** - Click to send patron an email of current loans, overdues and fees owed.

**SEND REQUESTS REPORT** - Click to send patron a list of their hold requests.

**EDIT PATRON INFO BUTTON** – Opens patron’s record for editing.

**USER NOTES** – Check these notes to see information pertinent to the patron.

**LOANS, RETURNS AND REQUESTS TABS** – Use for check out, check in and view a patron’s hold requests.

**CHANGE DUE DATE** – Change a system-generated due date.

**LOAN PROCEDURE**

The patron’s record opens to the Loans tab. Use the dropdown selection for loan display and select to view either **Loans of this Session** or **All Loans**.

Scan the item barcode into the highlighted field to check out an item to the patron. Enter additional item barcodes for this borrower until all loan transactions are complete. See below for possible error messages.

**Check the screen each time you enter a barcode** to be sure the loan registered on the system. Do not check out items by listening for barcode “beeps”. **Watch the due dates as our students and Hartwick students loan period may be shortened to the end-of-semester date**. You may need to use different date stamps depending upon patron category.

**IMPORTANT -- Be sure the due date on the screen matches the due date you are stamping in the item.**

Stamp the due date on all items being checked out including those that will require the photocopy check out procedure.

Open CDs & DVDs to look for a due date slip if it is not on the outside cover. If there is no due date slip, you can add one if there is room. You may also add a “sticky” due date slip to the back of the item if there is room to do so. If you cannot add a due date slip, place the item in a manila envelope at check out and stamp the due date on the envelope.

Desensitize materials before giving them to the patron.

Be sure to clear the loan screen after each transaction by clicking the **Done** button in the upper right corner.

**CHECK OUT MESSAGES & ADDITIONAL INFO**

**Patron’s card has expired** - verify the patron’s eligibility, click the **Override** button to access patron’s record and follow the instructions for updating the patron’s expiration date.

**Please notice that the due date was shortened since the patron card is expired before the due date** - the system will automatically shorten the loan period to the patron’s record expiration date. **Oneonta & Hartwick student expiration dates SHOULD NOT BE EXTENDED PAST THE END OF SEMESTER DATE**. For other patron categories, verify the patron’s eligibility and follow the instructions for updating the patron’s expiration date. Check out the items again to the patron and the correct due date should be generated.

**Item Not Found** - You will need to set this item aside and use the photocopy check out procedure. Continue checking out the books that are on the system.

## Return During Loan - Occasionally, a user may try to borrow an item that is currently checked out to another patron. The item will be returned automatically when a loan is performed and will then seamlessly check out to the new patron. The charge for a lost item on the original patron’s record will automatically be removed.

**Desensitizing Magnetic Media Items** – All VHS and cassette tapes have been removed from our collections, however, a patron may receive one of these via ILL or Resource Sharing.

All video and cassette tapes **MUST** be desensitized on a separate desensitizer. The desensitizer used for books will **ERASE** any magnetic tape so **BE VERY CAREFUL!** Any magnetic media should be kept as far away from the book desensitizers as possible.

CD’s and DVD’s can be desensitized on the book desensitizer. It will not erase them.

The **Row Actions** button for each loan offers many other selections including viewing the loan history, marking the loan as lost, deleting the loan, viewing, adding or editing loan notes and viewing the request (hold) que for the item.

**PHOTOCOPY CHECK OUT PROCEDURE**

The photocopier will be used to temporarily record circulation of books that are “item not found” on the system at checkout.

**PROCEDURE FOR MATERIALS NOT IN SYSTEM**:

* Bring up the patron’s record on the system to verify that the patron has current borrowing privileges.
* Stamp the date due on book pocket or date due slip.
* Some books are not barcoded. Put a barcode on the book before copying.
* Position the patron ID card within the photo area. You are copying the pocket or cataloging label, book barcode, date due and patron name and barcode number.
* Position book on the copier so that the pocket or cataloging label and the item barcode will copy. There are a few books on which the barcode label has been placed on the opposite page. You will have to copy both pages of these items and staple the pages together.
* Books cataloged after 7/08, will not have a cataloging label above the due date slip. In this case it is **VERY IMPORTANT** to copy the entire barcode as this will be our only link to the book.
* Make copy. **Be sure that the copy is clear and all pertinent info has been copied**.
* If the patron’s signature on a red & white card is not legible, write the patron’s name on the photocopy.
* Place the copies in the tray labeled “Not on File” located on the shelf between workstations 2 & 3 or paperclip to a new patron’s application card and put in the Message Tray.
* Desensitize book before giving it to patron.

**BACKUP COPIER**

The copier in the Reference office will be used as backup in the event the copier at the Circulation desk should be out of order.

If there is a problem with the Circulation desk copier, notify a Circulation staff member or the Evening Supervisor who will check for a paper jam or change the toner.

If the copier cannot be fixed by the staff person, put an **OUT OF ORDER** sign on it.

The staff person can stay at the desk or if necessary, use the radio to call the shelving student back to the desk while you make copies.

Take the book(s) that need to be copied to the Reference Office to make copies. Be sure to take the patron’s I.D. card with you.

To begin copying press the Access key and enter **2025** as the access code. Press the Access key again.

**SPECIAL LOANS**

**LOANS TO STUDENTS OVER SEMESTER BREAK**

* We **do not** allow students to take library materials home with them over the summer break unless they live locally and can show proof they are registered for the Fall semester.
* We **will allow** students who are registered for the Spring semester to take library materials home with them over the winter break. Tell the student to wait until just before they leave for break to check out the items.
* At the end of the semester the students’ borrowing privileges expire on the last day of finals and all materials borrowed are due on that day.
* Change the expiration date of the student’s record to the first day of classes in the Spring semester.
* Check out the item to the student. The due date should be the first day of the Spring semester.
* Change the expiration date of the student’s record back to the end-of-semester date of the current semester.

**CHECK OUT WHEN THE SYSTEM IS DOWN**

**If the system goes down during the day, notify Kathy Croft or Brendan Aucoin. If the system goes down at night or on the weekend, notify the Reference Desk person who will report the problem, if necessary.**

**REGULAR COLLECTION ITEMS**

* Revert to photocopy check out using the if the system is down. Follow the photocopy procedures. Be sure the patron’s name and barcode number appear on the copy as well as the item barcode and information.
* **Media** items may be more difficult to photocopy. If necessary, handwrite the pertinent information on the photocopy.
* Put the photocopies in the **System Down** tray at the desk.
* When the system comes back up, check out the items photocopied during the time the system was down. You will probably need to search for the patron by name. The book barcode can usually be scanned from the photocopy. Use extreme care and verify the patron’s name on each sheet. Any barcodes that give the message **Item Not Found** should be placed in the **Not on File** tray.

**RESERVES**

Use the printed reserve report in the marked notebook to look up reserve call numbers. They are listed in the notebook in alpha order by instructor’s last name.

Check out reserve materials using the Reserve Manual Check Out cards next to each workstation.

Fill out all required items on the manual check out card. **Be sure to note the time and date the item is due back**. Place in the manual reserve box on the shelf near Workstation #2.

Do not discard the check out card when the reserve item is returned. Draw a line through it and place it in the back of the tray. These cards are used to calculate circulation statistics.

Hold any returned reserve items aside that were checked out on the system so that they can be checked in on the system when it comes back up.

**POWER OUTAGE -- NO ELECTRICITY**

Fill out a white manual check out card with the heading “Manual Check Out” for each regular collection item and place in the manual card count box on the shelf under workstation #2. Check out reserve items are instructed above.

