

1. 10:00 A.M. Agenda

Documents:

[2021-07-08 Library Agenda.pdf](#)

2. Meeting Materials

Documents:

[Lib P And Ps V10_4.Pdf](#)

3. No Agenda

There is no agenda available for this meeting, please review the minutes.



CITY OF YACHATS
YACHATS LIBRARY COMMISSION MEETING
Yachats OR
Thursday, July 8, 2021 at 10:00 am
To Be Held Via Zoom

Join Zoom Meeting

<https://us02web.zoom.us/j/88014759852>

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Regular Meeting

- I. Meeting called to order
- II. Announcements and Correspondence
- III. Vote on whether to recommend Alicia Garrison to the City Council for possible membership on the Library Commission.
- IV. Vote on whether to accept the proposed ***Policies and Procedures*** document as part of the Library's governing protocols.
- V. Reports
 - a. The library reopening.
 - b. The children's summer program.
 - c. Progress on implementing the library's online lending program.
 - d. Progress on the acquisition of the library's new book return drop-box.
 - e. Status on the effort to update the library's website.
 - f. Status of the library expansion.
 - g. From the Friends of the Library
 - h. From the volunteers
- VI. Other old business
- VII. New business
- VIII. Adjournment

*******NOTICE OF POSSIBLE CITY COUNCIL QUORUM*******

Library Commission Meeting held Quarterly on the 2nd Thursday at 10:00am
(January-April-July-October, 3rd Thursday)

This meeting is open to the public and all interested persons are invited to attend. This meeting will be audio taped. All items to be considered by the Commission must be submitted to City Hall no later than one week prior to the meeting. City of Yachats will make a good faith effort to provide accommodations for any person desiring to attend a public meeting, if the request is made at least 48 hours in advance of the meeting time. The meeting room is physically accessible to persons with mobility devices; a sign language or foreign language interpreter may be available, with advance notice. Call City Hall at 541- 547-3565 or Oregon Relay 1- 800-735-2900 (TDD) two days in advance.

Posted 06/28/21

Yachats Public Library

Policies and Procedures

These Policies and Procedures of the Yachats Public Library contain the General Operating policies and procedures to be followed by the library's director and volunteers.

The chapters have been written to stand alone for ease of reference by all librarians. Also, as technological systems are upgraded or changed over time, each chapter may easily have material added or replaced.

This document has been compiled and edited by a small subcommittee of librarians:

Charles Carlson

Janet Hickam

Maggie Marshall

Sandra Calkins

Marion Godfrey

Patty Hodgins

Thank you.

The General Policies and Procedures have been read and approved by the Library Commission and accepted by the Yachats City Council and are effective from (date).

The Library Commission

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Level 1 Text.....#

Level 2 Text#

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Level 3 Text#

Level 3 Text#

General Policies and Procedures

Policies and Procedures for Library Volunteers

Policies:

- I. The library is a City owned facility and as such library volunteers are representatives of the City. Their primary function is to assist all library patrons in the use of the library's resources and collections and to help the library director in the maintenance of and public access to the library's facilities, resources, and collections.
- II. Library volunteers must:
 - A. Have residency within the greater Yachats area.
 - B. Be over 18 years of age.
 - C. Be motivated and able to work unsupervised.
- III. Library volunteers should be comfortable:
 - A. Interacting with the public.
 - B. Using computers and explaining the basic library computer functions to the public.
- IV. Library volunteers will receive training and/or instruction on how the library functions and on the specific tasks they are assigned.
- V. Library volunteers are expected to use the procedures set out in Yachats Library Policies and Procedures, this document. Your improvisation may lead to significant, possibly even disastrous consequences.
- VI. Volunteers are required to be familiar with, and conduct themselves in accordance with, the Yachats Library's policies on nondiscrimination.
- VII. The Yachats Library holds all patron related information in confidence. Volunteers must not divulge or make use of any patron information for any purposes beyond those required for the library's normal operation.
- VIII. Both the volunteer and the library can terminate their association at any time for any reason with or without cause being stated.
- IX. Nothing in this policy creates a contract between the volunteer and the library or the City of Yachats.

Procedures:

- I. Potential, new volunteers must complete an application (City of Yachats Volunteer Agreement and Signature) and be interviewed by the library director. (For a copy of the form see: https://yachatsoregon.org/Documents/Download/VOLUNTEER_APPLICATION_07-2017.pdf.)
- II. New volunteers will be trained in some or all of the following areas depending on the tasks they are to be assigned.
 - A. Opening and closing the library.
 - B. The operation of, and where appropriate, how to do routine maintenance of, the library's equipment including computers, printers, copier/fax/printers, headphones, phone system, Wi-Fi system, paper shredders, heating system, overhead fans, book stacks and other storage systems.
 - C. The use of the library's circulation software including the procedures for:
 1. Checking items in and out of the library.
 2. Issuing new library cards.
 3. Placing items on reserve.
 4. Answering patrons' questions regarding the status of their library account.
 - D. Shelving procedures for both fiction and non-fiction items.
 - E. Maintaining a clean, organized, and welcoming space within the library.
- III. New volunteers are expected to familiarize themselves with all of the policies and procedures in the General Policies and Procedures section of this document; pages 1 - 88.
- IV. All volunteers are expected to keep themselves abreast of any changes that may be made to the policies and procedures in the General Policies and Procedures section of this document.
- V. All library volunteers represent the Library and the City. They should be neat and clean in appearance and conduct themselves in an appropriate manner when carrying out their duties.
- VI. The library does not have a secure storage location for personal items and cannot be responsible for the loss or theft of valuables. Please leave such items at home.
- VII. A list of all volunteers and their contact information is posted on the corkboard in the kitchen area.
 - A. All volunteers should check this list to be sure their contact information is correct.
 - B. If your contact information changes, please inform the library director so they can update the information on the posted list.
- VIII. A listing of the library's work shifts and the names of the volunteers covering each shift is posted on the corkboard in the kitchen area.
- IX. Volunteers are responsible for logging their own service hours. The logbook is kept in the filing cabinet to the left of the west end of the circulation desk.
- X. The library has published operating hours. If you have volunteered for a shift, the Library, City, and your fellow volunteers are depending on you to work that shift. If you cannot make your shift commitment:

- A. Arrange, as far in advance as possible of a planned absence, with another volunteer to cover the shift or shifts you expect to miss. A list of volunteers available to substitute is posted on the corkboard in the kitchen area.
- B. If you cannot find another volunteer to cover for you or your absence is the result of some unexpected event contact the library director as soon as possible.
- C. Finding a substitute is the responsibility of the volunteer involved.
- D. Repeated problems covering the shifts you volunteered for will be cause for termination.

Policies and Procedures on Non-Discrimination

Policies:

- I. The Yachats Library maintains an environment that is free from discrimination and harassment. The Library does not discriminate on any basis prohibited by law or the terms of this policy, including, but not limited to the age, race, creed, color, national origin, sexual orientation, military status, disability, genetic predisposition, carrier status, or marital status of any individual.
- II. This policy shall apply to, but is not limited to:
 - A. Any member of the public (“patron”) using or accessing library services and programs.
 - B. Any library staff or potential staff.
 - C. Any non-staff individual providing goods or services to the library.
- III. In accordance with this policy all library staff are responsible for conducting themselves in a manner consistent with this policy.

Procedures:

- I. Supervisory responsibilities:
 - A. All supervisory personnel have the responsibility to assure compliance with this policy.
 - B. Supervisory personnel also have an affirmative duty to:
 1. Discuss this policy with all staff and patrons.
 2. Answer any questions about the policy.
 3. Encourage staff and patrons to use this policy to redress discrimination.

Policies and Procedures for Safety, Security, and Emergency and Disaster Responses

Policies:

- I. It is a City requirement that:
 - A. At least two staff members are on duty any time the library is open to the public.
 - B. At least one staff member and one adult must be present any time minors without a parent or guardian are in the library.
- II. In any emergency or disaster situation the priority is the safety of the library's patrons and staff.
- III. If evacuation of the library is required the staff is not to remain in or return to the building to contact emergency response providers.
- IV. A list of emergency responders and other emergency resources and their phone numbers must be posted in the library on both the public bulletin board by the front door and on the staff bulletin board in the kitchen area.
 - C. It is the responsibility of all library volunteers to be sure these lists are posted and to correct the situation if they find one or both missing.
 - D. See General Policies and Procedures Appendix 3 (page 67) for a copy of this posting.
- V. A summary of the Procedures for Safety, Security, and Emergency and Disaster Responses must be posted on the staff bulletin board in the kitchen area.
 - E. It is the responsibility of all library staff to be sure this summary is posted and to correct the situation if they find it is missing.
 - F. See General Policies and Procedures Appendix 4 (page 68) for a copy of this posting.

Procedures:

- I. **Fire:**
 - A. Evacuate the patrons and staff.
 - B. Call the fire into 911 or Yachats Fire Department at 541-547-3266.
- II. **Medical emergency, accident, or illness:**
 - A. Make the person(s) as comfortable as possible without exposing them or other patrons or staff to additional risk.
 - B. Call medical emergency into 911 or Yachats Fire Department at 541-547-3266.
- III. **Flooding:**
 - A. Plumbing or structural integrity problems:
 - 1. If minor, close off the area if possible or if not request patrons remain out of the area.
 - 2. If major, evacuate the patrons and staff.

3. Call the City maintenance offices at 541-547-3565 ext. 121, 122 or 123 and report the problem.
 4. Outside of City office hours (M-F, 9am–4pm; closed, noon–1pm) call extension 101 on the library phone or the City number, 541-547-3565.
 - a. You will be transferred to an answering service.
 - b. Explain the problem.
 - c. The answering service will contact whoever is on call at the time.
- B. Water coming in from the outside:
1. If possible, evacuate the patrons and staff.
 2. Call the City maintenance offices at 541-547-3565 ext. 121, 122 or 123 and report the problem, and then,
 3. Call the City office at extension 101 on the library phone or the City number, 541-547-3565, and report the problem.
 4. Outside of City office hours (M-F, 9am–4pm; closed, noon–1pm) call extension 101 on the library phone or the City number, 541-547-3565.
 - a. You will be transferred to an answering service.
 - b. Explain the problem.
 - c. The answering service will contact whoever is on call at the time.
 5. If assistance with evacuation is required call the Yachats Fire Department at 541-547-3266.

IV. Unruly patron(s)

- A. If the actions of a patron(s) are making you or other patrons uncomfortable or a patron is refusing to conduct themselves in accord with library rules after being requested to do so, you are free to call for assistance to correct the situation.
- B. If the issue is minor or involves conduct in the area (the City property around the library) you can call the City maintenance offices at 541-547-3565 ext. 121, 122 or 123 and request their assistance or outside of City office hours call the Yachats Fire Department at 541-547-3266.
- C. If the issue is more serious, call the Lincoln County Sheriff at Non-Emergency Dispatch, 541-265-0777, or at 911, explain the situation and request assistance.
- D. If the individual appears to be under the influence of drugs and /or alcohol call the Yachats Fire Department at 541-547-3265, then call the Lincoln County Sheriff at the Non-Emergency Dispatch number, 541-265-0777. Explain the situation and request assistance if the individual:
 1. Does not seem to be able to care for themselves,
 2. Does not appear to be able to care for others for whom they appear to be responsible,
 3. Appears to be a danger to themselves or to others.

V. Earthquake and possible aftermath Tsunami:

- A. If possible, patrons and staff should shelter under tables and desks as far away from windows and the book stacks as possible while the shaking continues.
- B. If the earthquake is significant or close, it may generate a tsunami.
 1. You could have as little as 10 to 15 minutes to reach higher ground.
 2. As soon as the shaking allows, evacuate the building and proceed, on foot, to the temporary tsunami gathering point on King Street: east on 7th Street (out the front door to the street, turn right up the street), across Hwy 101, and one block up the hill.

Policies and Procedures for Opening, Closing, and Housekeeping Tasks in the Library

Policies:

- I. The library will maintain regular operating hours.
- II. The library will publish its operating hours and post them in the display case by the building's exterior near the main entrance.
- III. The library's published operating hours are as follows:
 - A. Monday 12:00 to 4:00 p.m.
 - B. Tuesday 12:00 to 5:00 p.m.
 - C. Wednesday 12:00 to 6:00 p.m.
 - D. Thursday 12:00 to 5:00 p.m.
 - E. Friday 12:00 to 4:00 p.m.
 - F. Saturday 10:00 to 4:00 p.m.
 - G. The library is closed Sunday and holidays.
 - H. Seasonal hours may vary.

Procedures:

I. Opening the library:

- A. Arrive time is at least 15 minutes before the posted opening time to be sure you can open the library on time.
- B. A key to the library will be issued to all library volunteers by the library director.
 1. The volunteer is responsible for this key.
 2. Immediately report the loss or theft of this key to the library director.
 3. Use your key to open the front door and relock it until it is time to open the library.
- C. Disarm the security system.
 1. The security system keypad is in the red panel located on the south wall near the circulation desk.
 2. If the keypad is not visible, open the keypad cover (lower right part of the panel).
 3. Use the keypad to enter the code number. (The library director will provide this code during your training.)
 4. After entering the code, press the key labeled "1 Off" to disarm the security system.

5. If the system has been disarmed the red “armed” light will go off and the green “disarmed” light will come on. The words “Disarmed Ready to Arm” will be displayed on the screen. If not, reenter the code and press the “1 Off” key again.
 6. If the alarm system activates, continue to reenter the security code and then press the off key until the system is disarmed.
 7. If the alarm sounds before you can disarm it:
 - a. The alarm system sounds only in the library.
 - b. Continue to enter the alarm code and press the key labeled “1 Off”.
 - c. If you cannot disarm the alarm call the library director.
 - d. If the library director is unavailable go next door to the City maintenance office and request their help.
 - e. Once the alarm has been deactivated, no other action is required.
- D. Turn on all the lights in the main and children’s rooms before allowing patrons into the library.
1. Some or all of the lights may be turned on, for your convenience, before or after disarming the alarm system or to perform any of the other activities listed below as part of the opening procedure.
 2. **Two lights are always left on**, the outside lights and kitchen area lights.
 - a. The switch for the outside lights is the right switch of the pair to the right of the front door.
 - b. The switch for the lights in the kitchen area is on the right side of the door in the kitchen area.
 3. The other light switches, what they control and where they are located:
 - a. The switches for the east bank of lights in the main room are the left switch of the pair to the right of the front door and the switch on the right side of the east door into the children’s room.
 - b. The switch for the west bank of lights in the main room is on the south wall near the circulation desk, under the red alarm system panel.
 - c. The switch for the lights in the children’s room is on the left side of the east door in the children’s room.
 - d. The switch for the lights in the restroom is on the wall on the right side of the door into the restroom.
 - e. The switches for the lights in the hallway to the restroom and book storage room are on the wall on the left side of the hallway on both sides the west door to the children’s room.
 - f. The switch for the lights in the book storage room is on the left wall of the book storage room just inside the doorway.
 - g. The switch in the middle of the south wall near the circulation desk has no known function.

- E. Turn on the computers, the four public access computers and the three administrative computers: the patron card catalog access computer, the circulation computer, and the library director's computer.
1. After powering up the circulation and library director's computers enter the password, open the Concept III software, log in, and on the main screen click on "Circulation" and then "Check Out/In" to open the "Check Out/In" window.
 - a. If you don't know the password or don't have a Concept III librarian user account, contact the library director.
 - b. If you encounter problems or for additional information, see Circulation section I, "Log in and logout of the library's circulation databases...", page 17.
 2. After powering up the patron card catalog computer, open the Concept III software.
 - a. Navigate to the catalog search window.
 - b. Click on the "Titles Browse" button and answer "Yes" to the "Browse Catalog Delay" question.
 - c. No log in or password is required for this computer.
 3. After powering up the four public access computers click on the appropriate patron log in icon (North, South, East or West) to open the main user window.
 - a. No password is required for the patron log in on these computers.
 - b. Some or all of the public access computers will automatically open the main user window. For them no additional action is required.
 - c. If the computer has failed to shut down the night before, press and hold down the power switch for up to 30 seconds or until the computer starts its shut down cycle. When the computer does power down wait an additional 30 seconds and restart it.
- F. Check the date stamp to be sure it has been set to the correct item return date.
1. The date should be two weeks from the current date.
 2. At the same time check that the current date displayed in the "Check Out/In" window is correct and under it the date shown in the "Return Dates" fields. The return date should be the date shown on the date stamp, two weeks from the current date.
 - a. If the date stamp is not correct, correct it.
 - b. If the date or return date shown in the "Check Out/In" window is not correct, record the problem in the "IT Problems" notebook. Contact the library director or if you cannot reach the library director contact the City facilities manager and explain the issue or leave a message explaining the issue.
 - i. The "IT Problems" notebook is a small red spiral bound notebook on the library director's desk.
 - ii. Leave a brief note about any computer problems including error message numbers if any.
 - iii. Be sure to initial and date your entry.
- G. Place your name plate in the holder at the west end of the circulation counter.
1. The name plates are kept in the filing cabinet to the west of the circulation computer.

2. All library volunteers with regular shifts or who have volunteered to substitute will have a name plate available for their use.
- H. Check the book drop box and if needed empty it.
1. If there are any returned items check them in and reshelve them.
 2. If there are newspapers shelve them in the newspaper display shelving.
 3. If there are returned items belonging to another library, place them in the Waldport Library Return box or on the library director's desk with a note of explanation; include the date and your initials.
 4. If there are donated items (no ownership labels), place them on the donation cart, on the south wall behind the circulation desk.
- I. Check the answering machine for messages. Respond to them, and then delete them.
- J. The heating system is controlled by a programmable thermostat located on the south wall near the circulation desk. Don't attempt to adjust it.
1. There are two auxiliary heaters in the children's area. If the children's area seems colder than the main room increase the temperature setting on one or both heaters.
 2. There is also an auxiliary heater in the south wall of the circulation area under the window to the kitchen area. During the winter it may be necessary to turn this unit on.
 3. If the heating system appears to have failed contact the library director about the problem.
- K. Turn on the overhead fans and/or open the windows, if needed.
1. The controls for the fans in the main room are on the south wall by the circulation desk to the east of the window into the kitchen area.
 2. Each fan has its own switch.
 3. If you need to change the fan settings see Library Equipment Not Computers section V, "Use, routine maintenance, and care of the overhead fans...", page 62.
 4. There is a window on the east wall in the main room that can be cranked open.
 5. There are three windows on the south wall and one on the west wall in the children's area that slide open. Note, these four windows have a double latching system.
- L. Check for appearance, order, and cleanliness: the main room, children's room, and restroom.
1. In the main room check the shelving and straighten up any books, books on CD, or DVDs as needed. Check the entryway carpet for any tracked in leaves or pine needles and use the carpet cleaner if needed.
 2. Check the children's area to be sure it is clean and tidy. Correct any issues you can or call the children's librarian if you feel there is an issue(s) you can't resolve.
 3. Check the restroom to be sure it is clean and that there is an adequate supply of consumable items. If there are issues you cannot deal with call the library director and report the issue.
- M. Display the flag during the hours the library is open, except during extremely windy and/or rainy weather.

II. Change of shift activities:

- A. Not all shifts start by opening the library or end by closing the library. For shift changes that do not involve either opening or closing the library:
- B. The volunteer(s) ending a shift that does not close the library should:
 - 1. Log your time in the Volunteer Notebook.
 - 2. Change out your name plate(s) for name plate(s) of the volunteer(s) covering the next shift.
 - 3. Log out of the Concept III software on the circulation computer and the library director's computer if you logged on to it.
 - 4. Tell the next shift about any ongoing patron or operational issues and what you have done about them.
- C. The volunteer(s) starting a shift that does not start by opening the library need to:
 - 1. Arrive at least three to five minutes before the start of the new shift.
 - 2. Check the name plate(s) to be sure it has been changed.
 - 3. Log in to the Concept III software on the circulation computer and the library director's computer if you will be using it.
 - 4. Make a note of any patron or operational issues reported by the last shift and what actions have been taken.
 - 5. Check and straighten up the shelving, patron sitting area, children's area and restroom as needed.