MANUAL CHECKOUT FOR DOCUMENT COLLECTION

**GOVERNMENT DOCUMENTS—USE THE GOLDENROD CARDS**

Government documents are shelved in the Sub-Basement. Use the goldenrod **DOCUMENT COLLECTION** card to check out materials if there is no barcode on the item.

* Use one card for each item. List the Superintendent of Documents no. (SuDoc No.) and the title of the document on the card.
* Have the patron sign their name and telephone number on the bottom of the card.
* Write the patron category under the signature of the patron.
* Stamp the date due on the bottom of the card.
* Stamp the due date on the back of the item.
* Place the card in the “manual checkout” box located on the shelf near workstation #2.

#### GOVERNMENT DOCUMENTS ON CD

* Follow the above check out procedure.
* Place the CD in a manila envelope and stamp the due date on the envelope.
* Envelopes are on the shelf near Workstation #2.

**MAP COLLECTION**

The bulk of the Map collection is located in the storage area of the Sub-Basement that is not open to the public. The loan period for all maps is 16 weeks to all patrons. Materials from this collection can be checked out but a staff person will need to retrieve the item.

If a patron wants a map, write down the call number and title along with the patron’s contact information and leave a detailed note in the message tray if a staff-person is not available to assist the patron.

A small percentage of the map collection is barcoded. If a map is barcoded it should be checked out and checked in on the system using the barcode.

The majority of the map collection is not barcoded and must be checked in and out manually using the following procedure.

**MANUAL CHECK OUT PROCEDURE:**

* Blank manual check out cards are located next to each workstation.
* If there is no call number on the map enter as much information as possible.
* Place the card in the “manual checkout” box located on the shelf near Workstation #2.
* Put the map in either a large envelope or a map tube and write the due date on the date due slip.
* Maps do not need to be desensitized.

**MANUAL CHECK IN PROCEDURE:**

* Pull the card from the manual check out file and tear it in half and discard.
* Place the map on the labeled shelf at the end of the Circulation desk.

Circulation staff will notify patrons of overdue maps.

The Acquisitions librarian will determine charges for lost or mutilated maps.

**RENEWAL POLICIES**

Library materials may be renewed at the request of the patron either in person, online or by phone. Items that are on hold for another patron will not be renewed.

Be sure to check the patron’s record after renewing items to check that all loans renewed for the proper length of time and let them know if any loans did not renew. Also, give the patron a summary of their library account including total number of loans, lost items and any outstanding balance before ending the call.

**ONEONTA STUDENTS & HARTWICK STUDENTS**

Oneonta students & Hartwick students should not need to renew their items as their loan period spans the entire semester and ends the last day of the semester. Do not extend their loans past the end of the semester unless they have permission for a special loan over the winter break.

**ONEONTA FACULTY/STAFF, RETIRED FACULTY & HARTWICK FACULTY/STAFF**

These patrons’ loans will renew automatically, or they can renew books in person, by phone or online.

**COMMUNITY BORROWERS**

Community borrowers may renew items in person, by phone or online, however, their loans should not be extended beyond their current expiration date unless they have returned or paid for any lost items.

**SUNY WALK-IN BORROWERS** (formerly Open Access borrowers)

Not sure how this will work. Patron expiration date? If books are lost how will they be paid and who will pay for them? Home institution? Billing?

#### INTERLIBRARY LOAN / RESOURCE SHARING

Any requests to renew an ILL book checked out on Illidad should be referred to the IDS Office @ ext. 2726.

**HIGH SCHOOL**

Renewal of items checked out to a high school will not be permitted since the loan period is 16 weeks. Any renewal requests should be referred to the Circulation supervisor.

**RESERVES**

Reserves are not renewable unless there are multiple copies on reserve and at least one copy is still available. Renewal of a reserve item is not permitted if there is only one copy of the item on reserve. The student must wait a “reasonable” amount of time before checking out the item again to allow access to others who may need the material. A reasonable amount of time is one hour for 4-hr reserves and 1 day for any 1, 2 and 4-day reserves.

**RENEWAL PROCEDURE**

**ACCESS THE PATRON’S LOAN LIST TO RENEW ITEMS**

Access the patron’s record the same as if you were checking out items. The patron’s record will open to the **Loans Tab**.



Use the **Loan Display** drop down to filter the loan display to **All Loans** to see a list of patron’s current loans

Click **Renew All** link to renew **all** the items currently charged out to a patron. Watch for error message and check the new due date to be sure all loans renewed successfully.

Check off multiple loans and click the **Renew Selected** link to renew multiple loans or click the **Row Actions** button and select **Renew** to renew a single item.

Check off multiple loans and click the **Change Due Date** link to change the due date on multiple selected loans or click the **Row Actions** button and select **Change Due Date** to change the due date of a single item.

**RENEWAL OF MANUALLY CHECKED OUT ITEMS**

**Procedure if item is not overdue:**

* Pull the card from the manual check out file on the shelf under workstation #2.
* Update the due date on the card to the new due date.
* Stamp the new due date on the item.
* Place the card in the “manual checkout” box located on the shelf under workstation #2.

**Procedure if item is overdue:**

* Photocopy the item as if it was a “not found” (copy pocket, barcode & patron ID).
* Write “renewal” on the copy.
* Place the photocopy in the **MESSAGE TRAY**.
* Circulation staff will process the renewal the following day.

**Procedure for phone renewal if item is NOT on patron’s record:**

* Ask the patron for the call number & title of the item.
* Check the manual check out file kept on the shelf under workstation #2. If card is found, follow above procedures to renew the item.
* If there is no card in the manual check out file, write a note explaining the situation including the patron’s information, the call number and book title and leave the note in the Message Tray. A Circulation staff member will follow up and contact the patron.

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**PATRON LIBRARY ACCOUNT**

**LOG IN VIA PRIMO**

The patron’s online account allows them to view their loans, hold requests and cash transactions, blocks, messages and personal details.  Patrons are also able to renew their loans online unless their patron record has expired or there is a hold on the item for another patron.

**Log In Procedure:**

Click on the **Sign In** link located in the upper right corner Discovery page or click the **My Account** link under the search box on the library’s Search Everything home page or the Library Catalog tab.

Members of the campus community will be prompted to enter their Oneonta user name and password. Guest patrons (community borrowers, Hartwick faculty & students or SUNY Walk-In) must enter the barcode number from their red & white library card in both the User Name and Password fields. Click the **Login** link.

**If the patron receives an error message when signing in** they have either made an entry error or the patron’s barcode number may need to be corrected in the **Password or Verify Password** fields from the **General Information tab** of the patron’s record.  Circulation staff or student workers can check the patron record for accuracy and update the record as needed.

Click the **Loans** link to either **Renew All** or **Renew Selected** by checking the number preceding each loan. Items on hold for another patron cannot be renewed.

**Note:** Items are displayed in due-date order; therefore, once an item is renewed its location in the list of loans will change depending on the new due date.

**Block error message** when trying to renew items could mean there is a block on the patron’s borrowing privileges or that the patron’s record has expired.

Click the **Requests** link to view hold requests. You can sort the requests, view the request date and your place in the hold queue. You can also cancel the hold request by clicking the cancel link.

Patrons can view their cash transactions and total owed by clicking on the **Fine & Fees** link.