III. Closing the library:

- A. Closing times for the library are listed above in Opening and Closing Policies section III, page 7.
- B. Bring in the flag.
 - 1. Check to be sure all patrons have left the library.
 - 2. Furl the flag on its pole and lay it across the book drop box.
 - 3. Lock the door while you complete the rest of the closing procedures.
- C. Log your time in the Volunteer Notebook.
- D. Place your name plate back in the filing cabinet to the west of the circulation computer.
- E. Count the money in the donation jar.
 - 1. Record the amount of paper money in the donation jar in the Volunteer Notebook after your time.
 - 2. Check the cash envelope under the circulation desk to the right of the computer.
 - a. Leave no more than \$30 in small bills in the envelope.
 - b. Place the rest of the bills in the lock box in the back closet.
 - c. If you don't know where the lock box or the lock box key is kept, see the library director.
- F. Log out of the Concept III software on the circulation computer and the library director's computer if you logged on to it.

- G. Turn off the computers, that is, all three administrative computers and all four public access computers.
- H. Turn off the overhead fans in the main room, if they are on.
 - 1. The controls for the fans in the main room are on the south wall by the circulation desk to the east of the window into the kitchen area.
 - 2. Each fan has its own switch.
- I. Check and close the windows if they are open.
 - 1. There is one window on the east wall in the main room.
 - 2. There are three windows on the south wall and one on the west wall in the children's area. Be sure to engage both of the latching systems on these four windows.
- J. The heating system is controlled by a programmable thermostat located on the south wall near the circulation desk. No adjustment is needed.
 - 1. There are two auxiliary heaters in the children's area. Check these and turn them off if they are on.
 - 2. There is also an auxiliary heater in the south wall of the circulation area under the window to the kitchen area. Check it and turn it off if it's on.
- K. Check the restroom.
 - 1. Be sure it is clean and that there is an adequate supply of consumable items.
 - 2. If there are issues you cannot deal with call the library director and report the issue.
- L. Turn off the lights.
 - 1. **Two lights are always left on**, the outside lights and kitchen area lights.
 - a. The switch for the outside lights is the right switch of the pair to the right of the front door.
 - b. The switch for the lights in the kitchen area is on the right side of the door in the kitchen area.
 - 2. The other light switches, what they control and where they are located:
 - a. The switches for the east bank of lights in the main room are the left switch of the pair to the right of the front door and the switch on the right side of the east door into the children's room.
 - b. The switch for the west bank of lights in the main room is on the south wall near the circulation desk, under the red alarm system panel.
 - c. The switch for the lights in the children's room is on the left side of the east door in the Children's room.
 - d. The switch for the lights in the restroom is on the wall on the right side of the door into the restroom.
 - e. The switches for the lights in the hallway to the restroom and book storage room are on the wall on the left side of the hallway on both sides the west door to the children's room.
 - f. The switch for the lights in the book storage room is on the left wall of the book storage room just inside the doorway.

- g. The switch in the middle of the south wall near the circulation desk has no known function.
- M. Arm the security system and lock the door.
 - 1. The security system keypad is in the red panel located on the south wall near the circulation desk.
 - 2. If the keypad is not visible, open the keypad cover (lower right part of the panel).
 - 3. Use the keypad to enter the code number. (The library director will provide this code during your training.)
 - 4. After entering the code, press the key labeled “2 Away” to arm the security system.
 - 5. If the system has been armed the red “armed” light will come on and the green “disarmed” light will go off. The words “Armed you may exit now” will be displayed on the screen. If not, re-enter the code and press the “2 Away” key again.
 - 6. You have thirty seconds to exit the building, lock and test the door after the security system is armed.
 - 7. If the alarm goes off while you are exiting, locking the door, or leaving the area,
 - a. Re-enter the library,
 - b. Re-enter the alarm code and press the “1 Off” key to disarm the security system,
 - c. Re-arm the security system,
 - d. Re-exit the library,
 - e. And re-lock the door in the allowed time.
- N. Lock up the library.
 - 1. Lock the front door and then test it to be sure you have fully engaged the deadbolt.
 - 2. If the key won’t turn fully to the locked position or the door comes open when you test it, push or lean on the door and try again to turn the key to the fully locked position.
 - 3. After setting the alarm system you have thirty seconds to successfully lock and test the door without the alarm system sounding.
- O. Saturday closing: additional activities.
 - 1. Empty all wastebaskets into the garbage bin.
 - 2. Empty the recycle basket into the recycle bin.
 - 3. Place the garbage and recycle bins on the curb side of the grass area to the west of the parking area in front of the library for Monday morning pickup.

IV. Library housekeeping tasks:

- A. Postings on the public access bulletin boards:
 - 1. The library has two public access bulletin boards.
 - 2. One bulletin board is in the library to the west side of the main door.
 - a. This board is for the posting of official federal, state, county, and City of Yachats notices and information.
 - b. Examples: the south county bus schedule, federal, state, county, or City of Yachats job searches, Medicare help offers, Coast Guard boating safety class schedules.

- c. New postings on this bulletin board require review and authorization by the library director.
 - d. Revised or updated versions of existing postings may be posted by any library volunteer.
- 3. The other bulletin board is located on the outside of the building to the east of the main door.
 - a. Posting on this board is open to non-profit or government groups such as:
 - i. Event schedules by local non-profits.
 - ii. Local social services events.
 - iii. State and federal forest services program announcements.
 - iv. Humane Society adoption fliers.
 - b. Unacceptable for posting are offers or requests by individuals or for profit entities such as:
 - i. Offers or requests to buy, sell, or rent anything.
 - ii. Job offers or requests for employment in exchange for wages, fees, or barter.
 - iii. Pet announcements whether offering to sell, buy or seeking to find.
 - c. The keys for this bulletin board are kept in the top drawer of the cabinet at the west end of the circulation desk.
 - d. If you are unsure about whether an item should be posted, leave it on the library director's desk with a dated and initialed note to the director requesting they review the item and post if appropriate.
- 4. All posting on these two bulletin boards is to be done by the library staff and is at the discretion of the library director.
- B. The following are some of the things you as a library volunteer can do when it is slow in the library:
 - 1. Straighten the bookshelves.
 - 2. Pick a section of the non-fiction, and make sure the books are shelved in the correct order.
 - 3. In one of the fiction sections, pick a prolific author and make sure all the titles of their books or books on CD are in the correct alphabetical order.
 - 4. If you volunteered to check a section of the collection for items that should be considered for retirement, do that check.
 - 5. Call patrons with overdue items. (see: Circulation section, XI "Calling patrons with overdue items...", page 34.)
 - 6. Straighten the free magazine shelves.
 - 7. Straighten the newspapers and recycle old ones.
 - 8. Straighten the circulating magazine rack.
 - 9. Collect, sort, and stack unused bookends.
 - 10. Dust off the windowsills and clean off the desktops.
 - 11. Clean out /tidy up the rubber stamp drawer at the checkout desk.

12. Fill in the Friends of the Library book sales shelves at the front of the library with items from the book cart, in the circulation area, marked for this purpose.
 13. Run the floor sweeper over the entrance carpet.
- C. If you see something that isn't right or isn't working, correct or fix it if you know how. If you don't know how, leave a note for the library director including your name and the date.

Policies and Procedures for Circulation of Library Materials

Policies:

- I. One of the Yachats Library's primary objectives is to provide its patrons easy and convenient access to its collections.
- II. The checkout period for all circulating library materials is two weeks.
- III. Within reason, there are no limits on the number of items a patron may check out at one time or have checked out in total.
- IV. Checked out items may be renewed at the patron's request.
 - A. A patron may renew a checked out item up to four times before it must be returned.
 - B. The only exception to this is if the item has been placed on the Hold List by another patron.
 1. In this case the item cannot be renewed and must be returned no later than the end of the current checkout period.
 2. If the patron returning the item has additional need for the item, they may request their name be added to the item's Hold List.
- V. Any patron may place a hold request on any book or book on CD in the library's circulating collection that is checked out at the time of the request.
 - A. When an item on hold is returned to the library, the staff will set the item aside, and contact the patron listed first on the Hold List for that item.
 - B. If there is more than one patron on the Hold List for the item it can be held for no more than four library business days before the next patron on the list is contacted by the staff. The staff must make this time limit and its cause clear to the patron when notifying them that their item is available.
- VI. A hold may not be placed on DVDs or music CDs.
- VII. Materials marked Reference, RF, or REF (reference materials) may not be checked out. These non-circulating materials are for use in the library only.
- VIII. There are no fines or other penalties for overdue items. However, a list of overdue items will be generated weekly. The staff will contact patrons listed with items more than two weeks overdue to request that they return or renew the items without delay.

- IX. The replacement cost of library items that are lost or damaged while checked out is the patron's responsibility.
- X. It is the prerogative of the library director to revoke some or all the use privileges of any patron they deem to have egregiously violated their library borrowing privileges.
 - A. The library director will communicate to the patron the nature of the remedial actions required of the patron to reinstate their revoked use privileges.
 - B. The library director will be the sole judge of what actions are required for reinstatement of a patron's use privileges and whether these requirements have been met by the patron.

Procedures:

- I. **Log in and logout of the library's circulation databases using Concept III circulation software:**
 - A. The library has three administrative computers. All of them are set up to access the circulation database using Concept III circulation software, a web based application accessed through the browser Microsoft Edge®:
 - 1. Two of these computers, the library director's computer on the library director's desk and the circulation computer on the circulation desk, are password protected. These computers
 - a. Access a fully functional version of Concept III.
 - b. Require a user account name and password to access the functions of Concept III beyond the catalog search function.
 - c. Access the patron database.
 - 2. The third of these computers:
 - a. Is the patron accessible card catalog computer. It is located on the table at the end of the south wall of the circulation desk area.
 - b. Uses a version of Concept III that only allows access to the library's card catalog.
 - c. Does not need a password to access it or the card catalog.
 - d. Is the only one of these three administrative computers to which patrons are allowed direct access.
 - 3. All three of these computers are restarted every day when the library is opened and turned off every day after the library closes with one exception:
 - a. All seven of the library computers are left on every Tuesday.
 - b. COGS, the City's tech support company, performs any needed maintenance and updates on Tuesday's.
 - 4. If an administrative computer is not operating correctly,
 - a. Turn it off, wait 30 seconds and then turn it on again.

- b. If it is still not working correctly, record the problem in the “IT Problems” notebook. Contact the library director or if you cannot reach the library director contact the City facilities manager and explain the issue or leave a message explaining the issue.
 - i. The “IT Problems” notebook is a small red spiral bound notebook on the library director’s desk.
 - ii. Leave a brief note about any computer problems including error message numbers if any.
 - iii. Be sure to initial and date your entry.
- B. All three of the Administrative computers have a monitor/computer unit, a keyboard, and a mouse. The library director’s and circulation computers also have barcode scanners and the library director’s computer has a USB mass-storage device attached to it.
- C. Power up any of the computers (button in the lower right corner of the monitor) and enter the password if one is requested. If you don’t know the password, contact the library director.
- D. To open the card catalog software on any of the administrative computers, double click on the Microsoft Edge® icon.
- E. To open the Concept III software click on the “Favorites” icon in the upper Microsoft Edge® tool bar (line drawing of a star with three horizontal lines on the right edge, in the upper right hand area of the window) and then the “Favorites Bar” if need be until you see the “Concept III” icon. Then click on it. This will open a link to the main Concept III window.
 1. For the Patron card catalog computer:
 - a. Click on the “Catalog Search” button to open the “Search Catalog: Yachats Library” window.
 - b. Click on the “Title Browse” button. This will open a window titled “Browse Catalog Delay”. Click the “Yes” button to finish opening the “TITLE Browse Yachats Library” window.
 - c. This is the catalog search presentation our patrons are most used to seeing.
 - d. If the “TITLE Browse” window does not fill most of the screen, click on the three dot icon at the right end of the Microsoft Edge® upper tool bar and check that “Zoom” is set to between 175% and 200%. If it is not correct the situation.
 2. For the other two administrative computers “Concept III” will open to the same Concept III window with a “Catalog Search” button; however, there will also be a “Login” icon in the upper right hand corner of the page. Click on the “Login” icon and enter your username and password when requested. (If you don’t have a Concept III user account or you have forgotten your password see the library director.)
- F. To open the “Check Out/In” window click on the “Circulation” menu option on the left side of the window and then on the “Check Out/In” menu option.
 1. A white dialog box will come up indicating that the patron and catalog data is loading.
 2. Wait for this dialog box to clear before continuing.
- G. On the right side of the “Check Out/In” window, below the “Add Patron” button, check that the current date is correct and that the date shown in at least the upper one of the three “Return

Dates” data fields is 14 days from the current date. At the same time check that the date on the date stamp is in agreement.

1. If the date stamp is not correct, correct it.
2. If the computer is showing the wrong date or return date contact the library director.
- H. Note: Several Concept III activity screens, such as the “Check Out/In” screen, require the software to load one or more databases into active memory.
 1. In many cases a white dialog box will come up on the screen showing what databases are to be loaded and showing the progress of the load.
 2. In all cases you **must wait** for the load to be completed.
 3. Repeated clicking on the menu option or function icon may result in additional attempts by the software to start the function, open the window and load the needed databases. This will only slow or possibly stop the opening of the screen you are trying to use.
 4. In some cases, such as after closing the “Check Out/In” screen and then reopening without logging out, the software may not display the loading database dialog box.
 5. If you are unsure whether the software is working on your attempt to open or reopen a window, click on a second main menu option icon.
 - a. If a notice box appears at the bottom of the main Concept III window indicating that Concept III software is not responding, close the notice box (X at the right end) and wait for your requested task to be completed.
 - b. If the second main heading opens, close it and attempt again to start the task you wanted to use.
- I. When you have completed your Concept III session you need to log out of Concept III and leave the Concept III web page.
 1. Concept III does not have a logout icon or button; however, if you do anything that breaks your link to the Concept III librarian functions window, the application will log you out. Your action to break the link may or may not also cause the browser to leave the Concept III web page.
 2. The surest and fastest way to do both things at once is to click on the “Home Page” icon (left end of the Microsoft Edge® upper tool bar). This both logs you out of your Concept III session and ends the browser’s link to the Concept III web page.
- J. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

II. Checking in library items:

- A. **Look At The Screen, Always,** with each item you check in.
- B. If the “Check Out/In” screen is not open, open it.
- C. If the “Check In” data entry window is not highlighted,
 1. Click on the “**SAVE**” button if it is active, or
 2. If the “**SAVE**” button is not active press the Enter key or click on the “Items Out” or “Holds” button and then,

3. Click on the “<< >>” button.
- D. Scan the barcode of the item being checked in. The patron’s information will automatically come up, as will the catalog information of the item just scanned.
 1. Look at the screen with each item checked in and
 - a. Check that the item’s catalog information matches the item scanned.
 - i. If it does not match, click on the “Reject” button below the item’s catalog information to clear the item’s information and
 - ii. Rescan the item. If the catalog information again does not match the item you scanned, click on the “Reject” button and
 - iii. Set the item aside for the library director with a dated and initialed note explaining the problem you encountered with the item.
 - b. Check for notices:
 - i. “Late” (white text in a red box), and/or
 - ii. “HOLD for” (white text in a blue box). **Note:** If you miss this notice there is no backup. The item will be checked out to the next patron who takes it off the shelf. The patron who placed the item on hold will not be notified that it is available for them to check out.
 - iii. See Circulation section G, “...warning or action messages...”, page 20 for what to do in response to these notices.
- E. After scanning all of the items to be checked in click the “SAVE” button.
 1. Note, the number to the right of the “<< >>” button shows the number of items scanned since the last time the “SAVE” button was used.
 2. If you do not click the “SAVE” button before attempting to leave the “Check In” screen, the system should ask you if you want to save the items you have entered before leaving the screen. Answer “Yes”.
 3. This system reminder is there to help you remember to use the “SAVE” button.
 - a. **Do not rely on this system backup.** You, not the system, are responsible for saving the check in data.
 4. If you do not click the “SAVE” button, the items you just scanned will continue to show as checked out. Some or all of them will end up on the Items Overdue List. Ultimately this will cause additional work for some of your fellow staff members and may cause embarrassment to some of your fellow staff members and our patrons when staff contacts the patron requesting return of an overdue item the patron has already returned.
 5. You may click the “SAVE” button at any time while checking in multiple items.
- F. Reshelve the checked in items.
- G. There are four types of warning or action messages you can receive from the circulation software while scanning an item for check in.
 1. A “Late” item message giving the due date, white text in a red box:
 - a. Refer to the printed Items Overdue List.
 - b. Cross off the item that has been returned, initial, and date your entry.

- c. Since there are no fines you can ignore the fine field.
2. A “HOLD for” message giving the patron’s library card number and name, white text in a blue box.
 - a. Using one of the yellow sticky pads write a note headed “to be called”, add the name and card number given in the “HOLD for” message and the current date.
 - b. Attach the note to the item, set it aside, and complete the check in process for any other items.
 - c. Be sure you **SAVED** the items you checked in.
 - d. After saving the data for the checked in items, click on the “Patron Num” data entry field or click on the “<< >>” button.
 - e. Enter the patron number from your “to be called” note in the “Patron Num” data entry field and press the Enter key or click on the “Alpha” button to bring up the patron’s information.
 - f. Copy the patron’s phone number on the “to be called” note.
 - g. Call the patron to let them know the item they have on reserve has come in and will be held for them. Be sure to tell the patron that the item will be held for no more than four library business days before it is returned to circulation.
 - h. When the patron has been notified that their item is available, correct the note to say “contacted, hold for”, correct the date if need be, and initial the note.
 - i. Place the item under the circulation desk (top shelf, right side).
3. An “Item Not Found” message, red text in the “Title” data field.
 - a. Set the item aside and complete the check in process for any other items.
 - b. Be sure you “**SAVE**” the other items you checked in.
 - c. Rescan the item you set aside. If you again get the “Item Not Found” message check both that it is a Yachats Library item and that it has not been stamped “Officially Discarded”.
 - d. If it has been “Officially Discarded”, consider it a donation and place it with the other donations to be sorted.
 - e. If it is a Yachats Library item or there is no apparent reason for the message, place it with a dated and initialed note of explanation on the library director’s desk.
4. An “Item Not Checked Out” message, red text in the “Title” data field.
 - a. This means that the last time the item was checked out the “Check Out” data was not saved.
 - b. If the item is a book or book on CD check to see if there is a hold on the item.
 - i. Click on “Circulation” under the “Reports” menu option to open the “Reports” window.
 - ii. Click on the “Holds” radio button and then the “Screen Display” button to generate a “Holds by Title” list.
 - c. If the item is on hold, process it as you would for an item with a “HOLD for” notice. (See Circulation, section II.G.2, “A “HOLD for” message...”, page 21.)

- d. Otherwise reshelve the item.
- H. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

III. Checking out library items:

- A. **Look At The Screen**, Always, with each item you check out.
- B. If the "Check Out/In" screen is not open, open it and click on the "Patron Num" data entry field or click on the "<< >>" button.
- C. Scan the barcode on the back of the patron's library card.
 - 1. If the patron does not have their library card with them, ask the patron for their library card number or their last name.
 - a. Enter their number in the "Patron Num" data entry field and press the Enter key or click the "Alpha" button to bring up their information.
 - b. Or, click the "Alpha" button to search for their information by entering their last name in the "Name" data entry field. If they have an active library card their name will be in the list that comes up. Click on their name to bring up their information.
 - c. Ask the patron for their contact address or phone number to confirm that you have the correct information.
 - 2. When the patron's account information is displayed in the "Check Out/In" window check to see if there are any overdue items. If there are overdue items:
 - a. Click on the "Items Out" button to bring up a list of all the items checked out to the patron.
 - i. Overdue items will have a "<<" mark to the right of the due date.
 - ii. If the item has a hold (reserve) on it there will be a small "®" to the right of the due date.
 - 1. Items with a hold on them cannot be renewed.
 - 2. They should be returned on or before the due date.
 - b. Ask the patron if they know that they have overdue items and ask them what they want to do about them.
 - i. Suggest the patron either renew the item or return it as soon as possible, if they are finished with it.
 - ii. If the patron does not know they have an overdue item tell them what items are overdue.
 - iii. Be sure to make a note on the printed Items Overdue List that you talked to the patron and either renewed the items or requested their return. Initial and date your note.
 - c. If they have items that are overdue by more than 28 days, or that have been renewed four times (the maximum number of renewals allowed):

- i. Check the printed Items Overdue. List to see if there are any notes regarding the patron's account.
 - ii. **Note:** If there is a dot by their name, the shelves have already been checked to be sure that the item was not reshelfed without being checked in. If the list is more than a day or two old, it may still be necessary to check the shelves in case the item has been returned since the shelves were checked.
 - iii. If there are notes for this patron follow their directions.
 - iv. If there are no notes ask the patron to confirm their current contact information and write down any changes needed so that you can update their contact information on both their "Library Patron Information" card and in the patron database. (See Library Cards section II, "Updating patron information", page 49.)
 - v. Tell the patron that they will need to return the overdue items before they can check out any more items.
 - vi. If the patron disagrees with you or feels the situation is being misinterpreted, ask them to see the library director to resolve the issue.
 - vii. Until it is resolved, they can't check out more items.
 - viii. Leave notes for the library director and on the printed Items Overdue List that you have talked to the patron about their overdue items, include any updated contact information the patron provided, initial, and date it.
- D. Scan the barcodes of the library items to be checked out. The title of each item should come up on the screen.
 1. Check that the item matches the catalog information displayed on the lower left side of the screen.
 - a. If it does match, go to the next item to be checked out.
 - b. If it does not match, click the "Reject" button to clear the displayed catalog information and rescan the item.
 - i. If the catalog information again does not match, set the item aside and complete the checkout of any other items the patron wants to check out.
 - ii. Explain to the patron that there is a problem with the cataloging information and that they will not be able to check the item out until it can be resolved.
 - iii. Offer to place the item on hold for them and explain that they will be called as soon as the item is ready to be checked out.
 - iv. Attach a dated and initialed note on the item included the patron's name and number, explaining the problem; note if the patron requested a hold on the item and leave it with the item on the library director's desk.
- E. After scanning all the items the patron wants to check out,
 1. Note, the number to the left of the "<< >>" button is the number of items scanned since the last time the "SAVE" button was used.
 2. Click the "SAVE" button.

3. If you do not click the **“SAVE”** button before attempting to leave this task, the system should ask you if you want to save the items you have entered before leaving the screen. Answer **“Yes”**.
4. This system reminder is there to help you remember to use the **“SAVE”** button.
 - a. **Do not rely on this system backup.** You, not the system, are responsible for saving the checkout data.
 - b. Remember if your entries are not **saved**, the items you just scanned will be taken out of the library with no record of who has them, when they were taken, or when, if ever, they will be returned.
- F. Stamp each item in the appropriate place with the return-by date and tell the patron what date the items are due back.
- G. There are two types of warning or action messages you can receive from the software while scanning an item for check out.
 1. **An “Item Currently Checked OUT”** message, red text in the “Title” data field.
 - a. As you have the item in hand, it was not properly checked in when last returned.
 - b. If the item is a book or book on CD check to see if there is a hold on the item.
 - i. Click on “Circulation” under the “Reports” menu option to open the “Reports” window.
 - ii. Click on the “Holds” radio button and then the “Screen Display” button to generate a “Holds by Title” list.
 - iii. If the item is on hold, tell the patron you cannot check the item out to them as it is on hold.
 - iv. Apologize for the staff error in re-shelving the item.
 - v. Ask the patron if they would like you to place the item on hold for them.
 1. If the patron wants to place the item on hold click on the “Hold” button, in the middle of the screen.
 2. When the patron’s hold information window opens, click on the “Add a Hold” button.
 3. Enter part or all of the title of the item in the upper box that appears and click on the “Find” button.
 4. Use the “Next” and “Previous” buttons to scroll forward and backward until you find the exact item the patron wants to reserve and click the “Select” button to put a hold on it.
 5. To close the Hold window click on the “Hold” button.
 6. If you placed the patron’s requested hold on the item before you checked the item in, the catalog software will not generate an Online Patron Access Catalog (OPAC) Hold for the item. No further action is needed.
 7. If the item was checked in before you placed the patron requested hold the catalog software will generate an OPAC Hold. You must clear the OPAC

- Hold. (See Circulation section VII.H.4, “Clear the item from the “Process OPAC HOLDS” list...”, page 30.)
- vi. Set the item aside for later and process it as you would an item with a “HOLD for” notice. (See Circulation section II.G.2, “A “HOLD for” message...”, page 21.)
 - c. If the patron does not want to place a hold on the item, click the “<< >>” button to return to the “Check In” screen and check the item in.
 - d. If there is no hold on the item,
 - i. Rescan the patron’s library card.
 - ii. Rescan the item and proceed checking out the item as you would normally.
 - e. Be sure you have **SAVED** this and any other items you checked out.
2. **An “Item Not Found” message**, red text in the “Title” data field.
- a. Set the item aside and explain to the patron that they will be notified when the item is available for circulation.
 - b. Put a note on the item reporting the “Item Not Found” message. Include the name and library card number of the patron who wanted the item, the date, and your initials and leave the item on the library director’s desk.
- H. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

IV. Managing circulation when the computer system is down:

- A. If the circulation computer is down there are three things you should do;
- 1. Notify the library director of the problem.
 - 2. Prepare and use a manual Check Out sheet to check out items.
 - a. See General Policies and Procedures Appendix 1, “Manual Check Out Sheet”, page 65, and make copies as needed.
 - b. Always start a new set of sheets for each day of the outage.
 - c. Keep all Check Out sheets clipped together.
 - d. Record only the information requested on the sheet: the patron’s card number (this is the number on the back of the card under the patron number barcode) and the barcode number and accession number of the item.
 - i. If the patron has more than one item, use a new line for each item.
 - ii. You don’t need to rewrite the patron’s number for each item.
 - iii. If the patron does not have their card **you must look up their card** in the Patron Information card file before checking items out to them.
 - 1. In these cases record both the patron’s name and any library card numbers listed on the patron’s Patron Information card.
 - 2. If you cannot find a Patron Information card for the patron you cannot check items out to them until the computer outage is over and their status as an active patron of the Yachats Library can be resolved.

- iv. If an item does not have an accession number, record the item's title and, if the item is not a book, its type (DVD, book on CD, etc.).
 - v. With the exceptions noted above where needed information is missing, do not spend time recording additional information about an item, title, author and so on. Remember when the computer is back up someone has to enter all of the checked out items and the fastest way to do that is to enter the item's accession number and use the barcode number as confirmation.
- 3. Prepare and use a manual Check-In sheet to check in returned items.
 - a. See General Policies and Procedures Appendix 2, "Manual Check-In Sheet", page 66, and make copies as needed.
 - b. Always start a new set of sheets for each day of the outage.
 - c. Keep all Check-In sheets clipped together.
 - d. Record only the information requested on the sheet, the barcode number and accession number of the item.
 - i. If an item does not have an accession number, record the item's title and, if the item is not a book, its type (DVD, book on CD, etc.).
 - ii. Do not spend time recording additional information about an item, title, author and so on. Remember that when the computer is back up someone must enter all of the checked in items and the fastest way to do that is to enter the item's accession number and use the barcode number as confirmation. Not all items have their accession numbers recorded on them.
 - e. After recording the required information, reshelve the item.
- 4. While the circulation computer is down, you cannot:
 - a. Reserve an item; you don't know if we have a copy of it.
 - b. Renew or recheck an item; you don't know whether or not it is currently on reserve for another patron. Ask that the patron finish the item as soon as possible and then return it.
 - c. Provide a patron with information about their account; you can't get to it.
 - d. Create a new library card.
 - e. Reissue a damaged library card.
 - f. You should ask patrons requesting any of these services to return later when the computer is back up. Suggest that they call first to be sure the computer is back up.
- B. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

V. Restoring the catalog database after a computer outage of One Day or Less, from manually recorded check out and check-in data:

- A. If the computer outage has been for more than one day do not use the circulation software to check out or check in any items until the library director has notified you that the system is ready to use.

- B. If the computer outage has been for one day or less, contact the library director for authorization before making any changes to the catalog database.
- C. After the library director has authorized you to do so, for outages of one day or less, enter the manually recorded check out and check-in data into the database as follows:
 - 1. For the check-in items: enter all the accession numbers of the items from the manual Checked-In form.
 - a. Enter the accession numbers in the “Check In” data entry field of the Concept III “Check Out/In” window.
 - b. If no accession number was recorded, use the item’s barcode, title, and type information to look up the item’s accession number.
 - c. When the item’s information has been retrieved, click the “**SAVE**” button to save the data and clear the window for the next entry.
 - d. Repeat this step until all the manually collected check-in data has been entered.
 - 2. For the check out items: for each patron checking out one or more items, enter the patron number and then the accession numbers for all the items checked out using the patron number from the manual Checked-Out form.
 - a. Enter the patron number in the “Patron Num” data entry field of the Concept III “Check Out/In” window.
 - b. Then enter the accession number in the “Check Out” data entry field for the first item checked out using this patron number, and
 - c. Click on the Enter key.
 - d. Check the item information in the “Check Out” data field window (lower left side of the “Check Out/In” window).
 - e. If no accession number was recorded, use the item’s barcode, title, and type information to look up the item’s accession number.
 - f. After entering all of the items checked out using this patron’s number click on the “**SAVE**” button to save the entered data and clear the window for the next patron number.
 - g. Repeat this step until all of the manually collected checkout data from the outage has been entered.
 - 3. Even for computer outages of one day or less the circulation software may not be used for checkout or checkin until authorized by the library director.
- D. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

VI. Renewing library items:

- A. If the patron has brought the item to be renewed with them:
 - 1. Open the “Check Out/In” window of the circulation software if it isn’t open.
 - 2. Be sure the “Check In” data entry field is highlighted.
 - 3. Scan the barcode of the library item to be renewed.

- a. If a “Hold for” message giving the patron’s name and library card number (white text in a blue box) comes up or the number on the right end of the “ReCk” button is 4 or greater,
 - i. The item cannot be renewed.
 - ii. If the item is due or overdue, it must be checked in and the patron first on the Hold List notified that it is available. (See: Circulation section II.G.2, “A “HOLD for” message...”, page 21.)
 - iii. If the patron requesting that the book be renewed wants to, they may place their name on the Hold List for this book. (See Circulation section VII, “Holding (reserving) books or books on CD”, page 29.)
 - iv. An item may be renewed no more than four times before it must be returned.
 - b. If there is no “Hold for” message, click on the “ReCk” button to renew the item.
4. The software will automatically return to the “Check In” window in the “Check Out/In” screen.
- B. If the patron does not have the item to be rechecked with them or if the patron is calling to request an item be renewed:
1. Open the “Check Out/In” window of the circulation software if it isn’t open, click on the “<< >>” button, and scan the barcode on the back of the patron’s library card.
 - a. If the patron does not have their library card with them, or is calling to request a renewal, ask the patron for their library card number or their last name.
 - i. Enter their number in the “Patron Num” data entry field and press the Enter key.
 - ii. Or, enter their last name in the “Name” data entry field and click the “Alpha” button to search for their information by name.
 - b. If they have an active library card their name will be in the list that comes up. Click on their name to bring up their information.
 2. Click on the “Items Out” button (left side of the mid-window bar). This will bring up a sub-window with a list of all the items the patron currently has checked out.
 3. Each item in the “Items Out” list has a checkbox at the right end. Checking one or more of these boxes will bring up a “ReCk” and “CkIn” button.
 4. If there is a small “®” to the right of the date due for the item the patron wants to renew, the item is currently on the Hold (reserve) List and cannot be renewed.
 1. Explain to the patron that the item has a hold (reserve) on it and that they must return the item on or before the due date.
 2. Tell the patron that they may place a hold (reserve) on the item, if they want to, as soon as they have returned the item.
 5. Click the box(es) for the item(s) to be renewed and then click the “ReCk” button.
 6. The software will automatically return to the “Check In” window, in the “Check Out/In” screen.
 7. If you have the item, stamp it with the new due date.
 8. The due date for the renewed item is 14 days from the current date.

- C. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

VII. Holding (reserving) books or books on CD:

- A. **Note:** The library only accepts holds on books and books on CD. DVDs, magazines, and reference materials cannot be placed on hold.
 - 1. Open the "Check Out/In" window of the circulation software, if it isn't open, click on the "<< >>" button, and scan the barcode on the back of the patron's library card.
 - 2. If the patron does not have their library card with them, ask the patron for their library card number or their last name.
 - a. Enter their number in the "Patron Num" data entry field and press the Enter key or click the "Alpha" button.
 - b. Or, enter the patron's last name in the "Name" data entry field and click the "Alpha" button.
 - 3. If the patron has an active library card their name will be in the list that comes up. Click on their name to bring up their information.
- B. Click on the "Hold" button (located in the middle of the screen).
- C. When the patron's hold information window opens, click on the "Add a Hold" button.
- D. Enter part or all the title of the item in the upper box that appears and click on the "Find" button.
- E. Use the "Next" and "Previous" buttons to scroll forward and backward until you find the exact item the patron wants to reserve and click the "Select" button to put a hold on it.
- F. To close the Hold window click on the "Hold" button.
- G. To return to the "Check In" window, in the "Check Out/In" screen click the "<< >>" button.
- H. Lastly, open the "Process OPAC (Online Patron Access Catalog) HOLDS" window by clicking on the "Circulation" menu option and then on "Process HOLDS".
 - 1. If the circulation software shows the item checked in (available to be checked out) the item will be listed. The record shows the first three lines of the spine label (Call lines 1, 2, and 3) and the title, along with the patron's name, card number, and email address, if they have one on record.
 - 2. Tell the patron that the item is supposed to be in the library and that you will help them locate it now.
 - 3. Check first under the checkout counter and in the circulation area to be sure that the item is not either being held for another patron or being repaired.
 - a. If the item is on hold, waiting for pickup, the number to the left of the title in the "Hold" window should be 2 or greater.
 - b. If the item is not under the counter to be picked up, nor in the circulation area being repaired, write down the spine label information and the title of the item, or if the

- patron has asked to put two or more items on hold print the “Process OPAC HOLDS” list and help the patron locate the items on the shelves.
- c. If the item is on hold waiting for pickup or being repaired explain the situation to the patron and tell them they will be notified as soon as the item is available.
 - d. If the item is being repaired place an “on hold, to be called” note on it including the patron’s name, phone number, date, and your initials, so the person repairing the item will know to call the patron when the repairs are complete.
 - e. If the item cannot be located tell the patron that they will be notified as soon as the item is available and leave an initialed and dated note for the library director explaining the problem including the item’s title and spine label information, and patron name and phone number.
4. Clear the item from the “Process OPAC HOLDS” list by checking the box to the left of the item’s record and clicking on the “Update List” button.
 5. Never leave records on the “Process OPAC HOLDS” list after you have pulled, or attempted to pull an item or items from the shelves and found they are not in fact available to be checked out, no matter what the cause.
 6. Clearing the “Process OPAC HOLDS” listing of an item has no effect on the record of the patron’s hold on the item.
- I. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

VIII. Process for a patron to initiate a hold (reserve) for books or books on CD created in the Online Patron Access Catalog (OPAC):

- A. Patrons can use the OPAC running on the patron card catalog computer or through the library’s page on the City’s website on any personal device with a web browser to place a hold on any item in the library.
 1. To do so the patron looks up the item they want to put on hold using one of the “Search Catalog” sub-windows.
 2. When they find the item they are looking for and open the “Item Detail” window they will find a blue text field on the right hand margin of the window reading “Place a HOLD”.
 3. Clicking on it will open a sub-window labeled “Please HOLD this item for me.”
 4. To place a hold the patron need only enter the email address the library has on file for their account and click on the “Place a HOLD” button.
 5. If the system finds their account, and it is active, it will notify the patron that their request has been forwarded to the library staff.
- B. **Note:** Like holds placed for a patron by one of the librarians using the Concept III “Check Out/In” screen, the library only accepts holds generated using the OPAC on books and books on CD. DVDs, magazines, and reference materials cannot be placed on hold. Patrons attempting to use the OPAC to place a hold on these items must be reminded of this policy.

- C. **Note:** The OPAC may not work or work well when some older browsers are used. If a patron reports problem accessing the OPAC on one of their personal devices staff should suggest using a different browser or updating the browser they are using.
- D. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

IX. Processing a hold (reserve) for books or books on CD created in the Online Patron Access Catalog (OPAC):

- A. After a patron uses the OPAC to place a hold on an item:
 - 1. If the circulation software has the item listed as checked out (not available to be checked out) the item will be added to the "awaiting return" Hold List.
 - a. The item's information will be added to the patron's Hold List.
 - b. No additional processing is needed.
 - 2. If the circulation software has the item listed as checked in (available to be checked out) the item will be listed on the "Process OPAC HOLDS" screen and the "Circulation" and "Process Holds" menu options will be highlighted to let the library staff know there is a new hold on an item that is supposed to be on the shelf.
- B. To process OPAC holds,
 - 1. Open the "Process OPAC HOLDS" screen by clicking on the "Process Holds" menu option under the "Circulation" menu option.
 - 2. The screen lists items on hold alphabetically by title. Each record gives the first three lines of the spine label (Call lines 1, 2, and 3), media type (M), and the title, along with the patron's name, card number, and email address.
 - 3. Write down the item's spine label information and title and the patron's name, card number and email address, or if there are two or more items listed you can use the "Print" button to print the listings.
 - a. Clear the item from the "Process OPAC HOLDS" list by checking the box to the left of the item record and clicking on the "Update List" button.
 - b. Never leave records on the "Process OPAC HOLDS" list after you have pulled, or attempted to pull, an item or items from the shelves and found they are not in fact available to be checked out, no matter what the cause.
 - c. Clearing the "Process OPAC HOLDS" listing of an item has no effect on the record of the patron's hold on the item.
- C. Using the information you copied or printed from the OPAC screen pull the item on hold from the shelf. If the item is not on the shelf be sure to check that it is not on hold awaiting pickup by another patron or being repaired.
- D. If the item is available to be checked out,
 - 1. Enter the patron number copied or printed from the OPAC screen listing in the "Patron Num" data entry field of the "Check Out/In" screen and press the Enter key or click the "Alpha" button to bring up the patron's information.
 - 2. Copy the patron's phone number on a "to be called" note.