**RESERVE MATERIAL**

Reserves are loaned on a first-come basis, therefore, holds are not allowed on reserves. Various items are placed on reserve by either faculty members or by the library. A reserve could be a library-owned item, faculty member’s personal copy or a photocopy of an article or book chapter.

## RESERVE LOCATIONS

Reserve items owned by the library are shelved in the Reserve Room in call number order. Faculty members’ personal copies are shelved in the Reserve Room along the back wall in numerical order. Photocopy reserves are filed in numerical order in the file cabinet behind the Circulation desk. All audio-visual reserves are filed in numeric or call number order in the A/V file cabinet behind the Circulation desk.

**RESERVE CATEGORIES**

* **4 HOUR** -- YELLOW DOT -- **4 hour IN-LIBRARY use ONLY**.
* **1-DAY RESERVE** -- BLUE STICKER -- May be checked out anytime during the day--must be returned before closing the following day.
* **2-DAY RESERVE** -- GREEN STICKER -- May be checked out anytime during the day--must be returned before closing on due date.
* **4-DAY RESERVE** -- RED STICKER -- May be checked out anytime during the day--must be returned before closing on due date.

## RESERVE CHECK OUT

**There is a loan limit of 2 reserve items per patron (headphones count as 1 reserve item).** All reserve items are barcoded and must be checked out on the system before they are given to the patron. Patron must present valid ID to borrow materials.

Quite often an instructor will place multiple copies of an item on reserve. If for any reason you are not able to check out one of the items, there may be another copy available for check out. Attach a note to the “problem” reserve and leave it in the Message Tray.

If there is a problem with the system and there is only one copy of the reserve item, check it out manually and leave a note in the Message Tray for the Reserve Clerk.

When checking out an overnight reserve, be sure to record the due date and desensitize the item before giving it to the patron.

Community borrowers may check out reserve items for 4-hour in-library use only (even if the reserve has a 4-hour, 1, 2, or 4 day loan period for students).

### RESERVE CHECK IN

All reserve items should be checked in and re-shelved immediately to avoid fines to the patron. Sensitize any overnight reserves before re-shelving.

**RESERVE RENEWAL**

You may renew the item if there are multiple copies on reserve and at least one copy is still available. Renewal of a reserve item is not permitted if there is only one copy of the item on reserve. The student must wait a “reasonable” amount of time before checking out the item again to allow access

to others who may need the material. A reasonable amount of time is one hour for 4-hr reserves and 1 day for one, two and four-day reserves.

**RESERVE SEARCHING**

Reserve searching can be initiated from the Library home page by clicking on the **Course Reserve Catalog** link under the **Search** tab or the **Library Catalog** tab which will take you the Primo course reserves search box or you can begin your search directly from Primo.

**Please note: You will need to log into Primo to see the loan period of reserve items**

Enter the instructor’s last name in the Course Reserves search box. A list of all reserve items for that instructor should be retrieved. If there are multiple instructors with the same last name, the results can be refined by instructor or course name by using the facets on the left side of the screen.

Locate the item the patron wants. If all copies of the item are on loan, a **Not Available** link will be displayed. Click the link to see the call number, the number of copies, the length of the loan period and the date and time each of the copies are due back. Click the down arrow for each item to see additional information including the item’s barcode.

An **Available** link will be displayed if at least one copy of a reserve title is available. The call number will also be displayed on the results page. Click the **Available** link to see the number of copies available and the loan period for each copy. Click each item’s down arrow for additional information.

**INSTRUCTOR REQUESTS TO TAKE RESERVE ITEMS**

If an instructor wants to take their own reserve item(s) for a short time you should check the item out to the instructor and, if necessary, change the due date to avoid overdue notices being generated.

If an instructor wants to take their own reserve materials with them because they no longer want them on reserve you should tell them that the reserve clerk needs to delete the items from the system and will return them to the instructor via intercampus mail. Let the reserve clerk speak to the instructor during daytime hours or leave a note in the Message Tray nights or weekends.

If the instructor insists on taking his reserve material with him immediately, photocopy the items including the barcodes and leave in the Message Tray with a note for the reserve clerk.

**MEDIA RESERVE EQUIPMENT**

Headphones are loaned for 4 hours, however, the adapters and junction boxes will check out as an overnight reserve to avoid a conflict with the 2 reserves per person limit.

Headphones – used for all reserve machines on the 2nd floor

Junction box adapter for multi-person viewing

Gold or silver adapters to plug headphones into junction box or CD players

**RESERVE EQUIPMENT – 2nd FLOOR STACK AREA**

Circulation student workers will assist patrons who have questions about the use of the equipment or report equipment malfunctions. If necessary, put an Out of Order sign on the equipment and leave a copy in the Message Tray.

If available, equipment instruction manuals are in a notebook at the Circulation desk labeled “Reserve Equipment Manuals”.

Available Equipment:

2 blu-ray players with monitors, remotes & headphone adapters

1 TV with VCR and DVD player

Record Player

CD / Cassette player

**MISSING ITEM / SEARCH REQUEST**

When a patron reports they are unable to find an item on the shelf you should:

Look the item up in the online catalog.

 Check the item availability.

 Check the call number to be sure the patron has written it correctly.

 Check the item location.

 If the item is available, check the interfiling shelves and shelving trucks.

 If item is needed immediately and adequate desk coverage is available, check the stacks to be sure it not there.

If you cannot locate the book ask the patron to complete a Missing Item/Search Request card. Leave the card in the Message Tray. Circulation staff will search for these items and will notify the patron (if they have indicated that they wish to be notified).

Fill out a missing item card even if the patron does not want to wait until we locate the item so we can update our holdings.

HOLD REQUEST

A patron may request any item that is currently loaned be held for them upon its return. The exception is reserve items which are available on a first-come basis only.

The patron may complete a Hold Request card for each item or they may also place holds in Primo from the item by clicking on the Request link. The patron must be signed into Primo to be able to see the request link. The hold request box will pop up. The patron will select the Not Needed After date and enter an optional comment before Sending the Request.

The item will be held on the Hold Shelf for the requesting patron for 5 days after it is returned.

RECALL POLICY

When a Hold Request is placed on an item, a recall email stating that the item is being recalled and must be returned by 28 days from the original loan date will be sent to the initial borrower.

All patrons may keep an item for no longer than 28 days from the initial loan date if the item has been recalled. An item is due back immediately if the patron has had it for longer than 28 days or if the item is needed for a reserve.

The fine for not returning a recalled item by the due date will be $5.00 per day to a maximum of $20.00 per item. There is no grace period.

PRINTING WHEN SYSTEM PRINTER IS DOWN

The system printer is labeled LIBR-MFP1 and is the default printer for the workstations at the Circulation desk.

If the system printer goes down you will need to print to the printer in the Circulation office. Select the printer labeled LCIR-C1 in the print dialog box before printing.

PRINTING LIST OF PATRON’S LOANS AND/OR HOLD REQUESTS

**Fulfillment > Manage Patron Services > Patron Services**

You can email an **Activity Report** or a **Requests Report** from the **Patron Services** screen by clicking the link for each report.

The **Activity Report** includes a listing of all the patron’s loans with due dates and a total owed of any debt owed to the library.

The **Requests Report** includes a listing of all the hold requests on the patron’s record.

Printing either of these reports must be done from the **Attachments** tab within the patron’s record. Click on the **More Actions** button to open the report and Ctrl + P to print.

PRINTING LIST OF PATRON’S CASH TRANSACTIONS

Access the patron’s record the same as above and click on the Fines/Fees tab. Be sure the filters are set to display all active charges. Ctrl + P to print.

FRONT ELEVATOR OUT OF ORDER

# HANDICAPPED PATRON

A Circulation student worker or staff person should use the stairs or the back elevator to retrieve any library material(s) a handicapped patron wants to use or borrow.

A handicapped student who needs access to Microsoft Office software or email can use the computers in the Reference area. Community members must use the computers designated for community members.

Students may need specialized software that is only available on the computers in the Technology Center. If a handicapped patron absolutely needs to get to the Technology Center, a Circulation student worker or staff person should call the Help Desk @ x-4567 to alert them that they are bringing a handicapped patron to the IT back door. The Circulation student/staff person must accompany the patron when using the back elevator to get to the basement. Ask the Help Desk staff person to call the Circulation Desk when the patron is ready to leave so they can escort the patron back to the first floor via the back elevator.

**BIOLOGICAL FIELD STATION**

(Revised 8/31/15)

Some books in our collection are housed at the Biological Field Station in Cooperstown but we may also have a copy in our collection. Check our holdings first if a patron is requesting a BFS item.

If we do not own a copy, the patron should be directed to submit a request via ILL.

**NEW YORK STATE HISTORICAL ASSOCIATION**

**(NYSHA)**

(Revised 8/31/15)

Some books in our collection are housed at the NYSHA in Cooperstown but we may also have a copy in our collection. Check our holdings first if a patron is requesting a NYSHA item.

If we do not own a copy, the patron should be directed to submit a request via ILL.

DEWEY COLLECTIONS

(Revised 7/20/19)

With the exception of the library’s DVD and CD collections, the materials used primarily by students in our Education majors are part of the Dewey collection. The loan period for these materials is 16 weeks to all.

**The following collections are shelved in the 2nd floor stack area:**

**EASY Children’s picture books.** Call number is the 1st 3 letters of the author’s last name. Shelved by call number and then by book title omitting original articles a, an & the.

**CHILD Children’s Non-Fiction books.** Dewey classification call number.

**COLL**

**FIC Children’s Fiction Books.** Call number is the 1st 3 letters of the author’s last name. Shelved by call number and then by book title omitting original articles a, an & the.

**YA Children’s Young Adult Books.** Call number is the 1st 3 letters of the author’s last name. Shelved by call number and then by book title omitting original articles a, an & the.

**GRAPHIC** **Graphic Novels.** Books from this collection could be classed as YA, CHILD COLL, FIC, MANGA or with an LC call number, however all the graphic novels are shelved at the end of the Dewey collections on the 2nd floor.

**The following collections are shelved in the Sub-Basement:**

**EMC Educational Materials.** Dewey classification call number.

**EMC DVD items.** Library of Congress classification call number.

**MEDIA**

**CD CD collection.** Numerical call number.

**OVERSIZE** Shelved at the end of the CD collection.

**CD**

**EMC** **LP record collection** of non-musical sound recordings.

**LANG ARTS**

**ALDEN ROOM POLICIES**

(Special Collections)

revised 10/17/18

Library materials with the call number prefix “SCC” are shelved in the Alden Room.

The Alden Room is normally closed to the public, however, patrons will be allowed to use SCC items under supervision by prior arrangement. There may also be scheduled open hours for the room which may change each semester. These hours will be posted on the bulletin board at the Circulation desk.

Access to a requested item will be provided as quickly as possible but the patron should allow for 48-72 hours turnaround time.

**REQUEST PROCEDURE:**

The patron will place a “hold” on the item they wish to use in the online catalog.

The patron will receive an email from the Special Collections librarian acknowledging their request and a time will be arranged for the patron to use the materials.

The item will be checked out to the patron on the system by the Special Collections librarian while they are using the material. There is a $5.00 fine per day for overdue SCC items.

**ITEM STATUS PROCEDURES**

**ON ORDER** (will appear in Primo)

If the status of an item is “On Order” the item is not in the building and cannot be made immediately available to the patron. Students should be encouraged to check Hartwick’s catalog to see if they have the item or they can request it via ILL or Resource Sharing.

**IN PROCESS** (will not appear in Primo)

If the status of an item is **In Process** the item is in the building and may be available soon.

We should not be asked for any In Process items since this status will not be seen by patrons in Primo.

**IN-HOUSE REPAIR** (Primo = Does not say In-House Repair, it says check for available services. Click on link (which gives no info) Can this be hidden in Primo or give different message???

This item is being mended and cannot circulate. Students should be encouraged to check Hartwick’s catalog to see if they have the item or they can request it via ILL or Resource Sharing.

**ITEMS ON DISPLAY**

The person staffing the Circulation desk will assist patrons trying to locate display items or retrieve display items upon request. If you are alone at the desk, tell the Reference Desk staff person you are leaving the desk to retrieve a display item for a few minutes. If you cannot locate the item have the patron fill out a Missing Item request form and give it to a staff person or leave it in the Message Tray on the weekend. Tell the patron a staff person will contact them with the search results.

**IN-HOUSE USE COUNTING PROCEDURE**

Students who clear materials from the stack areas will put a dated purple **“IN-HOUSE USE”** tag on each truck.

**Fulfillment > Scan In Items.** Stay on the **Scan In Items** tab



* **IMPORTANT** - Be sure the **Register In-House Use** box is checked.
* Wand each item’s barcode into the **Scan Item Barcode** field. The title will appear below with a destination of **Reshelve to Circulating Collection**.
* **Item Does Not Exist** message or no barcode on item. Put item on Cataloging shelf in Reserve Rm.
* Remove any book cards from pockets & put cards in labeled box.
* Place scanned items on the **Check & Sensitize** truck.

**CHECK IN (RETURN) PROCEDURE**

**(Used by staff to check in trucks of books)**

The prompt check in of all returned library materials is very important and should be completed as soon as possible.

**MATERIALS ON THE CHECK IN TRUCK SHOULD BE CHECKED IN BY STAFF ONLY.**

**Fulfillment > Return Items > Manage Item Returns screen**



**BACKDATE THE RETURN DATE FOR MATERIALS RETURNED ON PREVIOUS DAYS**

Materials on book trucks should be checked in on the date shown on the truck tag. Click the calendar icon and select the book truck return date in the **Override return date and time** field. Be sure to select **Reset Return Date** when done.

Check the **Place on Hold Shelf** buttons and be sure **NO** is selected.

Wand the item barcode into the **Scan Item Barcode** field.

The item title, return date, returning borrower information, the item destination and the “owned by” library is displayed on the return screen.

**THE ITEM IS NOT CHECKED IN UNTIL THE TITLE APPEARS ON THE SCREEN.**

Cross out the due date on the item and initial near the date.

**Check the item’s destination and the owned by library and proceed as follows:**

**ITEM BELONGS TO SUNY ONEONTA (The “owned by” library = Milne Library)**

If the destination is “Reshelving,” place the item on the Check & Sensitize truck. Our media items should be placed on the truck located next to the copier. Media check in problems (missing video, CD, etc.) should be given to a Circulation staff member.

**ITEM BELONGS TO ANOTHER SUNY LIBRARY (The “owned by” library = another SUNY library)**

A message should appear at check in when the item belongs to another SUNY library. The lending library’s name should also appear in the **Owned by Library** field on the return screen and the item should have the colored Resource Sharing book band unless the patron has removed it. Cross out the due date and put the item on the **ILL Return** shelf.