3. Call the patron to let them know the item they have on hold is available and will be held for them. Be sure to tell the patron that the item will be held for no more than four library business days before it is returned to circulation.
4. When the patron has been notified that their item is available, correct the note to say “contacted, hold for”, correct the date if need be, and initial the note.
5. Place the item under the circulation desk (top shelf, right side).
- E. If the item is being repaired,
 1. Enter the patron number copied or printed from the OPAC screen listing in the “Patron Num” data entry field of the “Check Out/In” screen and press the Enter key or click the “Alpha” button to bring up the patron’s information.
 2. Copy the patron’s phone number on a “to be called” note.
 3. Place the “contact hold for” note on the item so the person repairing the item will know to contact the patron when the repairs are completed.
- F. If the item is on hold awaiting pickup by another patron no additional processing is needed.
- G. If the item cannot be located, leave an initialed and dated note for the library director explaining the problem including the item’s title and spine label information, and patron’s name, card number, and phone number.
- H. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

X. Patron information requests:

- A. This policy is in place to protect the patron’s privacy.
- B. **Note:** All patron specific information in the library’s circulation and patron databases is considered confidential and cannot be divulged to anyone other than the patron or to the patron’s parent or guardian if the patron is underage.
 1. Requests for such information must be made in person.
 2. Identification in the form of the patron’s library card is required.
 3. **If the patron does not have their card you cannot provide any information.**
 4. The library card number must agree with the patron number in the database about which information is being sought.
- C. The most common patron information requests are to know what items they have out, out and overdue, or on hold, or what items they have checked out in the past. These requests can all be met as follows:
 1. Open the circulation software to the “Check Out/In” window and click on the “Patron Num” data entry field or the “<< >>” button and scan the barcode on the back of the patron’s library card to bring up their information.
 2. Across the middle of the window is a set of buttons labeled “Items Out” and “Holds”. Clicking on one of these buttons will open a new window listing the indicated information.

3. For a list of the items checked out by the patron click on the “History” button (upper right corner).
 - a. The default start date for this list is the first day of the previous year.
 - b. The start date can be changed by entering a different date in the “Since” data entry window and clicking on the “Refresh” button.
 - c. No history data is available before 12/10/2019.
 - d. If the patron wants a printed copy of their patron history click on the “Print” button.
4. Relay the requested information to the patron.
5. To return to the “Check In” window use the “Close” button to close the “Patron History” window, if open, and then click on the “Item Out” or “Hold” buttons and then the “<< >>” button.
- D. You must not use the circulation database or printouts derived from the circulation database to inform anyone, except other members of the library staff, of the name of the patron who has a specific library item checked out, even if it is overdue.
- E. Phone calls requesting patron information must be answered with a statement that you cannot answer questions about a patron over the phone.
 1. **Do not confirm that the named party is or is not a patron and,**
 2. **Do not divulge a patron’s personal contact information or circulation information.**
- F. The following are the only exceptions to the patron information requests policy and how to handle them:
 1. Phone requests from other libraries seeking to confirm the status of a patron’s account before issuing the patron a new library card and,
 2. Phone request’s from law enforcement or other government agencies.
 3. In both of these cases **do not immediately provide the requested information.** The requesting party may or may not be a legitimate representative of the reported organization.
 4. Take down the name of the requesting party, the organization requesting the information, and a call back number.
 5. Tell the requesting party that you will look up the requested information and get back to them as soon as possible.
 6. Look up the requested patron information and the publically listed phone number for the organization requesting the information.
 7. Using the **publically listed phone number, not the number provided by the caller,** call back the requesting organization, introduce yourself and explain that you are replying to their request for information and give the requesting party’s name.
 8. If this is a legitimate request, provide the requested information.
 9. **Report to the library director, at once,** any attempt to gain access to patron information by someone who seems to be impersonating a representative of another library, law enforcement, or other government agencies.

- G. This procedure must be reviewed and updated annually or any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

XI. Calling patrons with overdue items:

- A. Refer to the Items Overdue List, kept under the circulation desk on the right hand side.
- B. Check the list for patrons with a black dot next to their name and no record of them having been called about their overdue items.
- C. For each of the patrons do the following in order before going to the next patron:
 - 1. Look up the items listed as overdue, in the catalog, and
 - a. Check that the item is still listed as out.
 - b. Write down the spine label information. This is not listed on the printout and is needed to be sure you are looking in the right section of the collection for the overdue items.
 - 2. Check the shelves for the items listed as overdue to be sure they have not been returned.
 - 3. Make a note on the Items Overdue List indicating for which items you have checked the shelves.
 - a. If an item is on the shelf check it in, cross it off the list and return it to the shelf.
 - b. If all items under a patron's name are on the shelves cross off the patron's name, and date and initial your changes to the Items Overdue List.
 - 4. If some or all of the items listed on the Items Overdue List, are not on the shelves, call the patron and request that the overdue items be returned to the library.
 - 5. Make a note on the Items Overdue list that you called the patron about their overdue items and be sure to date and initial your note.

XII. Circulation, spine, and shelving labels:

- A. Circulation labels tell you the item's:
 - 1. Accession number.
 - 2. Cataloged title and author's name.
 - 3. Call number (Call Line 2) and call letters (Call Line 3).
 - 4. The location of an item's circulation label is dependent on what the item is.
 - a. For books, it is on:
 - i. the front free-endpaper (page just inside the front cover) if it is print free, or
 - ii. if that page is not print free, then the first print free right hand page or
 - iii. the tailing face (back side of a page) of the back free-endpaper (page just before the back cover) if it is print free or
 - iv. if that page is not print free, then the first print free tailing face from the back of the book.
 - b. For books on CD, DVDs and music CDs, it is on the back of the CD/DVD box, jacket, or case, generally in the lower right hand corner.

B. Spine labels tell you:

1. For non-fiction items,

- a. What its type (Call Line 1) is:
 - i. Blank for circulating books in the main collection,
 - ii. RF for reference items,
 - iii. CL for classic items,
 - iv. SS for a member of a set or series,
 - v. CD for books on CD
 - vi. DV for books or programing on DVD
 - vii. LP for large print books,
 - viii. MX for mixed media items,
 - ix. NW for items with a northwest subject,
 - x. E, ER, EC J, JC, JD, YA, YC, or YD for items in the children's section:
 1. E for children's books,
 2. ER for EZ reader books,
 3. EC for children's books or music on CD,
 4. J for juvenile books,
 5. JC for juvenile books or music on CD,
 6. JD for juvenile books or programing on DVD,
 7. YA for young adult books,
 8. YC for young adult books or music on CD,
 9. YD for young adult books or programing on DVD.
 - xi. SE, SR, SJ, or SY for Spanish language items in the children's section:
 1. SE for children's books in Spanish,
 2. SR for EZ reader books in Spanish,
 3. SJ for juvenile books in Spanish,
 4. SY for young adult books in Spanish.
- b. What its Dewey Decimal call number (Call Line 2) is,
- c. What its call letters (Call Line 3) are (first three letters of the author's last name),
- d. What its accession date (Call Line 4) is,
- e. What its copy number (Call Line 5) is, if there is more than one copy of it.

2. For fiction books, except large print,

- a. What its type (Call Line 1) is:
 - i. Blank for circulating books in the main collection,
 - ii. CL for classic items,
 - iii. SS for a member of a set or series,
 - iv. MX for mixed media items,
 - v. NW for items with a northwest subject.
- b. What its call number (Call Line 2) is:
 - i. F for fiction books,

- ii. M for mystery books,
 - iii. SF for science fiction books,
 - iv. W for western books.
 - v. E, ER, J, JM, JS, YA, YG, YM, YS for books in the children's section:
 - 1. E for children's books,
 - 2. ER for EZ reader books,
 - 3. J for juvenile books,
 - 4. JM for juvenile Mystery
 - 5. JS for juvenile science fiction books,
 - 6. YA for young adult books,
 - 7. YG for young adult graphic novels,
 - 8. YM for young adult mystery books,
 - 9. YS for young adult science fiction books.
 - vi. SE, SR, SJ, or SY for Spanish language books in the children's section.
 - 1. SE for children's books in Spanish,
 - 2. SR for EZ reader books in Spanish,
 - 3. SJ for juvenile books in Spanish,
 - 4. SY for young adult books in Spanish.
 - c. What its call letters (Call Line 3) are (first three letters of the author's last name),
 - d. What its accession date (Call Line 4) is.
 - e. What its copy number (Call Line 5) is, if there is more than one copy of it.
- 3. For large print books,**
- a. What its type (Call Line 1) is:
 - i. F for fiction books,
 - ii. M for mystery books,
 - iii. SF for science fiction books,
 - iv. W for western books,
 - v. CL for classic books,
 - vi. NW for items with a northwest subject,
 - vii. SS for a member of a set or series.
 - b. That its call number (Call Line 2) is LP,
 - c. What its call letters (Call Line 3) are (first three letters of the author's last name),
 - d. What its accession date (Call Line 4) is,
 - e. What its copy number (Call Line 5) is, if there is more than one copy of it.
- 4. For fiction books on CD and music CDs,**
- a. What its type (Call Line 1) is:
 - i. F for fiction books,
 - ii. M for mystery books,
 - iii. SF for science fiction books,
 - iv. W for western books,

- v. NW for items with a northwest subject,
 - vi. SS for a member of a set or series.
 - vii. Note: if the Call Number (Call Line 2) is MX a second code may be added to identify the items age group:
 - 1. E for children's,
 - 2. J for juvenile,
 - 3. YA for young adult,
 - 4. blank for adult.
 - b. What its call number (Call Line 2) is:
 - i. CD for a book on CD,
 - ii. EC for books on CD or music CDs in the children's section,
 - iii. JC for books on CD or music CDs in the juvenile section,
 - iv. YC for books on CD or music CDs in the young adult section,
 - v. MX for mixed media items.
 - c. What its call letters (Call Line 3) are (first three letters of the author's last name),
 - d. What its accession date (Call Line 4) is,
 - e. What its copy number (Call Line 5) is, if there is more than one copy of it.
5. **For DVD movies,**
- a. What its type (Call Line 1) is:
 - i. The first letter of its cataloged title,
 - ii. The “#” if the cataloged title is or starts with a number,
 - iii. SS followed by the first letter of its cataloged title if it is part of a set or series.
 - b. What its call number (Call Line 2) is:
 - i. DV for DVDs,
 - ii. ED for DVDs in the children's section,
 - iii. JD for DVDs in the juvenile section,
 - c. What its call letters (Call Line 3) are:
 - i. Blank or,
 - ii. The first three letters of the author's last name if there is one.
 - d. What its accession date (Call Line 4) is,
 - e. What its copy number (Call Line 5) is, if there is more than one copy of it.
6. Spine labels are almost always found on the spine of books, the hinge end of CD/DVD boxes, or the closed end of box cases, with two exceptions:
- a. Very narrow books,
 - b. CDs/DVDs in light cardboard slip covers.
 - c. In both cases the spine label will generally be in the lower left corner of the front cover or side.
7. The above describes the current spine labels; older spine labels for some classes of items will vary, but should still provide most of the needed shelving information.
- C. Shelving labels, the colored dot labels:

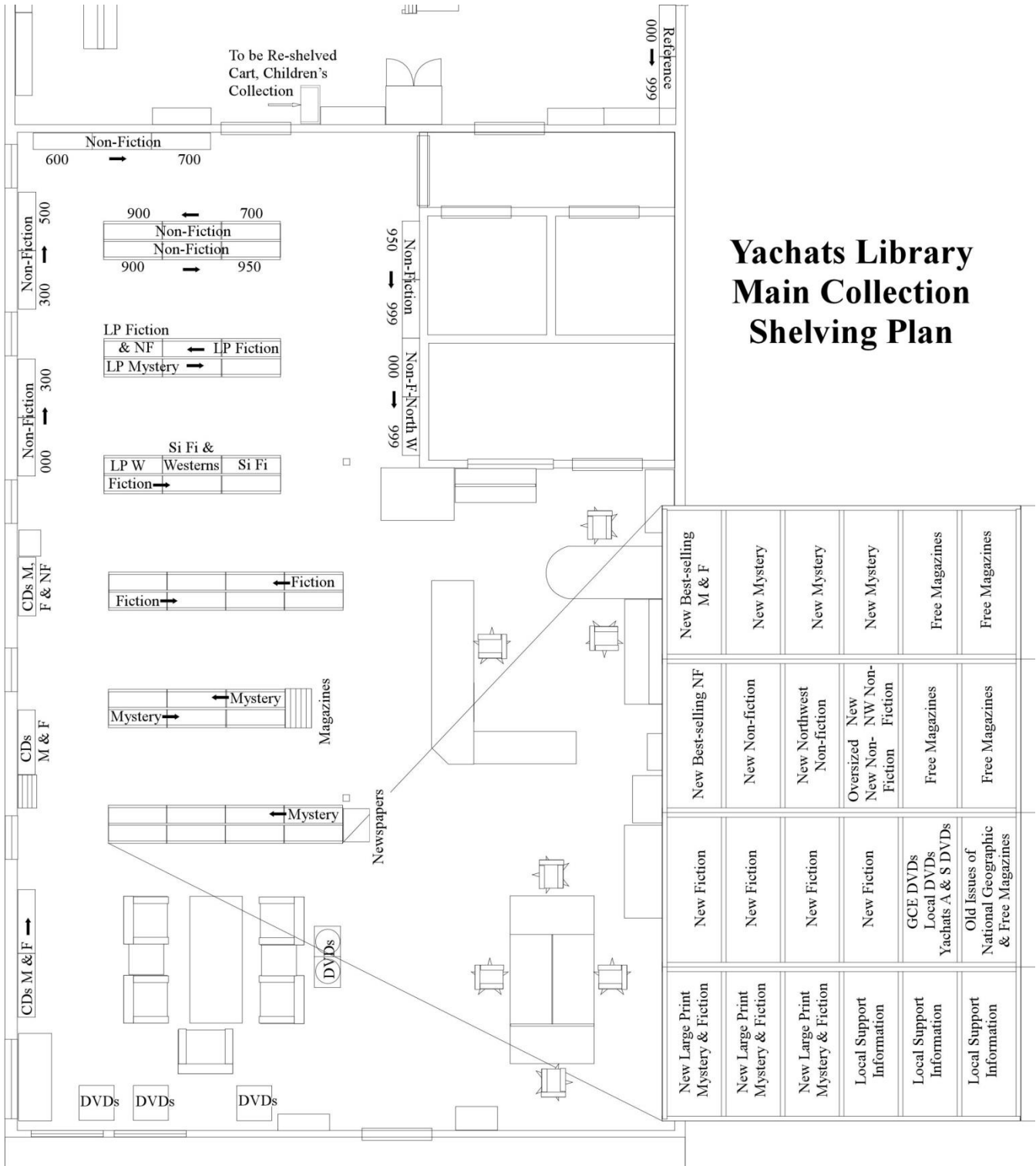
1. Generally found on the spines of books or the closed ends of boxed, jacketed, or cased items.
2. Their function is to provide a quick visual aid to the librarian shelving items or checking for miss-shelved items and for the patron looking for a specific class of items.
3. In the main collection:
 -  a. A yellow dot (item new to the collection) and
 -  b. Silver stars (best sellers) have precedence over all other shelving labels.
 - i. All items so marked have their own shelving locations. (See Circulation section XIII, “Shelving returned items”, page 38.)
 - ii. There is one exception: DVDs, where new and existing items are shelved together.
 -  c. Black dot labels (large print books, used only in the main collection) have precedence over all other shelving label colors except yellow dots and silver stars.
 - d. The remaining shelving labels, at the lowest level, define the following groups:
 -  i. Small deep blue labels are for mystery,
 -  ii. Small purple labels are for science fiction and fantasy,
 -  iii. Small gold labels are for western,
 -  iv. Small sky blue labels are for northwest subjects,
 -  v. Small green labels are for works by local authors,
 -  vi. Large purple labels are for locally produced DVDs,
 -  vii. Small orange labels are for Spanish language books in the children’s collection and gardening (discontinued, but still found on many older items) in the main library.
 -  viii. Light blue square labels imprinted with script “C” and the word “classic” for classic fiction books.
4. Shelving labels used only in the children’s collection:
 -  a. A red dot label and/or a red spine label both identify items in the EZ reader category.
 -  b. A large green dot label identifies books in the illustrated E or J collection.

XIII. Shelving returned items:

- A. Circulating items once checked in should be reshelved as soon as possible.
- B. Referring to the spine label, separate out all items that are part of the children’s/juvenile/young adult collection.
 1. The spine labels of these items will have for:
 - a. Non-fiction, a type: E, EC, ED, ER, J, JC, JD, YA, YC, YD, SE, SJ, SR, or SY; or for items with older spine labels something similar.
 - b. Fiction, a call number: E, ER, J, JC, JD, JM, JS, YA, YC, YD, YG, YM, YS, SE, SJ, SR, or SY; or for items with older spine labels something similar.

2. Place these items on the cart just inside the doorway to the children's room (see the Main Collection Shelving Plan at the end of this section, page 42.). They will be shelved by the children's library volunteers.
- C. Separate the items to be shelved in the main library into DVDs, books, and books on CD.
- D. Check the spine labels on the DVDs:
 1. Those marked "S/S", followed by the first letter of the title, for sets and series are shelved alphabetically by title in the DVD storage towers marked "Sets/Series".
 2. Except for three sets of specialty DVDs covered in section 3 below, all other DVDs are shelved by the letter in the type field of their spine label.
 - a. Older DVDs, those not having a shelf location letter on the spine label, are shelved by the first letter of their title.
 - b. DVDs whose titles are numbers or start with numbers are shelved under "#".
 3. DVDs in the three sets "The Great Courses Educational DVDs" (cases only), "Yachats Arts & Science DVDs", and local DVDs are shelved in the first stack (see the Main Collection Shelving Plan at the end of this section, page 42.).
 - a. The DVDs for the "The Great Courses Educational DVDs" are kept behind the circulation desk.
- E. When shelving all other items in the main collection see the Main Collection Shelving Plan at the end of this section (page 42) or consult the item category labels located on the ends of the stacks and on the first shelf of each class of item.
 1. Shelving order for books on CD in the main collection:
 - a. Fiction and mysteries, blue dot on the spine label, are commingled and shelved alphabetically by author's last name, then author's first name and finally title.
 - b. New acquisitions, yellow dot on the spine label, are shelved on the top of the same bookcases using the same alphabetic ordering.
 - c. Non-fiction shelving for books on CD is at the end of the books on CD shelving.
 - i. Non-fiction books on CD are shelved by Dewey Decimal call number.
 - ii. Shelf books on CD with the exact same call number alphabetically by the author's last name.
 2. Shelving order for books in the main collection:
 - a. All fiction (mystery, fiction, science fiction, westerns, and large print) is shelved alphabetically by author's last name, then author's first name and finally the item's title.
 - b. All non-fiction is shelved by Dewey Decimal call number and then, for books with the same call number, alphabetically by the author's last name.
 - i. The following is a brief primer on the Dewey Decimal cataloging system for those not familiar with it.
 - ii. The Dewey Decimal System categorizes the contents of a library using a numerical cataloging system based on either the subject matter covered in the work or the nature or type of the work.
 - iii. The primary numerical categories cover the range 000 to 999.

- iv. The Yachats Library only uses this system to define the shelving location of non-fiction works.
 - v. As you would expect, items are shelved in numerical order from lowest to highest: 000, 100, 200, 300, etc. up to 999.
 - vi. In order to allow for distinctions within categories, sometimes Dewey Decimal call numbers will include one or more digits to the right of a decimal point: 000.1, 100.02, 100.003; 123.1, 123.12, 123.123, etc.
 - vii. For accurate shelving, it's important to understand that numbers to the right of a decimal point are treated as decimal numbers.
 - viii. Miss-shelving may occur if this detail is not considered. For example, a book with the call number 100.14 would correctly be shelved before (to the left of) one with the call number 100.6. If you remember that a zero can be appended to the end of a single-digit decimal number without changing its value, the rule becomes easier to apply: 100.14 is clearly a lower number than 100.6 if you think of them as 100.14 and 100.60.
 - ix. More examples of correct shelving order: 100.59 precedes 100.6 (100.60); 200.175 precedes 200.9 (200.90).
- F. This procedure must be reviewed and updated at least once a year or any time there is a:
- 1. Change in the library's use or definition of circulation, spine, or shelving labels.
 - 2. Change in the library's stack arrangement.
 - 3. Change in the location of a category of items.
 - 4. Reorganization of the library's shelving.
 - 5. A major change in the library's circulation software that will affect the definition or function of circulation, spine, or shelving labels.



XIV. Shelving returned items in the children's area:

- A. This procedure is intended for use only by those library volunteers specially trained by the children's librarian to reshelve items in the children's area.
- B. Your best asset when shelving items in the children's area is an active and ongoing familiarity with the whole of this ever changing collection. Take time browsing through all of it, not just the parts that are easy for adults to reach.
- C. All directions are given as if you are standing in the doorway between the main library and the children's room, facing into children's room.
- D. Books new to the collection:
 - 1. The yellow dot shelving label system is not in use in the children's area.
 - 2. New items are generally shelved on top of the stacks holding similar items.
 - 3. Exceptions:
 - a. Science fiction and fantasy, J age grouping, (small purple shelving label) is shelved on top of the J fiction book stacks to your left on the back wall.
 - b. J and E age group, new to the collection books are also displayed in the rotating book display rack, located to the left of the mid-room stack at the back of the room.
 - c. E age group books new to the collection are also displayed in the two mobile, double sided display racks located to your left.
 - d. The round "for children only" table is also used to display new to the collection books from the E, J, and YA age groups.
- E. DVDs:
 - 1. These items are shelved in the stack on the wall between the children's room and the main library on the far right end of the children's room.
 - 2. E and J age groups are commingled.
 - 3. Shelving order is random.
 - 4. There are no exceptions.
- F. Books on CD, music CDs, and mixed media books (books with accompanying CDs and/or DVDs):
 - 1. These items are shelved on top of the stack on the wall between the children's room and the main library at the left end of the children's room.
 - 2. E and J age grouping items are commingled.
 - 3. Shelving order is random.
 - 4. There are no exceptions.
- G. Books with small pale blue shelving label:
 - 1. These books are shelved on the top shelf of the stack between the two doors to the children's room to the left of the supply cabinet for the children's library.
 - a. Non-fiction is shelved on the right end of the shelf.
 - b. Fiction, both E and J age groupings is shelved on the left end of the shelf.
 - 2. Shelving order:

- a. Non-fiction is by Dewey Decimal number and then alphabetically, by author's last name.
 - b. Fiction is alphabetically, by author's last name.
3. There are no exceptions.
- H. Books with large green shelving labels (illustrated):
 1. These books are shelved in the left side of the mid-room stack, on shelf 2 counting from the bottom, of the column closest to the main library.
 2. Shelving order is alphabetically, by author's last name.
 3. There are no exceptions.
- I. Books in the J age grouping with a "Classic" shelving label and/or "Classic" on the spine label:
 1. These books are shelved in the near side, as you enter the children's room, of the mid-room stack, shelves 1 and 2 from the bottom of the center column and shelf 1 of the column to its right.
 2. Shelving order is alphabetically by author's last name.
 3. There are no exceptions.
- J. Books with a small orange shelving label (Spanish language) in the E or J age grouping:
 1. These books are shelved in the column at the right end of the stack, to the left of mid-room stack, on the back wall of the children's room.
 2. Shelving order is by book type, size, and apparent reading difficulty.
 3. There are no exceptions.
- K. Books with a small purple shelving label in the J age grouping:
 1. These books are shelved on shelves 3 to 6 from the bottom of the near side of the mid-room stack.
 2. Shelving order is alphabetically, by author's last name.
 3. Exceptions:
 - a. Some books from the "Spirit Animal" series have small purple shelving labels but are to be shelved with the rest of the series. (See, Circulation section XIV.Q, "Fiction sets and series...", page 44.)
 - b. Several oversized books with small purple shelving labels are shelved on the bottom shelf at the right end of the J age group fiction section. (See, Circulation section XIV.O, "Fiction books with no shelving label...", page 44.)
- L. Books with a small purple shelving label in the YA age grouping:
 1. These books are shelved in the left most column of the stack on the right wall of the children's room on shelf 5 from the bottom.
 2. Shelving order is alphabetically, by author's last name.
 3. There are no exceptions.
- M. Fiction books with small red shelving labels:
 1. These books are shelved on shelves 2 and 3, from the bottom, of the stack between the two doors to the children's room to the left of the supply cabinet for the children's library.

2. Shelving order is alphabetically, by author's last name.
 3. Exceptions:
 - a. The "Princess Black" series is shelved as a group on the left end of shelf 2.
 - b. The "Owl Diaries" series is shelved as a group on shelf 2 to the left of the "Princess Black" series.
- N. Fiction books with no shelving label in the E age grouping:
1. These books are shelved, A to S, in the stack on the left wall and S to Z on shelves 3 and 4 in the stack on the wall between the main room and the children's room, just left of the left door to the children's area.
 2. Shelving order is alphabetically, by author's last name.
 3. Exceptions:
 - a. Paperback books are filed alphabetically by author's last name, in the magazine storage boxes on top of the near end of the stack on the left wall.
 - b. Cardboard books are shelved alphabetically by author's last name, on the bottom shelf of the stack on the wall between the children's room and the main library at the left end of the children's room.
 - c. Seasonal items are stored in the stack in the far right back wall of the children's area, on shelf 1 from the bottom, using the boxes and magazine storage boxes labeled Christmas, Thanksgiving, and Halloween or grouped on the shelf for other holidays.
- O. Fiction books with no shelving label in the J age grouping:
1. These books are shelved in the left end of the stack on the back wall of the children's area.
 2. Shelving order is alphabetically, by author's last name.
 3. There are no exceptions.
- P. Fiction books and graphic novels (YG) with no shelving label in the YA age grouping:
1. These books are shelved in the stack on the right wall in the left column, facing the stack on shelves 4 and 5 counting from the bottom.
 2. Shelving order is alphabetically, by author's last name.
 3. There are no exceptions.
- Q. Fiction sets and series both E and J age groupings:
1. Correctly re-shelving items in this category is one of the most challenging shelving activities. Use the information below to identify possible shelving locations and then try to identify other members of the same set or series as a guide to the correct shelving location.
 2. Most sets and series in the E, J, and YA collections are not marked as part of a set or series on either the spine or circulation labels.
 3. Sets and series books are shelved in two marked areas:
 - a. The farthest column, on the near side, of the mid-room stack, on shelves 1 and 2 from the bottom.
 - b. The farthest column of the right wall stack, on shelves 1, 2, and 3 from the bottom.

4. Shelving order is set or series number or publication date within the set or series, with the more recent sets and series shelved in the mid-room stack and the older one's in the right wall stack.
5. Exceptions:
 - a. There are several sets and series of books shelved with both the E and J age grouping, fiction.
 - b. There are sets and series of books shelved with the J age grouping, science fiction and fantasy (small purple shelving label) collection.
 - c. As noted above there are some members of the "Spirit Animals" series with purple shelving labels while the bulk of the series is not so marked.
 - d. There are both small red shelving label marked and red spine label marked sets and series shelved with these groupings. (See Circulation section XIV.M, "Fiction books with small red shelving labels", page 43 and section, XIV.R, "Non-fiction books...", page 45.)
 - e. Some E age grouping sets and series are shelved in the stack on the wall between the main room and the children's room between the two doors to the children's area and just to the right of the storage cabinet on shelf 1 from the bottom.
 - f. The "Buster" series is shelved in the stack on the wall between the main room and the children's room just to the left of the left door to the children's area, on the left end of shelf 1 from the bottom.
- R. Non-fiction books in E, J, and YA age groupings:
 1. These books are shelved in the far side of the mid-room stack.
 2. Shelving order is by Dewey Decimal number and then alphabetically, by author's last name.
 3. Exceptions:
 - a. Any non-fiction items with colored shelving labels listed above.
 - b. Small paperback items with red spine labels are shelved on shelf 4, from the bottom, of the stack between the two doors to the children's room to the left of the supply cabinet for the children's library on the left end of the shelf.
 - c. Books on math in the E age grouping are shelved on shelf 1, from the bottom, of the stack between the two doors to the children's room to the left of the supply cabinet for the children's library on the left end of the shelf.
 4. Non-fiction items marked with type YA for the young adult age grouping are shelved in the stack on the right wall in the second from the left column, facing the stack on shelf 4, counting from the bottom.
- S. Magazines:
 1. Magazines are shelved in the display rack located at the near end of the mid-room stack in the children's room.
 2. Shelving order is by magazine title.
 3. Exceptions:

- a. Magazines new to the collection are displayed on shelf 4, from the bottom, in the stack on the wall between the main room and the children's room just to the left of the left door to the children's area.
 - b. Old issues of the "Zoobook" magazine are stored in the stack on the right wall in the left column, facing the stack on shelf 5, counting from the bottom.
 - c. Old issues of the "Horn Book" magazine are shelved in the stack on the wall between the main room and the children's room just to the left of the left door to the children's area in the middle of shelf 1 from the bottom.
- T. This procedure must be reviewed and updated at least once a year or any time there is a:
1. Change in the library's use or definition of circulation, spine, or shelving labels.
 2. Change in the library's stack arrangement.
 3. Change in the location of a category of items.
 4. Reorganization of the library's shelving.
 5. Major change in the library's circulation software that will affect the definition or function of circulation, spine, or shelving labels.

Policies and Procedures for Library Cards

Policies:

- I. A library card will be issued to anyone requesting one if they expect to be in the area for one week or more.
- II. Patrons under the age of 14 require a parent or guardian's signature to obtain a library card.
- III. Library cards have no expiration date. However, if a patron account shows no activity for five successive years it may be removed from the database at which point the associated library card will no longer be usable.
- IV. The library issues only one type of library card. This is dictated by our circulation software and is subject to change only with a change to new software allowing multiple card types.
- V. All patron specific information held in the library's circulation database is confidential and will be divulged only to the patron or, if the patron is underage, to the patron's parent or guardian.
 - A. Disclosure of any patron information held in the circulation database requires the patron to present a library card whose number is the same as the patron card number whose information is being requested.
 - B. See Circulation section X.F, "...patron information requests policy...", page 33 for guidance on the only exceptions to this policy.
 - C. Staff members who knowingly violate this policy will be terminated.

Procedures:

I. Issuing a new library card:

- A. You will need four things:
 1. A blank "Library Patron Information" card (yellow 3 x 5 card) kept in the left top drawer of the circulation desk, to be kept on file in the library.
 2. A blank library card (yellow 2 x 3 card) kept in the left top drawer of the circulation desk, to be kept by the patron.
 3. A Yachats Library barcode number sticker. The barcode number stickers must be used in sequence. The stickers are numbered in ascending order from left to right. The stickers are kept in the front of the "Library Instruction Manual", the purple loose-leaf binder on the left side of the library director's desk.

4. A lamination pocket from a box kept on the desk next to the laminator. Turn on the laminator and set it to 5mil.
- B. Ask the patron to fill out the “Library Patron Information” card.
 1. Ask them to please print, not sign, their name (first and last) on the “SIGN FULL NAME” line.
 2. For the contact information we need their permanent mailing address, phone or cellphone number, and personal e-mail address under “HOME ADDRESS”, “HOME PHONE” and “E-MAIL ADDRESS”.
 - a. Temporary local contact information such as vacation rental, hotel, or motel addresses, and phone numbers are not acceptable.
 - b. For patrons with dual residences, homes in both the Yachats area and elsewhere, request that they supply both sets of information.
 - c. The library needs at least a valid permanent mailing and physical address, if different, and either a personal phone number or email address to issue a new library card.
 - d. Exceptions to the need for permanent contact information can only be made by the library director. If the patron is either unable or unwilling to provide the needed information, explain the need for the contact information and ask them to return when a library director is available if they still wish to seek an exception to this requirement.
- C. After the patron has filled out the “Library Patron Information” card:
 1. Place the Yachats Library barcode number sticker on the blank side of the library card.
 2. Fill in the “NO.” (Number) line on both cards with the number on the barcode number sticker. This is the patron’s library card number.
 3. Fill in the “EXPIRES” line on both cards with “NA”. Let the patron know that the cards have no expiration date; however,
 - a. We do request that the patron tell the library about any changes in their contact information and,
 - b. If a patron’s account shows no activity for five years it may be removed from the database at which point the associated library card will no longer be usable.
 4. Carefully print the patron’s name (last name first, first name last) on the “Library Patron Information” card above the top heavy line.
 5. Fill in the “NAME” and “ADDRESS” (town and state only) lines on the patron’s library card.
 6. Place the library card in the lamination pocket. Do not laminate the card until you have completed the data entry in step D.
- D. On one of the library administrative computers click on the “Check Out/In” or the “Patron Entry: Add, Alter, Delete” menu option under the “Circulation” menu option in the circulation software if one or the other is not already open.

1. If the circulation software is not running or the administrative computer you want to use is not turned on and you need directions on how to do either of these things, see Circulation section I, “Log in and logout of the library’s circulation databases”, page 17.
2. In either window, click on the “Add Patron” button. The next available patron number will be displayed and highlighted in blue in the “Patron Num” data entry field. This number must be the same as the number shown on the barcode number sticker you applied to the blank side of the patron’s library card.
3. If the numbers agree:
 - a. Enter the patron information requested from the patron’s “Library Patron Information” card.
 - b. For patrons with dual residences enter the local address in the space provided and add a note to see the patron’s information card for the second address if it is needed.
 - c. You can now laminate the new library card. Insert it into the lamination pocket. Remember to feed it into the laminator with the sealed edge of the lamination pocket to the front.
4. If the displayed number is different from the Yachats Library barcode number sticker you used:
 - a. Double check that you are using the next available barcode number sticker.
 - b. If you are using the next available barcode number sticker, enter the number on the barcode number sticker in the “Patron Num” entry area.
 - c. Laminate the new library card.
 - d. Notify the library director of this problem.
5. **SAVE the new patron information by clicking on the “Save New Patron” button.**
- E. Return to the “Check Out/In” window and press the Enter key or click on the “<< >>” button, scan the barcode on the new library card and check the displayed information against the “Library Patron Information” card to be sure the library card is working correctly and that the patron’s information is correct. If you need to make changes you must do this using the “Patron Data Add, Alter, Delete” window. (See Library Cards section II, “Updating patron information...” page 49.)
- F. File the “Library Patron Information” card alphabetically in the file boxes located in the upper right hand drawer of the circulation desk.
- G. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

II. **Updating patron information and replacing lost or badly damaged library cards:**

- A. Any changes in patron information must be done using the “Patron Data: Add, Alter, Delete” window under “Circulation” submenu “Patron Entry: Add, Alter, Delete”.
 1. Open the window and click on the “Patron Num” data entry field.
 - a. Either scan the barcode on the patron’s library card,
 - b. Enter the patron’s library card number in the “Patron Num” data entry field, or

- c. Click on the “Alpha” button and enter the patron’s last name. Select the patron’s name from the scrollable list by clicking on it to bring up their information.
 2. If their library card is still active their name and information will be displayed.
- B. For patrons reporting a change in any of their contact information,
 1. Retrieve the patron’s “Library Patron Information” card from the card file boxes located in the upper right hand drawer of the circulation desk. The cards are filed alphabetically, by last name.
 2. If the contact information the patron is providing is new enter it on the card.
 3. If the contact information the patron is providing is a change to existing information draw a line through the existing information and print the new information in the same space if possible.
 4. If it is not possible, create a new “Library Patron Information” card for the patron.
 5. Enter the changed information and click on the “**SAVE**” button.
 6. Refile the corrected card.
- C. Patrons reporting that they have lost their library card or presenting a library card so badly damaged that its barcode can no longer be scanned should be issued a new card. Since this procedure will take a few minutes to complete first ask the patron if they have time for you to replace their library card now.
 1. If they don’t have time now, ask them to be ready to ask for its replacement the next time they come in.
 2. To replace a library card you will need the following:
 - a. The patron’s “Library Patron Information” card.
 - i. These are filed alphabetically, by last name, in the file boxes located in the upper right hand drawer of the circulation desk.
 - ii. When you have retrieved their card ask the patron to confirm their address.
 - iii. When you have confirmed that you do have the correct “Library Patron Information” card, ask the patron to confirm that the rest of the information on the card is still current and correct.
 - b. A blank library card (yellow 2 x 3 card) kept in the left top drawer of the circulation desk).
 - c. A Yachats Library barcode number sticker. The barcode number stickers must be used in sequence. The stickers are numbered in ascending order from left to right. The stickers are kept in the front of the “Library Instruction Manual”, the purple loose-leaf binder on the left side of the library director’s desk.
 - d. A lamination pocket, from a box kept on the desk next to the laminator. Turn on the laminator and set it to 5mil.
 - e. Confirm that the information in the patron database agrees with the information on the “Library Patron Information” card and enter any updated information the patron has provided in the database and on the information card.

- f. Highlight the “Patron Num” data entry field and enter the new barcode sticker number. This is the patron’s new library card number.
 - g. Click on the “Add Patron” button, then click on the “SAVE” button to save the new card number and any other changes you made to the patron’s information.
 - h. If you have done the data entry correctly the software will have both created a new patron record under the new library card number and removed the old card number.
 - i. On the new library card:
 - i. Place the Yachats Library barcode number sticker on the blank side of the library card.
 - ii. Fill in the “NO.” (Number) line on the card with the number on the barcode number sticker.
 - iii. Fill in the “EXPIRES” line on the new library card with “NA”.
 - 1. Remind the patron that the cards have no expiration date; however,
 - 2. We do request that they tell the library about any changes in their contact information and,
 - 3. If a patron’s account shows no activity for five consecutive years it may be removed from the database at which point the associated library card will no longer be usable.
 - iv. Place the library card in the lamination pocket and laminate it.
 - j. On the patron’s “Library Patron Information” card cross out all old library card numbers and enter the new number from the barcode sticker.
 - k. Open the “Check Out/In” window, press the Enter key or click on the “<< >>” button and scan the barcode on the new library card. Check the displayed information against the “Library Patron Information” card to be sure the library card is working correctly and that the patron’s information is correct.
 - l. If the card is not working or the data is not correct,
 - i. Return to the “Patron Data: Add, Alter, Delete” window and again bring up the patron’s information as set out above. (See, Library Cards section II, “Updating patron information...”, page 49.)
 - ii. Make the needed corrections and click the “SAVE” button to save them.
 - iii. Again check the card as you did above, in Library Cards sections II.C.2.k, page 51, to be sure that the card is working correctly and that the data is correct.
 - m. Refile the “Library Patron Information” card alphabetically in the file boxes located in the upper right hand drawer of the circulation desk.
- D. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

Policies and Procedures for the Use of Library Computers, the City of Yachats Public Wireless System, and Internet Access

Policies:

- I. The library provides free public access to the internet in several ways.
 - A. It is an access point for the City of Yachats Public Wireless System. This is an open WI-FI system with internet access provided by the City of Yachats. It is available in the library and its environs when the library is open and in its environs outside of library hours.
 - B. The library also provides access to the internet by providing public use computers with internet access.
 - C. The use of either of these systems is open to everyone and requires neither a password nor a library card.
- II. The only requirements for using the library's public access computers are:
 - A. To enter your name and the start time of your session in the library's computer use log.
 - B. To agree to abide by the library's policies governing the use of its public access computers and associated equipment.
- III. Patrons should note that although the internet opens up a universe of information as well as educational and recreational resources it is an open, unregulated forum and the library cannot control, select, or monitor the material accessible through it.
 - A. As with all library materials, individuals are responsible for determining what is appropriate for them and their families.
 - B. The parents and guardians of minors are to monitor and set guidelines for their internet use.
 - C. Parents or guardians, not the library staff, are responsible for online materials selected and/or accessed by their children.
- IV. Patrons are expected to limit their use of the library's public access computers to no more than 30 minutes per session if there are others waiting to use the computers.
- V. The library's public use computers are all connected to a black and white only printer.
 - A. Patrons are free to use this printer with the understanding that there is a fee of \$0.10 per side of all pages printed.
 - B. Printing jobs should require no more than 10 minutes to complete unless the patron has received prior permission from the librarian on duty at the time.
- VI. Patrons are asked to limit themselves to no more than two people at a time at any one workstation, unless they have received prior permission from the librarian on duty at the time.