**ITEM IS ON HOLD MESSAGE**

Items on hold should be given to a staff person or left in the Message Tray with a note that the item is on hold. **Do not place directly on the Hold Shelf.** The requesting patron needs to be notified that the item has been returned before it is placed on the hold shelf.

**ITEM IS NOT ON LOAN**

* If there is no current due date put on “Check & Sensitize” truck.
* If there is a current due date of the year 2000 or later, it may be checked out manually. Put a completed Date Returned Slip in the item and put it on the Snag Shelf in the Reserve Rm.

**ITEM NOT FOUND**

* If there is no current due date, put on the Cataloging Shelf in the Reserve Room.
* If there is a current due date of the year 2000 or later, it may be checked out manually. Put a completed Date Returned Slip in the item and put it on the Snag Shelf in the Reserve Rm.

**TEMPORARY LOCATION MESSAGES**

These are items temporarily shelved in a location other than their permanent location such as Reserve Items, New Books or other Display Items.

Alma displays Temporary Location messages at BOTH check out and at check in for ANY ITEM that is in a temporary location.

**Ignore the messages at check out ONLY. Examine each item carefully at check in to determine where it should be shelved.**

All **RESERVE ITEMS** should be re-shelved either in the Reserve Room, the Media file cabinet or the 4-drawer file cabinet in their proper location.

All **OTHER TEMP LOCATION ITEMS** should be shelved on the Temp Location shelf in the Reserve Room.

**CHECK IN FROM PATRON’S RETURN TAB**

**(Use by students while patron is present)**

**Students may only check in materials at the request of a patron while the patron is present.**

**Fulfillment > Manage Patron Services > Patron Identification > Patron’s Returns Tab**

Access the patron’s record from the Patron Identification screen and click on the patron’s **Returns** tab.



Scan in the item barcode to check in each item.

Watch for all the various messages listed on previous page and on the **CHECK IN CHEAT SHEET** and follow the instructions.

When you have finished returning items, check the patron’s record to be sure all their loans have been properly returned and advise them of any loans remaining on their record or outstanding charges showing in the **Active Balance** link.

**DO NOT TELL A PATRON THEY ARE “ALL SET” OR “ALL CLEAR” UNLESS THEY HAVE NO LOANS OR UNPAID CHARGES ON THEIR RECORD.**

##### MANUAL CHECK IN

**FOR CIRCULATION STAFF ONLY**

**REGULAR COLLECTION**

If there is a current due date of the year 2000 or later:

* Check for a manual check out card in the box on the shelf workstation #2.
* If you find a card, tear it in half and discard. The item is now checked in.
* Cross out the due date and put the book on the “Cataloging “shelf.

If there is no manual check out card the item is a **SNAG**. Put a completed Date Returned Slip in the item and put it on the Snag Shelf in the Reserve Rm.

**GOVERNMENT DOCUMENTS**

1. Check out cards (Goldenrod) are filed by SuDoc No. in the manual check out tray located on the shelf under workstation #2.
2. If you find a card, tear it in half and discard. The item is now checked in.
3. Cross out the last due date on the back of item.
4. Put the item in the corresponding **DOCUMENTS TRAY** on the interfile shelves in the back hall.
5. CD’s should be removed from the manila envelope before placing in the tray.

If there is no manual check out card the item is a **SNAG**. Put a completed Date Returned Slip in the item and put it on the Snag Shelf in the Reserve Rm.

**CHECKING AND SENSITIZING**

(Revised 7/25/19)

**CHECK ITEM IN ON THE SYSTEM**

This is to verify the item has been properly checked in. The message “item is not on loan” should appear. If the item checks in, give it to Kathy Croft with a note ON SENSITIZE TRUCK - NOT CHECKED IN. Watch for other messages and follow message instructions.

**ITEM NOT FOUND Message or NO BARCODE**

Put the item on the Cataloging Shelf in the Reserve Room.

**DUE DATE NOT CROSSED OUT**

Any due date that is the year 2000 or later should be crossed out.

If the date is not crossed out - **DO NOT CROSS IT OUT.**

Fill out a DATE RETURNED slip with note FOUND ON SENSITIZE TRUCK and put on Snag Shelf in the Reserve Room. Anything due prior to the year 2000 is NOT a snag.

**BOOKCARD IN POCKET**

Remove the card and put in labeled box. Do not cross out the due date.

**FINAL CHECK**

Remove post-it notes, scraps of paper, etc. Attach new due date slip, if needed. Use the same type of slip as is already on the item. If the item needs barcode repair, re-lettering or mending, put it on the appropriate shelf in the Reserve Room after it has been sensitized.

**SENSITIZING** reactivates the theft detection device. Run the book spine along the front of the machine moving from right to left. When done properly the green light will be activated and the sensitizer will hum.

**SEPARATE ITEMS AS FOLLOWS DURING CHECK & SENSITIZE**

**REFERENCE BOOKS, ATLASES and MAPS** go on the labeled shelves at the Circ Desk.

**EMC, EASY, YA, FIC, CHILD. COLL and GRAPHIC** items go on the Dewey truck in the Reserve Room.

**BACK HALL SHELVES**

**N.Y.S.** books go on the labeled shelf in call number order.

**GOVERNMENT DOCUMENTS WITHOUT CALL NUMBERS** go in the labeled trays.

**HARTWICK LIBRARY BOOKS** go on the labeled shelf.

**PERIODICALS** go on the labeled shelf.

**OVERSIZE** books go on the labeled shelves in call number order.

**SUPER OVERSIZE** – books go on the labeled shelf in call number order.

**REFERENCE SUB-BASEMENT** - books go on the labeled shelf in call number order.

**TRUCK LABELS**

**WHITE – CHECK IN**

Put on any truck that contains books from either the outside book drops (date on label should be the last day we were open which is usually yesterday) or inside book drops at the Circulation desk (date on label should be today).

**PURPLE / LAVENDER – IN-HOUSE USE**

Put on truck that contains books that have been cleared from the floors.

**GREEN – CHECK & SENSITIZE**

Put on truck that contains books that have been checked in.

**PINK – PUT IN ORDER & INTERFILE**

Put on truck that contains books that have been checked & sensitized and need to be put in call number order.

**YELLOW – TO BE SHELVED** - Put on truck that has been made up from books from the interfile shelves and is ready to be shelved.

**MATERIALS REQUIRING**

**MENDING, RELETTERING OR BARCODE REPLACEMENT**

It is important to catch items in need of repair (mending), barcode replacement or re-lettering before they are returned to the shelves.

Student workers should spot these items during the check and sensitize procedure.

Procedure at check in:

1. Check in the item as usual
2. Sensitize the item
3. Place on the designated shelves in the Reserve Room
4. Show any reserve item in need of repair to a staff member

Procedure at check and sensitize:

1. Check and sensitize the item checking the condition, writing, highlighting, re-labeling, barcode replacement, new due date slip or the need for removal of post-it notes, etc.
2. Show any item in really poor condition to a staff member
3. Place it on the designated shelves in the Reserve Room

NOTE: When working in the back hall staff and student workers are expected to watch for books that need attention and to pull them and put them in the Reserve Room as described above.