- VII. Though the library staff will be happy to help patrons find information from various resources, the library staff does not provide in-depth, personalized training in the use of the internet on the public computers or on the patron's personal computer.
- VIII. Computer users are not permitted to:
 - A. Add, delete, or modify any hardware or software in the library's system or load personal software onto any of the library's computers.
 - B. Patrons breaching this policy will be liable for any resulting damage to library hardware and/or software as well as any damage suffered by other patrons because of their actions.
 - C. Patrons breaching this policy may also suffer loss of their library privileges.
- IX. It is strongly recommended that anyone using the library's public access computers log out of any personal website or email account and clear their internet browser history at the end of their computer session.
- X. The Yachats Library makes no guarantees about and is not responsible for the security of information transmitted or received during a patron's computer or wireless internet session.
- XI. The City of Yachats, including the Yachats Library:
 - A. Is not responsible for any user's misuse of copyright or other violation of local, state, or federal law or regulation.
 - B. The user agrees, by use of the City's equipment, to indemnify, defend and hold the City of Yachats, its officers, agents, employees, and volunteers harmless from any claim, action or loss arising from the use of the City's equipment and services, including internet access on library computers or through wireless access.
- XII. The library staff reserves the right to terminate a public library computer session at any time for failure to comply with these policies.
- XIII. A summary of these policies must be posted in the area of each public access computer. See General Policies and Procedures Appendix 5 (page 69) for a copy of the library's policies on public access computer use, suitable for posting.

Procedures:

- I. **There are three WI-FI networks in the library:**
 - A. City of Yachats Public Network:
 - 1. This is part of the open WI-FI network operated by the City of Yachats.

2. This is the network patrons should use for their personal devices.
- B. LIBRIS:
 1. This is the WI-FI network used for the library's public access computers.
 2. Access to this network is password protected and not open for direct public use.
- C. Librarian:
 1. This is the WI-FI network used for the library's circulation and library director's computers as well as the patron card catalog computer.
 2. Access to this network is password protected and not open for direct public use.

II. The library staff's WI-FI network duties:

- A. Answer patrons' questions about which network they should use for their personal devices.
- B. Keep a stroke tally of Wi-Fi users they observe in the library and the area around it on the "Yachats Library Wi-Fi Usage Record" sheets.
 1. The record sheets are kept in a pocket-folder on the south end of the circulation desk.
 2. See General Policies and Procedures Appendix 6 (page 70) for a blank copy of the record sheet.
- C. Inform the city office if a patron tells them the Yachats Public Network system has failed.
- D. Inform the library director, if
 1. A patron tells them the library's public access computers cannot
 - a. Access the internet.
 - b. Access the printer.
 - c. Use a program because an error message repeatedly comes up.
 2. You find that the library's administrative computers cannot
 - a. Communicate with either the circulation database or the internet.
 - b. Access the printer.
 - c. Use a program because an error message repeatedly comes up.
 - d. Start the circulation software.
 - e. The circulation software or other software is not operating as expected.
 3. If you cannot resolve the issue, record the problem in the "IT Problems" notebook. Contact the library director or if you cannot reach the library director contact the City facilities manager and explain the issue or leave a message explaining the issue.
 - a. The "IT Problems" notebook is a small red spiral bound notebook on the library director's desk.
 - b. Leave a brief note about any computer problems including error message numbers if any.
 - c. Be sure to initial and date your entry.

III. The library's public access computers:

- A. The library currently has four computers available for patrons' use.
- B. There are only two requirements of patrons to use one of the library's public access computers:
 - 1. They must enter their name, date and log-in time in the computer use log.
 - a. The log is a loose leaf three ring binder kept on the east arm of the circulation desk.
 - b. See General Policies and Procedures Appendix 7 (page 71) for a blank copy of the log sheet.
 - c. When making copies of the blank log sheet to add pages to the computer log make the copies two sided.
 - 2. They must agree to follow the library's policies covering the use of its public access computers as posted by each computer.
- C. If there are more patrons wanting to use the public access computers than computers available, it is the librarian's responsibility to see that all patrons comply with the 30 minute per session time limit.
 - 1. Access to the public computers is in the order the patrons signed the log-in sheet.
 - 2. If patrons have had to wait to use a computer be sure their sign-in time is the time they gained access to the computer and not the time they signed the log-in sheet.
- D. Patrons cannot use any of the library's computers to scan documents into a computer file.
- E. Patrons may print files from a personal memory device, such as a thumb drive, as long as:
 - 1. The patron does not download the file(s) onto the library's public access computers.
 - 2. The file can be opened and printed by one of the programs on the library's public access computers.
- F. The librarians are free to assist patrons with computer problems, to the extent they can without interfering with their normal duties to their other patrons. However, the library does not offer computer training or assistance to its patrons beyond determining that the library's computer system is up and working or calling for IT support if it is not.

- IV. This procedure must be reviewed and updated any time the City changes their IT support protocols.

Policies and Procedures for the Use of the Library's Major, Non-Computer, Equipment

Policies:

- I. The library will provide and maintain a black and white printer connected to its publicly accessible computers as noted in Library Computers, policies V, "The library's public use computers...", page 52.
 - A. This equipment is only to be used for printing from the library's public access computers.
 - B. The fee for printing is \$0.10 per side for all pages printed.
 - C. Routine maintenance, such as refilling the paper tray or replacing ink cartridges is to be done only by the library staff or contracted vendors.
- II. The library will provide and maintain a copier/fax/scanner/printer.
 - A. Patrons are allowed the use of this equipment to make copies and send outgoing faxes. A system is also provided for receiving incoming faxes.
 1. The fees are:
 - a. Copying, \$0.10 per side copied,
 - b. Outgoing faxes, \$1.00 per side,
 - c. Incoming faxes, \$1.00 per side, excluding the cover page.
 2. Copying jobs should require no more than 10 minutes to complete, unless the patron has received prior permission from the librarian on duty at the time.
 3. Outgoing faxes should require no more than 15 minutes to complete, unless the patron has received prior permission from the librarian on duty at the time.
 4. The library does not provide scanning to computer file services.
 5. The printing function on this equipment is for library use only.
 - B. Routine maintenance, such as refilling the paper trays, clearing paper jams, or replacing ink or toner cartridges is to be done only by the library staff or contracted vendors.
- III. The library staff will provide written directions for the use of its major non-computer equipment and may at the discretion of the librarian on duty at the time provide personal assistance when requested by a patron, on the routine use of this equipment.
- IV. The library provides headphones for use with its public access computers.
 - A. The headphones are available to patrons, on request, at the circulation desk.
 - B. Patrons must return borrowed headphones to the circulation desk at the conclusion of their computer session.
- V. The library provides and maintains a document shredder.
 - A. The document shredder is for the use of the library staff only.
 - B. The library does not provide document shredding services for its patrons.

Procedures:

I. Use, routine maintenance, and care of the HP M402n printer:

- A. The HP printer has a wireless connection to the library's four public access computers.
 - 1. Patrons may not use the printer to print files from their personal devices.
 - 2. Patrons wanting to print files from their personnel devices must either,
 - a. Email the file to themselves and then open and print it on one of the library's public computers using the computer's resident software or,
 - b. Download the file to a USB compatible device such as a thumb drive, and then, without downloading it, open and print the file using one of the library's public access computers.
 - c. The file to be printed must be in a format that can be opened by one of the programs resident on the library's public access computers.
 - 3. If a patron cannot get their print job to print,
 - a. Check the printer to be sure it is turned on.
 - b. If the printer is on, and other patrons have been printing from one of the other public use computers suggest the patron use a different computer.
 - c. If you cannot resolve the issue, record the problem in the "IT Problems" notebook. Contact the library director or if you cannot reach the library director contact the City facilities manager and explain the issue or leave a message explaining the issue.
 - i. The "IT Problems" notebook is a small red spiral bound notebook on the library director's desk.
 - ii. Leave a brief note about any computer problems including error message numbers if any.
 - iii. Be sure to initial and date your entry.
 - 4. If a patron encounters software or file format problems while trying to use the printer, the librarian on duty is free to offer what assistance they can, at their discretion.
- B. Routine maintenance and care of the HP printer is limited to refilling the paper tray and replacing the ink/toner cartridge.
 - 1. To fill the paper tray, open the paper tray, finger hold on the bottom front of the printer, and add paper.
 - 2. To replace the toner cartridge press the button on the right side in the upper front corner of the printer and gently pull the front part of the printer towards you. Follow the directions printed on the upper edge of the swing-down door.
 - 3. All other settings for this printer can be accessed from the source computer being used to initiate the print job.

II. Use, routine maintenance, and care of the Canon D1150 copier/fax/scanner/printer:

- A. The Canon copier/fax/scanner/printer is intended primarily for staff use, as the printer for the administrative computers and as the staff copy machine. When not in use by the library staff it is available to library patrons for document copying and to send faxes. Directions are also posted on how to receive a fax, but the Canon D1150 is not used for this activity.
 1. Copies can be made either by using the document feeder on top of the copier, by placing the document(s) in the feeder face up, or by lifting the document feeder and placing the item(s) to be copied face down on the glass plate and closing the document feeder.
 - a. If the “Energy Saver” button is on, press it before placing the document(s) in or under the document feeder.
 - b. Set the number of copies to be made, if greater than one.
 - c. Press the start button to copy the document(s).
 - d. For documents smaller than 8.5 by 11 inches, printed on either very light or very stiff paper, or that have been folded, crumpled or have irregular edges the use of the document feeder is not advised.
 - e. When copying bulky items such as books do not close the document feeder or attempt to use it to hold the item in place while copying it.
 2. Faxes can be sent either by using the document feeder on top of the copier, by placing the document(s) in the feeder face up, or by lifting the document feeder and placing the item(s) to be faxed face down on the glass plate and closing the document feeder.
 - a. If the “Energy Saver” button is on, press it before placing the document(s) in or under the document feeder.
 - b. Press the “FAX” button.
 - c. Use the phone keypad, on the right, to enter the fax number to be called (remember to lead the phone number with a “1”).
 - d. Press the “OK” and then the “Start” button.
 - e. The Canon D1150 will print a transaction receipt. Wait for it. The report tells you where the fax originated, the number dialed, the number of pages sent, the time and date the fax was sent, and whether or not the fax was properly transmitted.
 - f. See General Policies and Procedures Appendix 8 (page 72) for a patron instruction sheet on sending faxes using the Canon D1150. A copy of this sheet should be posted in the general area of the Canon D1150 copier.
 3. To receive faxes the library uses TeleComcepts, Inc., an electronic fax portal. This system automatically forwards any fax sent to the library’s fax number (541-264-4124) to the library’s email account (yachatspl@actionnet.net).
 - a. To ensure the patron’s privacy, they will need to do the following:
 - i. Ensure that the sender of the fax uses a cover sheet that includes at least the intended recipient’s full name and contact information.
 - ii. Come to the library in person, tell the librarian on duty at the time that they have an incoming fax, and when requested provide the librarian on duty with their

- name and contact information to verify that they are the correct recipient of the fax.
 - iii. The patron should be aware that this is a public fax service.
 - b. When a patron tells the librarian on duty that they should have received a fax the librarian will need to do the following:
 - i. Using the administrative computer on the library director's desk open the library's email account, check the inbox for an email titled "NEW FAX", and open it.
 - ii. The fax comes as an attachment to the email.
 - iii. Open the attachment to the fax cover page.
 - iv. Request the patron's name and contact information to confirm that the email/fax you are viewing is the one intended for them.
 - v. Print a copy of the fax (the attachment) for the patron and collect the fee. (\$1.00/page excluding the cover page.)
 - vi. Ask the patron if they have everything they expected to get before you close and delete the email/fax. Be sure they understand you can't retrieve the fax once you have deleted the email.
 - vii. After they agree they have their fax, close the attachment and the email and delete the email/fax from the library's email account.
 - c. See General Policies and Procedures Appendix 9 (page 73) for a patron instruction sheet on receiving faxes at the library. A copy of this sheet should be posted in the general area of the Canon D1150 copier.
- B. Routine maintenance and care of the Canon copier/fax/scanner/printer is limited to refilling the paper tray, replacing the toner cartridge, clearing document or paper jams if possible, and cleaning the scanner window if needed.
- 1. Paper is loaded in the front access pullout tray located in the lower $\frac{1}{4}$ of the unit.
 - 2. To replace the toner cartridge or clear paper jams in the copier area press the button located to the right of the paper exit tray.
 - a. A swingout door opens providing access to the toner cartridge. Follow the directions posted on the inside of the swingout door.
 - b. For a paper jam in the copier area, follow the directions posted on the inside of the swingout door.
 - 3. For a paper jam in the document feeder area, follow the directions on the top left side of the document feeder.
 - 4. If you are unable to clear a paper jam in either the copier or the document feeder areas, record the problem in the "IT Problems" notebook. Contact the library director or if you cannot reach the library director contact the City facilities manager and report the equipment out of order.
 - a. The "IT Problems" notebook is a small red spiral bound notebook on the library director's desk.

- b. Leave a brief note about the problem with the Canon D1150 including the error message, if there is one.
 - c. Be sure to initial and date your entry.
5. Directions for cleaning the scanner window and the document feeder are also given on the top left side of the document feeder.

III. Use, routine maintenance, and care of the NEC telephone:

- A. The library telephone is part of the city's web based integrated phone system.
 1. Phone extensions in City Hall can be reached by lifting the receiver and pressing the extension button (the buttons with numbers and names above them) of the person you want to call.
 2. Phone extensions in the Public Works offices (next door) can only be reached by dialing the city phone number (541-547-3565), waiting for the prompt, then dialing one of the three extensions: 121, 122, or 123. This is also how all other city extensions (not programmed into the phone) are reached.
 3. The library's extension is 124.
- B. The NEC telephone set is a more or less standard multi-line phone set with tethered receiver. The set has a voicemail alert light at the top, a small display screen, and below those, five sets of function keys.
 1. The row of five keys directly below the display screen and between the round "Exit" key on the left and the "Help" key on the right are soft keys whose function is defined on the display screen.
 2. The six by four blocks of keys directly below the five soft keys are for the two call lines and for the overflow queue place holders in the rest of the first row and the first two keys in the second row. The next four keys labeled 101, 102, 103, and 106 are for City Hall extensions that may or may not belong to the names listed on them. The remaining 12 keys are inactive.
 3. Below the extension keys on the left side is a standard phone dial pad.
 4. To the right of and below the dial pad is a set of seven labeled function keys.
 5. In the bottom right corner is a menu navigation pad.
- C. To make an outside phone call lift the receiver, press the line key labeled "Call 1", wait for the dial tone, and then use the dial pad to dial the number.
- D. To make a call inside the city system:
 1. To one of the programmed extensions in City Hall, lift the receiver and press the appropriate extension key.
 2. To one of the Public Works offices, lift the receiver, press the "Call 1" key, wait for the dial tone, dial the city phone number (541-547-3565), wait for the prompt, then dial one of the three extensions, 121, 122, or 123.
- E. To accept an incoming call simply lift the receiver and tell the caller "Yachats Public Library, (give your first name) speaking, may I help you?"

- F. To accept a second incoming call before completing the first call:
 - 1. Ask your first caller if you can place them on hold for a moment and, after acknowledging their response,
 - 2. Press the “Hold” key and then the “Call 2” key.
 - 3. Greet the second caller and ask them if they can hold. After acknowledging their response,
 - 4. Again, press the “Hold” key and then press the “Call 1” key to return to the first caller, and complete that call.
 - 5. After completing the first call, press the receiver hook (the long key at the top of the receiver cradle) to resume the second call. If the call does not resume, press the “Call 2” key to return to the second call.
 - 6. Thank the second caller for waiting and ask how you can help them.
 - 7. After completing the second call simply hang up the phone.
- G. Voice mail: If the red alert light at the top of the telephone is on, one or more voice mail messages are waiting.
 - 1. To listen to the waiting messages press the soft key under the “VM” label in the display screen.
 - 2. The phone system will play the voice message(s) and offer a list of actions you can take and the key numbers to press to take them. Ignore these directions and use the soft keys under the display window to repeat or delete the messages as appropriate or simply hang up the phone to leave the voice mail function.
- H. The NEC telephone requires no care or maintenance activity by the library volunteers beyond notifying City Hall if the phone or the phone system stops working.
- I. There is a condensed version of phone directions in Appendix 10 (page 74) that should be kept with the phone as a quick reference.

IV. Use, routine maintenance, and care of computer headphones:

- A. Four sets of headphones, one for each public access computer, are available for patrons’ use.
 - 1. The library does not provide headphones for use with the patron’s personal computer.
 - 2. The headphones are stored on the left side of the first shelf under the circulation computer.
- B. Generally the headphones are given out at the patron’s request; however, if a patron is attempting to listen to an audio-feed on one of the library’s computers without headphones the best solution to the noise problem they are likely creating may be to offer them a set of headphones.
- C. When a patron has completed their computer session they must return the headphones to the circulation desk.
- D. The only care or maintenance responsibility the library volunteers have for headphone sets is to clean them after each use.

1. Use the disinfecting wipes kept under the circulation desk (lower shelf left side) to clean the headphone sets.
 2. When the headphone set is dry, wrap the cord around it and return the headphone to the storage area.
- E. If a patron reports the headphone set they are using does not work, set the headphones aside and, if one is available, give the patron another set.
1. Wrap the cord around the headphone set and attach an “Out of Order” note to it.
 2. Record the problem in the “IT Problems” notebook.
 - a. The “IT Problems” notebook is a small red spiral bound notebook on the library director’s desk.
 - b. Leave a brief note about the problem.
 - c. Be sure to initial and date your entry.
 3. If the need for the headphone set is pressing, contact the library director or if you cannot reach the library director contact the City facilities manager and report the equipment out of order.

V. Use, routine maintenance, and care of the overhead fans:

- A. The settings for the overhead fans can only be changed using the remote control unit.
- B. The remote control unit is kept in its wall mounted holder just over the two power switches for the fans on the south wall of the main library room just to the east of the window into the kitchen.
- C. The control unit has a limited range. To avoid unexpected outcomes, change the settings for only one fan at a time.
- D. To change a fan’s setting turn one of the fans on using the on/off power switch on the wall.
- E. With the fan operating you can:
 1. Change the fan speed using one of the three numbered buttons on the remote controller. “1” is the lowest speed, “3” is the highest speed.
 2. Change the fan’s direction of rotation using the button at the bottom of the controller, marked with the left and right pointing arrows. The fan must be moving when its direction of rotation is being changed.
 3. In all cases press and release the button immediately. Do not hold the buttons down.
 4. Do not use the power button on the remote control. It will turn the fan off but cannot turn it back on. This will disable the fan until it is reset.
- F. When you have changed the settings on one of the fans use the wall power switches to turn it off and turn the other fan on.
- G. Use the remote controller to change the setting on the second fan and then turn the first fan back on at the wall power switch.
- H. The overhead fans require no care or maintenance activity by the library volunteers beyond notifying the library director if the fans do not appear to be working correctly.