**Books being returned from mending are brought to the Circulation Desk area and enter the workflow at Check and Sensitize.**

**INTERLIBRARY LOAN**

Processed by IDS (Information Delivery Services) Office

(Revised 8/13/19)

* Interlibrary loan services are available only to SUNY Oneonta students and faculty/staff. Community borrowers must submit interlibrary loan requests to their local public library.
* Any charges assessed for late or lost ILL materials will be added to the patron’s record by the IDS staff and will be paid at the Circulation desk. If a patron thinks they owe ILL charges you should check their record to see if a charge has been assessed and **ONLY SEND PATRON TO IDS OFFICE IF THEY WANT TO DISPUTE A CHARGE.**
* ILL requests are made online via ILLiad. It is preferable to submit an ILLiad request through WorldCat so all bibliographic information is automatically submitted. Access WorldCat on the library web page via the WorldCat tab or the Search Other Library Catalogs link or from the Database Search tab in Primo.
* Patrons may submit an ILL request for any material the library does not own; for material available at Hartwick College, NYSHA (NYS Historical Assn.) or BFS (Biological Field Station); and for library material that is on loan or is missing at the time of their request. **If an item is missing or available at an off-campus location, the patron should note this in the comments when submitting the ILL request.**

**CHECK OUT OF ILL MATERIALS**

Materials will be arranged in alphabetical order by patron’s last name on the Interlibrary Loan shelves in the Reserve Room. Items will have a band around the front cover with the patron’s name on it. **Only the person named on the material may pick it up. I.D. is required to check out items.**

* Retrieve the item from the ILL shelf in the Reserve Room.
* There will be an ILL check out slip inside the item. Have the patron sign and date the slip. If by chance the check out slip is missing, make a copy of the book band and have the patron sign & date it.
* Tell the patron when the item is due back. The due date is on the front of the book band.
* Desensitize the item and give it to the patron.
* Put the signed ILL slip in the Message Tray at the Circulation desk or in the tray on the ILL shelf.

Photocopies will be in an envelope with the patron’s name on it. Give the envelope to the patron. The copies do not need to be returned.

#### “IN LIBRARY USE ONLY” MATERIALS

Check these items out the same as you would any other ILL item except for desensitizing. Do not desensitize these items. Be sure the patron is aware that the item is not to leave the building and must be returned to the Circulation Desk before it closes. **Ask the patron if they are finished using the item when it is returned. If they want to use the item again, put it back on the ILL pick-up shelf in the Reserve Room instead of putting it on the ILL return shelf.CHECK IN OF ILL MATERIALS**

Place returned ILL materials on the shelf in the Reserve Room labeled **Interlibrary Loan Returns**. They will be checked in on ILLiad by IDS staff.

Materials for "**in library use only**" should be placed back on the ILL pick-up shelf in the Reserve Room **if the patron is not finished using the material.** Otherwise, these should be placed on the ILL return shelf.

**RENEWALS**

Renewal requests can be made online up to 3 days prior to the due date. All other renewals must be requested through the IDS Office. Only IDS staff may grant an ILL renewal.

Since the IDS Office is located on a different floor, please call the office to be sure it is staffed before sending a patron to the office. Give the patron directions to the office or let the patron use the Circulation phone to speak to an IDS staff person.

**ANY QUESTIONS REGARDING THE AVAILABILITY OF MATERIALS SHOULD BE REFERRED TO THE IDS OFFICE. PHONE NUMBER IS EXT. - 2726.**

**FACULTY SCAN REQUEST**(Revised 8/13/19)

This service is provided by the IDS Office. Faculty members may request articles and book chapters from personally-owned, interlibrary loan or Milne library items be scanned. Each request is limited to 30 pages in length.

The Faculty Scan Request form is available at the Circulation desk. The faculty member will complete the form and may leave the form and the item to be scanned at the Circulation desk or the IDS Office. Requests left at the Circulation desk should be placed on the ILL Return shelf in the Reserve Room.

Scans will generally be available 24-48 hours after the request is submitted, excluding weekends and holidays. Electronic delivery will be used whenever possible.

Any questions should be directed to the IDS Office by email at libloan@oneonta.edu or by phone at 436-2726.

**FINES FOR OVERDUE MATERIALS**

(revised 8/10/19)

**Only SUNY Oneonta students and Community Borrowers are charged fines as fines are charged only on overdue reserve items**

**ALL CIRCULATING COLLECTIONS**

The loan period for all circulating collections is 16 weeks to all patron categories. There are no fines charged as all overdue loans are declared lost and patrons are billed for lost item charges.

**FINES FOR RESERVE MATERIALS**:

$1.00 per hour to a maximum of $20.00 per item for 4-hour reserves. Fines are calculated for each hour that the library is open.

$5.00 per day to a maximum of $20.00 per item for 1, 2 and 4 day reserves.

There is no grace period for reserve materials.

**FINE FOR NOT COMPLYING WITH A RECALL NOTICE**:

$5.00 per day to a maximum of $20.00 per item. There is no grace period.

**FINE ON INTERLIBRARY LOAN ITEMS:**

Delinquent patrons may be charged fines for overdue or lost items. Refer any questions to the IDS office @ ext. 2726.

**HOLDS ON STUDENT RECORDS**

(Revised 8/10/19)

**HOLDS FOR RESERVE MATERIALS**

A hold will be placed on a student’s record for overdue reserve items the day after the item is due and will remain until the item is returned and fines have been paid.

**HOLDS FOR FINES OR LOST ITEM CHARGES**

All overdue regular collection materials will be declared lost the day after the due date which will normally be the end-of-semester date. A hold will be placed on the student’s record for the lost item charges, not the overdue item.

The hold will remain until all charges are paid or the lost items are returned.

Holds are placed on student records daily using an Alma information listing all charges incurred the previous day.

**HOLDS FOR INTERLIBRARY LOAN ITEMS**

ILL staff will put 2 holds on Banner when an item is significantly overdue. One hold is for the processing fee and the other is for the overdue item.

The patron will be charged a $15.00 processing fee for each item that is overdue. ILL staff will enter the fee on the patron’s library record.

The patron must pay the processing fee at the Circulation desk. Circ staff should remove **ONLY** the Banner hold for the processing fee when the fee is paid.

The Banner hold for the overdue book will be removed **ONLY** by ILL staff when the book has actually been returned.

So there is no misunderstanding, Circ staff should tell the patron that their holds will not be totally cleared until they return the overdue ILL book.

CHARGES FOR LOST OR DAMAGED LIBRARY MATERIALS

(Revised 8/13/19)

**THE LIBRARY RESERVES THE RIGHT TO CHARGE ACTUAL REPLACEMENT COST FOR ANY ITEM PLUS A $20.00 PROCESSING FEE**

**LOST ITEMS**

Book from the children’s collection (YA, FIC, EASY, CHILD COLL): minimum $25.00.

Book from the general circulating collection: minimum $50.00.

Actual replacement cost plus a $20.00 processing fee will be charged for all items from the following collections: EMC and all media items.

**PAGES TORN FROM BOOKS OR OTHER DAMAGE**

The patron will be charged the estimated cost of replacing pages or rebinding plus a $20.00 processing fee if the book can be repaired.

**REMOVAL OF BARCODES OR OTHER LIBRARY MARKINGS**

$15.00 per item.

**CHARGES FOR MUTILATION OR INTENTIONAL MISUSE OF PERIODICALS**

Current issue replacement: $15.00 plus the estimated cost of the issue.

Bound periodical: $30.00 plus the estimated cost of rebinding plus the cost of replacement pages or replacement issue.