VI. Use, routine maintenance, and care of the document shredder:

- A. This equipment is for the use of the library staff only.
- B. Do not allow patrons to use the document shredder with or without your supervision.
- C. Do not accept documents from patrons requesting they be shredded.
- D. Keep the document shredder turned off unless in active use. This is a safety precaution to prevent unexpected or unintended activation of the shredder.
- E. To use the document shredder follow the directions printed on the top of the equipment.
- F. The manual is kept in a bag taped to the back of the document shredder.
- G. The only care or maintenance responsibility the library volunteers have for the document shredder is to empty its waste bin if needed.
 - 1. Before emptying the document shredder's waste bin turn off the power and unplug the power cord. The switch is located on the top left side of the shredder.
 - 2. Pull out the shredder's waste bin and empty it into the wastebasket. Do not place shredded paper in the recycle bin.
- H. If the shredder jams while you are using it:
 - 1. Turn it off and check the waste bin to be sure it is not full. If it is full follow the directions above to empty the waste bin.
 - 2. Turn it back on and if it is still jammed, use the reverse and forward switch on the top to attempt to clear the jam.
 - 3. Do not touch the underside of the shredder mechanism with your hand or anything else.
 - 4. Do not place anything except paper in the top slot of the shredder even if it is turned off and unplugged.
 - 5. If you cannot clear the jam, place an "Out of Order" note on the shredder and leave a note for the library director explaining the problem.

Library Policies and Procedures General Policies and Procedures Appendices

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To print a copy of one of the General Policies and Procedures Appendices without the header and footer text:

1. If you are not reading the e-copy of the document use the library director's computer to open the e-copy in Microsoft Word®.
2. Go to the appendix you want to print and select (highlight) it by dragging the cursor across the page from top left to bottom right. The header and footer text will not highlight.
3. Go to the print function and set it to "Print Selection".
4. Set the number of copies you want to print.
5. Click the Print button.

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Emergency Response Phone Numbers

Emergencies:	911
Fire:	911 or 541-547-3266
Medical:	911 or 541-547-3266
Sheriff:	
Office and Jail:	541-265-4277
Non-Emergency Dispatch:	541-265-0777
Local Contact (Abby Dorsey):	541-961-3831
City: (Hours: M-F; 9am–4pm; closed, noon–1pm)	541-547-3565
Office:	ext. 101
Maintenance Dept.:	ext. 121, 122 or 123

Appendix 4

Procedures for Safety, Security, Emergency and Disaster Responses

- I. Fire:
 - A. Evacuate the patrons and staff.
 - B. Call the fire into 911 or Yachats Fire Department at 541-547-3266.
- II. Medical emergency, accident, or illness:
 - A. Make the person(s) as comfortable as possible without exposing them or other patrons or staff to additional risk.
 - B. Call medical emergency into 911 or Yachats Fire Department at 541-547-3266.
- III. Flooding:
 - A. Plumbing or structural integrity problems:
 - 1. If minor, close off the area if possible or if not request patrons remain out of the area.
 - 2. If major, evacuate the patrons and staff.
 - 3. Call the City maintenance offices at 541-547-3565 ext. 121, 122 or 123.
 - 4. Outside of City office hours call ext. 101 or the City number 541-547-3565. You will be transferred to an answering service. Explain the problem.
 - B. Water coming in from the outside:
 - 1. If possible, evacuate the patrons and staff.
 - 2. Call the City maintenance offices at 541-547-3565 ext. 121, 122 or 123, and then,
 - 3. Call the City office at ext. 101 or 541-547-3565 and report the problem.
 - 4. Outside office hours call ext. 101 or 541-547-3565. Tell the answering service operator the problem.
 - 5. For evacuation assistance call the Yachats Fire Department at 541-547-3266.
- IV. Unruly patron(s):
 - A. If the actions of a patron(s) are making you or other patrons uncomfortable or a patron is refusing to conduct themselves in accord with library rules after being requested to do so, you are free to call for assistance to correct the situation.
 - B. If the issue is minor or involves conduct in the area (the City property around the library) you can call the City maintenance offices at 541-547-3565 ext. 121, 122 or 123 and request their assistance or outside of City office hours call the Yachats Fire Department at 541-547-3266.
 - C. If the issue is more serious or involves an individual under the influence of drugs or alcohol to the extent that they appear to be a danger to themselves or others, call the Yachats Fire Department at 541-547-3265, then call the Lincoln County Sheriff at the Non-Emergency Dispatch number 541-265-0777, explain the situation and request assistance.
- V. Earthquake and possible aftermath tsunami:
 - A. If possible, patrons and staff should shelter under tables and desks as far away from windows and the book stacks as possible while the shaking continues.
 - B. If the earthquake is significant, it may generate a tsunami.
 - 1. You could have as little as 10 to 15 minutes to reach higher ground.
 - 2. As soon as the shaking allows, evacuate the building and proceed, on foot, to the temporary tsunami gathering point on King Street: east on 7th St (out the front door to the street, turn right up the street), across Hwy 101, and one block up the hill.

Yachats Library Public Access Computer Use Policies Summary

To use one of the Yachats Library's public access computers you must:

- Enter your name and the start time of your session in the library's computer use log.

- Agree to abide by the library's policies governing the use of its public access computers and associated equipment.

Patrons are expected to limit their use of the library's public access computers to no more than 30 minutes per session if there are other patrons waiting to use the computers.

The library's public use computers are all connected to a black and white only printer.

- Patrons are free to use this printer with the understanding that there is a fee of \$0.10 per side for all pages printed.

- Printing jobs should require no more than 10 minutes to complete, unless the patron has received prior permission from the librarian on duty at the time.

Patrons are asked to limit themselves to no more than two people at a time at any one workstation, unless they have received prior permission from the librarian on duty at the time.

Patrons are not permitted to:

- Add, delete, or modify any hardware or software in the library's computer system or to load personal software onto the library's computers.

- Patrons breaching this policy will be liable for any resulting damage to library hardware and/or software as well as any damage suffered by other patrons because of their actions.

- Patrons breaching this policy may also suffer loss of their library privileges.

The library staff reserves the right to terminate a public library computer session at any time for failure to comply with these policies.

Yachats Library Wi-Fi Usage Record

[illegible]

Yachats Library Computer Log-In

[illegible]

To Send a Fax

The fee is \$1.00 per page.

Place page(s) face up in the auto-document feeder at the top of the copier/fax machine.

Press the “FAX” function button.

Enter the fax/phone number (remember to lead the fax/phone number with a “1”).

Press the “OK” button and then the “START” button.

The copier/fax machine will print a transaction receipt after completing the call. This will tell you if the call was successfully completed or not.

*******Wait for your transaction receipt*******

To Receive a Fax

Patrons receiving faxes at the library should be aware that though electronic, this is a public fax system.

The fee is \$1.00 per page (except the cover page).

The library's fax number is 541-264-4124.

The sender must use a cover page with your name and contact information on it. You will need identification that agrees with the information on the cover page to retrieve your fax. This is to protect your privacy.

You must collect your fax in person.

When you are sure the fax has been sent ask the librarian to check the library's email for an incoming email labeled "NEW FAX".

When asked, provide your name and contact information.

The librarian will print a copy of your fax and then delete the email/fax from the library's email account.

Appendix 10

How to Use the NEC Telephone

The phone set has a voicemail alert light at the top, a small display screen, and below these are five sets of function keys.

The row of five keys directly below the display screen consists of soft keys whose functions are defined on the display screen.

The six by four blocks of keys directly below the five soft keys are for the two call lines and queues, the rest of the first row and the first two keys in the second row. The four keys labeled 101, 102, 103, and 106 are for City Hall extensions that may or may not belong to the names listed on them. The remaining 12 keys are inactive.

Below the extension keys on the left side is a standard phone dial pad.

To the right of and below the dial pad is a set of seven labeled function keys.

In the bottom right corner is a menu navigation pad.

To make an outside phone call:

Lift the receiver, press the “Call 1” key and dial the number.

To make a call inside the city system:

To one of the programmed extensions, lift the receiver and press the extension key.

To one of the Public Works offices, lift the receiver, press the “Call 1” key, dial the city phone number (541-547-3565), then dial one of the three extensions, 121, 122, or 123.

To accept an incoming call:

Lift the receiver and answer the call.

To accept a second incoming call before completing the first call:

Ask your first caller if you can place them on hold for a moment and, after acknowledging their response,

Press the “Hold” key and then the “Call 2” key.

Greet the second caller and ask them if they can hold. After acknowledging their response, again press the “Hold” key and then press the “Call 1” key to return to the first caller, and complete that call.

After completing the first call, press the receiver hook (the long key at the top of the receiver cradle) to resume the second call. If the call does not resume, press the “Call 2” key to return to the second call.

Thank the second caller for waiting and ask how you can help them.

After completing the second call simply hang up the phone.

Voice mail: If the red alert light at the top of the telephone is on, there are one or more voice mail messages waiting.

To listen to the waiting messages press the soft key under the “VM” label in the display screen.

The phone system will play the voice message(s) and offer a list of actions you can take and the key numbers to press to take them. Ignore these directions and use the soft keys under the display window to repeat or delete the messages as appropriate or simply hang up to leave the voice mail function.

Summaries of Selected Library Procedures

The following summaries are intended for use by trained experienced library volunteers as quick reference and memory aids for the critical steps in less frequently used library procedures.

- If you are having problems with a procedure, reviewing the summary may help to confirm that you are or are not following the correct procedure but these summaries are not intended for problem resolution. See the appropriate procedure in the body of this manual if you are having problems.
- The intended user has been trained on and previously performed the procedure in question.
- These summaries **are not** intended for, or usable as, primary training tools.
- If you don't know, or are not sure what to do, **Don't Make up Your Own Procedure**, Ask for help.

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Opening the library:

- If you haven't opened the library in a while have a copy of this summary procedure in hand before you unlock the door.
- Be early, about 20 to 30 minutes.
- Turn off the alarm. You have about 30 sec.
- Turn on lights, the public access computers, and the administrative computers, as well as fans and/or heaters in the children's room as needed.
- Open "Concept III" on the three administrative computers and log in to your account at least on the computer on the circulation desk.
- Check the date-due stamp to be sure it has been set to the correct item due date.
- Place your name plate in the holder at the west end of the circulation counter.
- Check the book drop box and empty it if needed.
- Check the answering machine for messages and respond to them as needed; then delete them.
- Check for appearance, order, and cleanliness of the main room, children's room, and restroom.
- Display the flag during the hours the library is open, except during extremely windy and/or rainy weather.

Closing the library:

- Bring in the flag.
- Check to be sure all patrons have left the library.
- Lock the door while you complete the rest of the closing procedures.
- Place your name plate back in the filing cabinet to the west of the circulation computer.
- Log your time in the Volunteer Notebook.
- Count the money in the donation jar.
 - Record the amount of paper money in the donation jar in the Volunteer Notebook after your time.
- Check the cash envelope under the circulation desk.
 - Leave no more than \$30 in small bills in the envelope.
 - Place the rest of the bills in the lock box in the back closet.
- Log out of “Concept III”, close down Microsoft Edge® on all three administrative computers and turn off all seven computers except on Tuesday.
- Advance the date-due stamp to the next due date (14 days from the next day the library is open).
- Turn off the overhead fans in the main room, if they are on.
- Check and close the windows if they are open.
- Check the auxiliary heaters and turn them off if they are on.
- Check the restroom to be sure it is clean and that there is an adequate supply of consumable items.
- Turn off the lights.
 - Leave the light in the kitchen and the outside lights on.
- Arm the security system and lock the door.
- Saturday closing additional activities:
 - Empty all wastebaskets into the garbage bin.
 - Empty the recycle basket into the recycle bin.
 - Place the garbage and recycle bins on the curb side of the grass area to the west of the parking area in front of the library for Monday morning pickup.

Starting the administrative computers and software:

- There are three of these computers:
 - The primary administrative computer, the library director's computer, is on the library director's desk. It is restarted every day when the library is opened and turned off every day except Tuesday after the library closes.
 - The secondary administrative computer, the circulation computer, is located on the circulation desk. It is restarted every day when the library is opened and turned off every day except Tuesday after the library closes.
 - The third administrative computer, the patron card catalog computer, is located on the table at the end of the west wall of the circulation desk area. It is restarted every day when the library is opened and turned off every day except Tuesday after the library closes.
- If either the circulation computer or the patron card catalog computer is not operating correctly,
 - Turn it off and then on again.
 - If it is still not working correctly record the problem in the "IT Problems" notebook and contact the library director or the City facilities manager.
- Power up the computer (button in the lower right corner of the monitor) and enter the password if it is requested.
- To open the card catalog software, double click on the Microsoft Edge[®] icon. Go to the "Favorites" icon and click on the Concept III icon. Log in using your account name and password.
- Check that the current date is correct and that the date shown in at least the "A" "Return Dates" data field is 14 days from the current date.
- At the same time check that the date on the date due stamp is in agreement.
 - If the date due stamp is not correct, correct it.
 - If the computer is showing the wrong date or return date record the problem in the "IT Problems" notebook and contact the library director or the City facilities manager.

Managing circulation during a computer outage:

- Use the "Check Out" and "Check In" sheets:
 - Make a copy of Appendix 1, "Manual Check Out Sheet", to record items checked out.
 - Make a copy of Appendix 2, "Manual Check-In Sheet", to record items checked in.
 - Make additional copies as you need them.
 - Always start a new set of sheets for each day of the outage.
- Keep all "Check Out" sheets paper clipped together and all "Check In" sheets paper clipped together.
- For "Check Out" sheets:
 - Record the patron number from the back side of the patron's library card. Use the number under the barcode, not the number on the front side of the card, though they may be identical. Some cards have the pre-barcode numbers on the front side. They cannot be used to ID the patron.
 - If the patron does not have their card you must look up their card in the "Library Patron Information" card file before checking items out to them.
 - In this case record both the patron's name and any library card numbers listed on the patron's "Library Patron Information" card.
 - If you cannot find a "Library Patron Information" card for the patron you cannot check items out to them until the computer outage is over and their status as an active patron of the Yachats Library can be resolved.
 - Record the item's barcode number (drop the leading zeros).
 - Record the item's accession number. Some older items do not have accession numbers listed on them, in which case, record the item's title and if it is not a book, its type.

- If the patron has more than one item to check out, use a new line for each item. You do not need to repeat the patron's number on each line, simply use a quote mark or a line to indicate the same patron number was used for multiple items.
- For "Check In" sheets:
 - Record the item's barcode.
 - Record the item's accession number. Some older items do not have accession numbers listed on them, in which case, record the item's title and if it is not a book, its type.
- Don't bother to renew items:
 - Ask the patron to return the item as soon as they finish with it.
 - We don't collect fines anyway and you have no way to know if the item has been reserved.
- You cannot:
 - Put a hold on a book.
 - Fulfill an existing hold.
 - Issue a new library card.
 - Replace a missing or damaged library card.
 - Look up an item to see if we have it.
 - Answer questions about the status of a patron's account.

Restoring the catalog database from manually collected check out and check-in data for outages of one day or less:

- If the outage has been for one day or less,
- **Don't use the catalog software to make any changes in the catalog database until:**
 - The library director has authorized you to do so.
 - If need be, continue to manually record items checked out and checked in.
- **You must have the library director's authorization to do so before entering any of the manually collected check out or check in data.**
- **Read the full procedure (page 26). This is no place for short cuts; the consequences are just too great.**

Holding (reserving) items:

- Scan or enter the patron's library card number in the "Patron Num" data entry field and press the Enter key or click the "Alpha" button. Alternatively, click the "Alpha" button and enter the patron's last name in the "Name" data entry fields to bring up the patron's information.
- Click on the "Hold" button (located in the middle of the screen).
- When a patron's hold information window appears, click on the "Add a Hold" button.
- Enter the title of the item in the upper box and click on the "FIND" button.
- Use the "Previous" and "Next" buttons to find the correct item and click "SELECT" to save the reserve.

Patron requests for account information:

- This policy is in place to protect the patron's privacy.
- All patron specific information is considered confidential and cannot be divulged to anyone other than the patron or to the patron's parent or guardian, if the patron is underage.
- **Because of the sensitive nature of this issue, please refer to the full procedure on page 32 before answering any request for patron information beyond those made by the patron, with library card, in person.**
- Patron account information can be found in the "Check Out" part of the "Check Out/In" window using the two buttons labeled "Items Out" and "Holds".

Issuing new library cards:

- You will need:
 - A blank “Library Patron Information” card.
 - A new library card.
 - A Yachats Library barcode number sticker.
 - A lamination pocket.
- Turn on the laminator and set it to 5mil.
- Ask the patron to fill out the “Library Patron Information” card.
- Ask the patron to print, not sign, their name on the “SIGN FULL NAME” line.
- We need a permanent mailing address, phone or cellphone number, and/or personal e-mail address for contact information.
 - The library needs at least a valid permanent mailing and physical address, if different, and either a personal phone number or email address to issue a new library card.
 - Temporary local contact information such as vacation rental, hotel, or motel addresses and phone numbers are not acceptable.
 - For patrons with dual residences, homes in both the Yachats area and elsewhere, request they supply both sets of information.
 - Exceptions to the need for permanent contact information can only be made by the library director.
- Place the Yachats Library barcode number sticker on the blank side of the library card.
- Fill in the “NO.” (Number) line on both cards with the number on the barcode number sticker.
- Fill in the “EXPIRES” line on both cards with “NA”. Let the patron know that the cards have no expiration date, but if a patron’s account shows no activity for five years it may be removed from the database.
- Carefully print the patron’s name (last name first, first name last) on the “Library Patron Information” card above the top heavy line.
- Fill in the “NAME” and “ADDRESS” (town and state only) lines on the patron’s library card.
- Click on the “Add Patron” button and check that the next available patron number agrees with the barcode number of the sticker you used.
- Enter the requested patron information and click on the **SAVE** button.

Summary: New library cards

- Place the completed library card in the lamination pocket and run it through the laminator.

Correcting patron information and replacing library cards:

- Patrons reporting that they have lost their library card or presenting a library card so badly damaged that its barcode can no longer be scanned should be issued a new card.
- Retrieve the patron's "Library Patron Information" card from the card file.
- Ask the patron to confirm that the information on the card is correct and current.
- Collect a blank library card, a Yachats Library barcode number sticker, and a lamination pocket.
- Turn on the laminator and set it to 5mil.
- Open the "Patron Data: Add, Alter, Delete" menu option under "Circulation".
 - You must use this version of the patron information window and not the one accessed through the "Check Out/In" window for this procedure to work.
 - Highlight the "Patron Num" field and
 - Enter the patron's current card number from the "Library Patron Information" card in the "Patron Num" data entry field and
 - Click on the "Alpha" button or press the "Enter" key.
- If their library card is still active their name and information will be displayed.
- Confirm that the information in the patron database agrees with the information on the "Library Patron Information" card and enter any updated information the patron has provided in both places.
- Highlight the "Patron Number" data entry field and enter the number on the new barcode number sticker.
- Click on the "Add Patron" button, then click on the "SAVE" button to save the new card number and any other changes you made to the patron's information.
- If you have done the data entry correctly you will have both created a new patron record under the new library card number and removed the old card number.
- Place the Yachats Library barcode number sticker on the blank side of the library card.
 - Fill in the "NO." (Number) line on the card with the number on the barcode number sticker.
 - Fill in the "EXPIRES" line on the new library card with "NA".
 - Laminate the new card.
- On the patron's "Library Patron Information" card cross out all old library card numbers and enter the new number from the barcode sticker.
- Scan the new library card and check the information against the "Library Patron Information" card to be sure the library card is working correctly and that the patron's information is correct.