**MATERIALS LOST BY PATRONS**

**Circulation staff** determine the price of lost items, input charges and declare the item lost on the system except for EOS overdues which are automatically changed to lost status. If the item has not been priced and declared lost, the patron will need to speak to a Circulation staff member during regular office hours (8:00 a.m. – 4:30 p.m. Monday-Friday).

Materials lost by patrons are priced according to the standard fees by collection or are priced individually by the Acquisitions Librarian or Assistant, if necessary.

**Processing procedures for lost materials:**

Declare the item as lost by selecting **Lost** from the item’s **More Actions** button.

The **Lost Item** dialog box will appear with the amount of the replacement fee. Click **OK**. The item’s loan status will change to **Lost** and the charge will be assessed to the patron’s account.

How to enter a charge other that the standard $50 or $25 charge???

**If the patron is paying at the library**, process the payment on thesystem and ring the amount collected into the cash register under the **“Lost & Paid”** button.

Follow established procedures for L & P paperwork.

Delete the loan from the patron’s loan screen after you have recorded the payment and printed the L & P paperwork.

**If the patron wants to pay with a credit card**, enter an “LF” hold on Banner for the lost item including the amount owed. The patron can then go to the Student Accts office to pay. The hold will be removed by Student Accts as part of the payment process.

**LOST & PAID PAPERWORK**

**IF THE CHARGES ARE PAID AT THE LIBRARY**

Photocopy the payment receipt or print 2 copies. (One copy is for the Lost & Paid deposit and the other is filed with the receipts in the Circulation office).

Print 2 copies of the item slip. (One copy is for the Lost & Paid file and the other is for Bib Services so the item can be withdrawn).

Ring the payment amount into the cash register as a **Lost & Paid** transaction.

Clip together 1 copy of the payment receipt and both copies of the item slip and place in the cash drawer with the payment.

Clear the patron's hold on Banner and file the original copy of the receipt in the Circulation office file cabinet.

The L & P withdrawal paperwork will be sent to the LC3 in Bib Services by the person who processes the cash receipts deposit.

**IF THE CHARGES ARE PAID AT STUDENT ACCOUNTS**

Do not ring the payment into the cash register since payment was made at Student Accounts and not at the library.

The staff person who takes the call from S.A. Office or who is processing the S.A. Hold Report information should clear the charges from the student’s record on Alma and check Banner to be sure the hold has been removed by Student Accts. File payment receipt in the Circ office file cabinet. Note on receipt that payment was made at Student Accts office.

The staff person should also print 2 copies of the item slip. Send one to the LC3 in Bib Services with a note that the item is a L & P and should be withdrawn. File the other copy of the item slip in the Lost & Paid file in call number order after highlighting the call number and writing the date, patron’s name and amount paid in the upper right corner of the copy.

**IF THE PATRON IS PAYING ONLY THE $20 PROCESSING FEE**

Follow all the above steps (depending on where the payment is being made) except for the following:

File one copy of the item slip in the Lost & Paid file in call number order after highlighting the call number and writing the date, patron’s name and a note they purchased a replacement copy & paid only the processing fee.

Take the replacement book & the other item slip to the LC3 in Bib Services for replacement processing.

**ITEM RETURNED AFTER IT HAS BEEN DECLARED LOST**

**IF THE PATRON HAS NOT PAID FOR THE ITEM**

The message **Are you sure you want to perform this action?** will appear at check in. Select **Confirm**.

A message about the amount of the replacement fee being refunded to the patron’s account will appear. Click **OK**.

The **Lost Loan** on the patron’s record is automatically removed and the original lost item charge to the patron’s account is automatically credited. The item’s status is also automatically changed from Missing to Available.

No further action is required **UNLESS THE PATRON IS A STUDENT.**

**IF THE PATRON IS A STUDENT THEN THE BANNER HOLD ON THE STUDENT’S RECORD NEEDS TO BE REMOVED.**

**Student worker – Give the item to a staff person to remove the student’s hold or leave the item with a note in the Message Tray & tell the student the hold will be removed the following Monday.**

**Staff person - Remove the Banner hold for this item from the student's record.**

**IF THE PATRON HAS ALREADY PAID FOR THE ITEM**

Library policy states that payment for lost items is not refundable after the patron has paid for the item. After the patron has paid for the item, it belongs to them.

 **LOST AND FOUND POLICY**

Lost and found items are to be brought to the main circulation desk where they will be handled as follows:

Circulation staff will call University Police to collect any item, except for textbooks, which the staff member believes to have a value of $20.00 or more. This could include items such as jackets, nice sweaters or jewelry.

Call University Police to pick up any of the following that are turned in at the desk after a reasonable attempt is made to locate the owner:

 Wallets

 Money or Credit Cards

 Checkbooks

 Keys

 Photo ID

 Driver’s licenses or vehicle registrations

Circulation staff will email the owner of any red & white library cards left in the library to let them know their card is here.

Unclaimed items are disposed of as follows at the end of each semester:

1. Books are sent to the Bibliographic Services as gifts.
2. Usable items of clothing are sent to the Theatre Dept.
3. Give flash drives to the Reference secretary to be reformatted.
4. Remainder is discarded.

**FACULTY & STAFF LEAVING STATE SERVICE**

All employees (both Faculty and Staff) who are leaving employment at the college are no longer required to go to various departments on campus to have an exit form signed.

Kathy Croft now receives Banner generated reports listing employee’s names and date of separation from state service.

The patron’s expiration date will be changed on Aleph to their anticipated retirement date and a Global note will be added to indicate their upcoming retirement.

Do not extend the patron’s expiration date past their anticipated retirement date unless they wish to change their patron status to either Retired Faculty or Community Borrower. In this case, have them fill out a patron application card for the new status and issue a red & white library card, if necessary.

**NOTE:** The status of faculty members who are retiring can be changed to **Retired Faculty**.Staff or adjunct faculty members who plan to remain in the area should be asked if they wish to be changed to **Community Borrower** status.

# CASH REGISTER

## FINES

Money collected for fines is immediately rung into the cash register as follows:

1. Enter the amount of the fine
2. Press Dept. Key **FINE**
3. Enter amount collected
4. Press **CA/AT** key
5. The display will read out the amount of change (if any) and the cash drawer will open.
6. Remove the necessary change from drawer and close it. Remove the patron’s receipt from the register. Keep the register drawer closed at all times.

## LOST MATERIALS

Follow steps outlined above **EXCEPT** press Dept. Key **LOST & PAID at step 2**.

***Please note: It is very important to select the correct department because money received for fines and lost materials are deposited into different accounts.***

## BINDING FEES

The **BINDING** key is used for payment for re-binding damaged materials.

Follow steps outlines above **EXCEPT** press Dept. Key **BINDING at step 2**.

If you need to get into the register for any reason other than processing a payment, press **NS.**

It is very important that you take your time and enter the amounts in the register correctly, however, mistakes do happen.

## CORRECTING MISTAKES

## IT IS BEST TO REFER TO THE CASH REGISTER MANUAL BEFORE CORRECTING AN ENTRY ERROR

If the drawer has **NOT** opened:

**Correction of last entry (direct void)**

You can immediately correct an incorrect entry by pressing the **VOID** key.

**Correction of next-to-last or earlier entries BEFORE finalizing the transaction (i.e., pressing the CA/AT key)**

1. Enter the amount
2. Hit **VOID**
3. Hit **DEPT**
4. Start over and re-enter the transaction correctly.

If the drawer **has** OPENED:

1. Turn mode switch to **VOID** using manager key (MA)
2. Repeat the entries you want to void exactly as recorded on the incorrect receipt
3. All data is removed from the register memory
4. The voided amounts are added to the void register total

## Keep the receipts and make a note of what happened. This will help the staff person responsible for processing the cash receipts.

## CASHING OUT THE CASH REGISTER

The cash register should be cashed out 15 minutes before closing.

**Procedure:**

1. Press **NS** to open the cash drawer so that you can **remove the tray** from the register and get the **Z Key**
* Replace the **Operator’s Key** (Blue key ring) with the **Z Key**
* Turn the **Z Key** to **Z1**. The key must be set to Z1 to total the day’s receipts.
* Press **. key** followed by **CA/AT**. Be very careful. The register will not be cleared if you do not push both of these keys.

The cash register will print out the day’s receipts on two tapes-- a register tape and a journal tape.

When the printing is finished:

1. Tear off the receipt slip
2. Remove printer cover
3. Advance the journal tape a little by pressing the journal key
4. Tear journal tape off and remove tape from the take-up reel
5. Thread blank journal tape on take-up reel for use the following day
6. (See diagrams following)
7. We always keep $25.00 in the cash register. Remove all but $25.00 from the drawer.
8. Count the money. It should total the **CA TL** amount indicated on the tapes.
9. Seal the money and the register tapes in an envelope. On the outside indicate:
10. The amount enclosed
11. The date
12. Your initials

Turn off the register. Remove the **Z1 key** and put it in the cash drawer. Lock the cash receipt envelope and the cash drawer in the file cabinet.

**LIBRARY ABUSE**

Library abuse can include the mutilation of library materials as well as any attempt to remove library materials from the building without properly checking them out at the loan desk.

When the alarm on the exit gate is activated, a Circulation staff member or trained student worker will attempt to discover what is causing the alarm to sound. They should ask the person to return to the main desk when the alarm sounds.

The alarm may also be activated as a patron enters the building. Ask the patron to come to the main desk so whatever is activating the alarm can be desensitized.

**Common reasons the alarm will sound:**

 Used books from the bookstore. This is the reason for 99% of alarms.

 Items from another library not properly desensitized.

 Our book or media item that was not properly desensitized. Check for current due date in item.

 Item borrowed through ILL that was not properly desensitized.

 Attempt to steal the book.

 Mutilation of periodical or attempt to steal the periodical.

**We assume the patron is innocent until proven otherwise.**

**If a book’s barcodes(s) have been removed or the page with pocket is torn out it is a good indication that the patron is trying to steal the book.**

The person in charge of the Circulation desk must:

1. Evaluate the situation to determine whether there was a deliberate attempt to take materials without charging them out or whether it was an oversight on the part of the patron.
2. If it was an oversight, the staff should charge out the materials to the patron, return the materials to the shelves if the patron does not want them or if the material is non-circulating. There is nothing to report.
3. If, in the opinion of the staff member, there has been a deliberate attempt to take materials or if there has been mutilation of library materials, the patron should be asked to present their ID. If the person has no identification with them, you must call University Police (3550) and ask for an officer to assist you. If the person refuses to cooperate or is abusive, call University Police.
4. Record all information requested on the “Incident Report”. Be sure to give a complete description of what transpired. These forms can be found in a folder next to the cash register.
5. Leave the form along with any pieces of mutilated materials in the Message Tray.

**INCIDENT REPORT**

**DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ TIME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**NAME:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUNYCARD # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DESCRIPTION OF INCIDENT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**STAFF SIGNATURE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STAFF SECURITY GUIDELINES**

(Revised 10/4/12)

**Weekdays when a Circulation staff member is on duty:**

Student workers should ask a Circulation staff member for assistance if they are unable to help a patron or diffuse an escalating situation. Be prepared to give the staff person as much background information on the situation as possible.

**Evenings when the Evening Supervisor is on duty:**

The Evening Supervisor is on duty from 5:15 p.m. – 1:15 a.m. Sunday through Thursday. The supervisor will most likely spend most of their shift on the first floor but may not always be in the immediate vicinity of the Circulation desk; therefore, they will carry a two-way radio and should be contacted if you need assistance with an angry patron or escalating situation.

**Evenings or Weekends when Evening Supervisor is NOT on duty:**

The person staffing the Reference Desk is not trained specifically on Circulation policies and procedures so they may not be able to help with questions such as paying for a lost book, however, they are the building supervisor and should be called for assistance with an angry patron or escalating situation.

**Call University Police**

If no staff person is immediately available and you cannot diffuse an escalating situation or if you feel threatened in any way you should not hesitate to call UPD. You should follow your instincts. It’s better to be safe than sorry.

**Threatening situation**

If you feel threatened or do not feel comfortable calling UPD from the phone at the Circulation desk you should go into the Circulation office and close the door. The office door is always locked and will be locked from the outside when you close it. Stay in the office until UPD arrives and tells you to open the door.

It is OK to leave the desk unattended if you feel threatened or if a patron is paying too much attention to you such as excessive talking or hanging out. Excuse yourself with the excuse of “work to do” and go into the office until the patron leaves the desk area. Contact the Evening Supervisor or call the Reference Desk staff person (ext. 2722) to alert them to the situation and to the fact that the desk is uncovered. Call UPD if you feel threatened.

**If the patron has a weapon**

Remove yourself from the area as quickly as possible. Alert as many people as possible. If the patron has a gun you should duck and run as it is more difficult to hit a moving target.

If you cannot safely get to an exit, go into the Circulation office and close the door, cover the glass with paper and secure the door with the door brace. Stay away from windows. Call UPD immediately. Stay in the office until UPD arrives and tells you to open the door. Verify that it is actually UPD by asking the officer’s name and calling UPD to verify that officer is in the building.

Police officers are in the building initially to contain the threat. They will assist anyone who is injured only after the threat has been dealt with. Do not run toward the officers or try to get near them for safety. Make sure they can see your open hands so they know you do not have a weapon. If the path is clear, you can calmly exit the building the same way the officers entered since you know that path has been cleared.

If you feel the need to exit the building and it is safe to do so, use any exit closest to you. Do not worry about setting off fire or door alarms. Do not worry about leaving your work assignment. Your personal safety is the only thing you should be worried about.

**LIBRARY CODE WORDS = JAMES MILNE or MR. MILNE** used in a sentence, for example:

Would you see if you can find Mr. Milne or James Milne?

Would James Milne please report to the Circulation desk?

Mr. Milne could probably answer this question. Would you see if you can find him?

**The code word means only one thing – Call UPD immediately and tell the officer we need help at the Circulation desk at the library.**

Please note: You may hear a staff member use the term “Milne Library” in conversation or when giving a library tour. This should be considered normal conversation and not a code to call UPD.

**To contact UPD from a library phone dial “911”**

**To contact UPD from a cell phone dial “436-3550” or “607-436-3550” if the cell phone you are using has a different area code.**

**CAMPUS EMERGENCY SIREN** is located on top of the library building. The siren is used to warn the campus of an emergency such as severe weather, a chemical spill or a violent person. When the siren sounds it means everyone should “Shelter-in Place” by either staying inside or getting into the nearest building within **4 minutes**. All card access doors on campus will automatically lock 4 minutes after the siren sounds. Email or text messages will be sent clarifying the emergency if you have signed up for NY Alert @ <http://www.oneonta.edu/security/nyalert.asp>