Public access computers and the public WI-FI:

- The library provides free public access to the internet,
 - Using the patron's device and public network, Yachats Public Network or,
 - Using the library's public access computers.
 - The use of either of these systems is open to everyone and requires neither a password nor a library card.
 - Users of the library's public access computers are asked to enter their name and the start time of their session in the library's computer use log.
- The networks LIBRIS and Librarian are not available for public use.
- Users of the library's computers must agree to abide by the library's policies governing the use of its public access computers and associated equipment.
 - Patrons are expected to limit their use of the library's public access computers to no more than 30 minutes per session if there are others waiting to use the computers.
 - Patrons are free to use the library's printer with the understanding that there is a fee of \$0.10 per side for all pages printed.
 - Printing jobs should require no more than 10 minutes to complete unless the patron has received prior permission from the librarian on duty at the time.
 - Patrons are asked to limit themselves to no more than two people at a time at any one workstation, unless they have received prior permission from the librarian on duty at the time.
 - Though the library staff will be happy to help patrons find information from various resources, the library staff does not provide in-depth, personalized training in the use of the Internet on the public computers or on the patron's personal computer.
 - Public access computer users are not permitted to:
 - Add or remove hardware from or,
 - Add, delete, or modify software on the library's computers.
 - The library staff may terminate a session on the library's public access computers at any time for failure to comply with the library's computer use policies.
- The library staff should inform the city office of any problems with the public access network.
- If there are problems with either the public access or administrative computers, record the problem in the "IT Problems" notebook and contact the library director or the City facilities manager.

Copying and faxing services using the Canon D1150:

To copy documents or parts of bound items:

- The fee is \$0.10 per page.
- To make copies using the document feeder, place the document(s) in the feeder face up.
 - For documents smaller than 8.5 by 11 inches, printed on either very light or very stiff paper, or that have been folded, crumpled or have irregular edges the use of the document feeder is not advised.
- To make copies manually, lift the document feeder and place the items to be copied face down on the glass plate, closing the document feeder on them.
 - When copying bulky items such as books do not close the document feeder or attempt to use it to hold the item in place while copying it.
- If the “Energy Saver” button is on, press it before placing the document(s) in or under the document feeder.
- Using the number pad set the number of copies to be made, if greater than one.
- Press the “START” button to copy the document(s).

To send a fax:

- The fee is \$1.00 per page.
- Place page(s) face up in the auto-document feeder at the top of the copier/fax.
- Press the “FAX” function button.
- Enter the fax/phone number (remember to lead the fax/phone number with a “1”).
- Press the “OK” button and then the “START” button.
- Wait for the transaction receipt.
- The copier/fax machine will print a transaction receipt after completing the call. This tells you if the call was successfully completed or not.

To receive a fax:

- The patron receiving the fax must ensure that the sender of the fax uses a cover sheet that includes at least the patron's full name and contact information.
- Patrons receiving a fax at the library should be aware that though electronic, this is a public fax system.
- The fee is \$1.00 per page (except the cover page).
- The library's fax number is 541-264-4124.
- When the patron is sure the fax has been sent check the library's email account for an incoming email labeled "NEW FAX".
- Check that the patron's identification information agrees with the information on the cover page of the fax. This is to protect their privacy.
- The patron must collect their fax in person.
- Print a copy of the fax from the library's email account.
- When the patron is sure the fax copy is complete, delete the email/fax from the library's email account.

Administrative Policies and Procedures

General

Policies:

- I. The procedures listed in this section are to be performed only by the Library Director(s) or those they specifically designate.
- II. All Policies and Procedures should be reviewed and updated at least once every three years unless a more frequent or condition specific interval is indicated in a specific policy or procedure.

Procedures:

- I. **The library director's major time specific, must do, activities, their frequencies and due by dates:**
 - A. On a weekly basis, check the following items for any needed actions.
 1. The request for new titles notebook.
 2. The request for supplies notebook.
 3. Log any requests for small capital library item found in the library supplies notebook as well as any written or verbal requests for consideration and possible future action.
 4. The IT problems notebook for any computer or printer issues, for any new problems that have arisen and/or the status of any unresolved problems.
 5. See: Administrative General procedure: III "Managing the request lists for new books, regular library supplies, small capital library items, and IT problems:", page 91, for additional information on all four of these items.
 - B. On a monthly basis,
 1. Use the circulation software to:
 - a. Print out the monthly circulation statistics report for the state. (See Administrative Circulation procedure: IV "Printing monthly circulation call number statistics.", page 104)
 - b. Reset the circulation counters. (See Administrative Circulation procedures: IV.E "Printing monthly circulation call number statistics.", page 104)
 - c. File the printed report for use in preparing the annual report to the state.
 2. Log into the library's web-fax account and delete any incoming faxes that may have collected.
 - a. The account is at www.viewmyfax.com
 - b. The account name is Yachats.

- c. After logging in check the “Inbox (#1/#2)” under “Folders” on the right side of the window
 - i. If the values of #1 or #2 are both 0 there are no faxes to be deleted, logout.
 - ii. If the values of either #1 or #2 are not 0, click on the “Inbox”, delete the fax(s), and logout.
 3. Review the monthly “City of Yachats Revenue/Expenditure” report to aid in tracking the library’s spending rate verses the budget. (See: Administrative Finance and Budget procedure: ????)
 4. Prepare and submit the monthly report.
 - a. ???
 5. Schedule and chair the monthly library volunteers meeting. (See: Administrative HR procedure: I.C, “Monthly meeting of all library volunteers”, page 93)
- C. On an annual basis,
 1. ??? The City’s annual request for a budget should be received by
 2. ??? The annual budget numbers are due to the city by
 3. ??? The annual report to the state
 4. Grant proposal due dates are:
 - a. ????
 5. Grant report due dates are:
 - a. ????
 6. Update the library’s holdings list and provide the City with an e-copy or it. (See: Administrative Circulation procedure: XVI, “Producing a custom listing of the circulation database and converting it to a searchable “Excel” table.”, page 132)
 7. Review those sections of the Library Policies and Procedures requiring annual review. (See: Administrative Policies and Procedures; General, section: V, “Library Policies and Procedures review and update process:”, page 92.)
 - a. If changes are made, be sure to index the version number and update the date stamp in the documents footer as well as indexing the version number in the documents file name.
 - b. If changes are made to the General section of Policies and Procedures be sure to update the purple “Instructions” binder and make all library volunteers aware of the changes
- D. On a biennial bases
 1. ??? Trust Management grant

II. Required and useful lists, postings, logs, notebooks and manuals in the library:

- A. The following lists are required and must be kept up to date:
 1. Posted or kept in the circulation area:

- a. Volunteers list; to include the volunteers name and contact information in alphabetical order by volunteer's last name.
 - b. Shift assignments list; to include day of the week, shift hours, and names of volunteers assigned to each shift in temporal order by day of the week.
 - c. Volunteers available to substitute list; include the volunteers name and contact information in alphabetical order by volunteer's last name.
 - d. A list of volunteer writers for the libraries contribution to the cities monthly newsletter.
 - e. Volunteers available to supply the library with in-house IT support; to include the volunteers name and phone number(s) in alphabetical order by volunteer's last name.
 - f. Emergency contact phone numbers list; (See: "Emergency Response Phone Numbers", page 66)
 - g. Volunteer notebook; to include date of entry, services hours worked, amount of money in the donation jar, and the volunteer's name.
 - h. A log of WI-FI users, to be kept by the volunteer librarians; (See: "Yachats Library Wi-Fi Usage Record", page 69)
 - i. A list of patrons with overdue items, to be kept under the circulation desk, for staff use only. (See; Administrative Circulation procedure, IV "Printing monthly circulation call number statistics.", page 104)
 - j. A computer signup log, to be kept on the circulation desk, for patrons to sign up to use the public computers. (See: "Yachats Library Computer Log-In", page 70)
 2. Held by the library director:
 - a. Library key holders list; to include the key number, the name and contact information of the key holder in numerical order by key number for all existing key copies.
 - b. Volunteers information and status list: to include volunteer's name and status in the following areas; trained; issued key; name plate ordered, received; assignment; Comments, past experience, useful skill sets.
 - c. A collection culling list; to include a list by section of the library's collections and the volunteers responsible for culling each section.
 3. Posted for patrons use;
 - a. Instructions for sending a fax. (See, "To Send a Fax", page 71)
 - b. Instructions for receiving a fax. (See, "To Receive a Fax", page 72)
 - c. Public computer use policies. (See, "Public Computer Usage Policy", page 68)
 - d. The South Lincoln County bus schedules.
 - e. ???
- B. The following lists may be helpful:
1. Posted for patrons use;

- a. A list of shelving labels and their meanings.
 - b. The per-page charges for the copier and printer.
 - c. A notice of any variation in operating hours from the posted normal hours (for example, time closed for holidays.)
 - d. ???
2. Held by the library director;
 - a. IT problems and there final resolution.
 - b. Building maintenance issues short term and long term, proposed fixes, and resolutions if any.
 - c. Potential volunteers list; to include the names of people who volunteered but could not be used for lack of openings and the date they volunteered.
- C. The following logs and manuals are required and must be kept up to date:
 1. Public computer signup and user log. (See, Administration General procedure: II.A.1.j, page 90)
 2. Public Wi-Fi use log. (See, Administration General procedure: II.A.1.h, page 90)
 3. Library volunteer's services "Hours" logbook.
 4. Condensed directions on how to use the phone. (See, "How to Use the NEC Telephone", page 73)
 5. ????
 6. The library volunteer's "Instructions" manual, containing a copy of the "General Policies and Procedures" section of the library's Policies and Procedures.

III. Managing the request lists for new books, regular library supplies, small capital library items, and IT problems:

- A. New book request notebook:
 1. ???
- B. Routine library supplies requests notebook:
 1. ???
- C. Request for new or replacement small capital items list:
 1. ???
- D. IT problems notebook:
 1. ???

IV. Master vendor list:

- A. Books, Books on CD, Large Print Books, and music CDs:
 1. Adult,
 - a. ???
 2. Children, Junior, and Young Adult:
 - a. Amazon
 - b. ???

- B. Periodicals:
 - 1. Adult,
 - a. ???
 - 2. Children, Junior, and Young Adult:
 - a. ???
- C. Library supplies:
 - 1. ???
- D. Specialty Items:
 - 1. ???
- E. Software:
 - 1. ???

- V. **Library Policies and Procedures review and update process:**
 - A. ???

Administrative Policies and Procedures, Human Resources

Policies:

- I. The positions of Library Director and Children's Librarian serve at the pleasure of the Library Commission. While these positions are unpaid volunteers, appointment to them requires agreement by the Library Commission in the form of a positive majority vote.
- II. The Library Commission has the authority to dismiss either the Library Director or Children's Librarian at any time, at its' discretion.
- III. ???

Procedures:

I. Volunteer management:

- A. Selecting new library volunteers
 1. ???
- B. Volunteer contact information
 1. ???
- C. Monthly meeting of all library volunteers
 1. ???
- D. Volunteer name plates
 1. ???
- E. Library keys management and security
 1. ???

II. Library Director, Job Description:

- A. Position Summary:
 1. In keeping with the mission of the Yachats Library, the Director is responsible for developing and supporting all efforts necessary to maintain a free library, responsive to the community's needs for information, education and recreation. Working with the Library Commission, the Director develops library policies, monitors library services, develops and manages the budget, supervises volunteers, oversees the physical plant, and stays informed of developments in library management.
- B. The Library Director is an unpaid volunteer position.
- C. Qualifications (required):
 1. A college degree (BA/BS degree or greater).
 2. Work experience in a library.
- D. Tasks that are the sole responsibility of the Director:

1. Develop and maintain cooperative relationships with Yachats town government, the Library Commission, and community organizations, while working within the library policies to develop both short and long range plans to support and promote the library and to address specific issues as they arise.
 2. Recruit, train, evaluate, assign duties, define responsibilities, and when necessary, terminate volunteers to form and maintain an all-volunteer library staff.
 3. Explain the use of library facilities, resources, and equipment; provide information about library policies and services; respond to patron complaints and if necessary taking action on them.
 4. Take appropriate action in emergencies.
 5. Plan, organize, and regularly evaluate a program of service that reflects the needs of the Yachats community.
 6. Prepare the library's annual budget for review and approval, in a timely manner; administer and monitor expenditure of library funds to stay within the approved budget.
 7. Supervise the purchase, utilization, and maintenance of technology to deliver, monitor, and enhance library services.
 8. Purchase equipment and furnishings as needed, within budget.
 9. Review and evaluate resource material, such as book reviews and catalogs, in order to select and purchase; print, audiovisual, and electronic resources that meet the needs of the community,
 10. Organize and maintain the library's collections including books, media, computer programs, and other materials to enhance their usefulness to the library's patrons.
 11. Stay current with all aspects of maintenance of the physical plant, grounds, and equipment, and keep the City of Yachats apprised of any issues as needed.
 12. Compile and record library statistics and assemble them for both the Library Commission and the State of Oregon and provide a report of library activities for the Library Commission's quarterly meeting.
 13. Provide leadership and direction for major development projects with the Library Commission.
 14. Prepare and submit grant proposals for state agencies, foundations, and other organizations to help fund library programs. Administer and meet reporting requirements for revived grants.
 15. Plan and participate in fundraising activities, collect and record money donations, deposit funds with the city according to our financial policies, and provide written acknowledgment to donors.
- E. Tasks the can be delegated by the Director at their discretion:
1. Code, classify, and catalog books, publications, documents, audiovisual aids, and other library materials based on subject matter or standard Dewey decimal classification system.

2. Organize collections of books, publications, documents, audiovisual aids, and other reference materials for convenient access.
 3. Evaluate materials to determine outdated or unused items to be discarded.
 4. Compile lists of overdue materials, and notify borrowers appropriately.
- F. The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. Incumbents may be required to perform job-related tasks other than those specified in this description. This job description does not constitute a contract of employment with either the town of Yachats or the Yachats Library.

III. Children's Librarian, Job Description:

- A. Position Summary:
1. In keeping with the mission of the Yachats Library, the Children's Librarian in partnership with the Library Director is responsible for, with particular emphases on children, developing and supporting all efforts necessary to maintain a free library, responsive to the community's needs for information, education and recreation. Working with the Library Director and the Commission, the Children's Librarian develops and monitors programs, policies, services, and the budget, for the children's collection; supervises volunteers working in the children's area, and stays informed of developments in children's library management.
- B. The Children's Librarian is an unpaid volunteer position.
- C. Qualifications:
1. Minimum training and experience:
 - a. Experience working with children.
 - b. Work experience in a library.
 - c. Good communication skills
 - d. Able to delegate tasks appropriately.
 2. Minimum abilities required:
 - a. A good rapport with children, knowledge of child development, children's literature, and the ability to create fun and educational activities for children.
 - b. The ability to perform quality customer service for library patrons of all ages.
 - c. The basic computer skills required to do the needed clerical work with the aptitude to learn additional skills with training.
 - d. The physical ability to shelve library materials which requires both the flexibility to work on lower shelves and the use of footstools to reach top shelves.

- e. The willingness to perform other duties as required.
- 3. Preferences:
 - a. Age over 25.
 - b. Successful experience working with children.
 - c. A high level of computer literacy.
- D. Duties of the Children's Librarian include but are not limited to the following:
 - 1. Plan and conduct toddler/preschool story times as needed.
 - 2. Develop the collection of the children's materials in the library in partnership with the Library Director.
 - 3. Plan and conduct the summer reading program, including recruiting volunteers.
 - 4. Writing grants, completing accounts and complying with other reporting requirements of the granting agencies to support the summer reading program.
 - 5. Preparing new items for circulation, shelving library materials, assisting in weeding the collection, and repairing books.
 - 6. Provide patrons of all age groups with circulation assistance and assistance with library equipment/materials, train or assist in training volunteers, and perform other related duties that may arise.
 - 7. Interact positively with children's organizations in the Yachats area.
- E. The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. Incumbents may be required to perform job-related tasks other than those specified in this description. This job description does not constitute a contract of employment with either the town of Yachats or the Yachats Library.

Administrative Policies and Procedures, Finance and Budget

Policies:

- I. Petty cash, no more than \$50.00 will be kept in the library, this includes moneys in the daily cash jar, the large bill change envelope, and cash box.
- II. Donated cash and collections for use of the printer, copier, and fax over \$50.00 will be deposited with the city office weekly.
- III. Single cash donations greater than \$50.00 will be referred to the “Friends of the Library” a Yachats non-profit organization set up to accept large donations and help with fundraising for the library.
- IV. Exceptionally large donations to the library (e.g. estate bequests) will be referred to the City of Yachats.
- V. The library director and the chairperson of the Yachats Library Commission will develop a budget for the Yachats Library on an annual basis.

Procedures:

I. Book and media acquisition:

- A. Book and media purchase for both the adult and children’s libraries require three things:
 1. Funding;
 - a. Establish the annual budget for funding maintenance and expansion of the collection.
 - b. Establish how the funding will be distributed across the various categories of items to be purchased (this may vary between the adult and children’s collections).
 - c. Establish how the funding will be distributed across the year.
 2. A list of new items to be added to the collection.
 - a. Both the adult and children’s libraries will require their own list of new items.
 - b. These lists are not static and should be expected to change throughout the year, however; older entries should not be allowed to languish in the face of a higher than expected rate of new additions to the list.
 3. A list of possible sources from which to purchase, or be gifted with the new additions to the collection.
- B. The adult collection:
 1. Funding;

- a. ???
2. The list of items to be added to the adult collection is very dependent on the class of item;
 - a. DVD's both movies and TV series are obtained by donation only so no list of new additions is kept for this class.
 - b. Large print books ????
 - c. Books on CD ????
 - d. For standard print books, a list of possible new additions to the collection is derived from the following;
 - i. ???
 - e. Requests from patrons for specific books, books on CD and large prints books are generally given consideration for as soon as possible purchases if they meet one or more of the following;
 - i. They are already on one of the "to be purchased" lists.
 - ii. They are on the reading list of one of the local book clubs.
 - iii. They are a new publication by one of the authors currently in the collection.
 - iv. They are requested by two or more patrons.
 - v. ????
3. Items to be added to the library's adult collection are generally sourced from one of the following;
 - a. Donations; this, for example, is the library's only source for DVD's.
 - b. ???
- C. Children's collection:
 1. Funding;
 - a. The annual budget for the purchase of new items in the children's collection is currently \$3600.
 - i. Purchases are spread out more or less equally over the year.
 - ii. Funds are distributed between the E, J, and YA age grouping as needed.
 - iii. Funding for the Summer Reading Program is under a separate grant (see: Administrative: Finance and Budget, VI, "Grants; seeking, managing, and reporting requirements for them:", page 100).
 2. The list of items to be added to the children's collection is broken down by the three age related groupings Children's (E), Juvenile (J) and Young Adults (Y). However; the recommendation sources for all three groups are basically the same.
 - a. For fiction books, recommendation sources are;
 - i. The Horn Book starred reviews and other recommendations, subscription paid for by the Friends of Yachats Library
 - ii. NY Times Review of Books Children's lists, ???

- iii. Amazon's Top Picks, and Monthly suggestions, Amazon.com
 - iv. Oregon Battle of the Books annual list in the late Spring, ???
 - v. ALA winners (Newbery, Caldecott, etc.), ???
 - vi. Brian Pickings, online Newsletter
 - vii. LitHub.com, online
 - viii. Penworthy, ???
 - ix. Patron suggestions and donations, the new book request list.
 - b. For non-fiction books, recommendation sources are in addition to those listed above for fiction books;
 - i. SmartApple Press bi-annual preview boxes, ???
 - ii. Knowbuddy Resources bi-annual preview boxes, ???
 - c. For DVD's and music CD's
 - i. PBS ????
3. Items to be added to the library's children's collection are generally sourced from one of the following:
- a. ????? Donations; this, for example, is the library's only source for DVD's.
 - b. Amazon.com
 - c. ??? Text

II. Library supplies purchases:

- A. ??? Text

III. Capital item purchase:

- A. ??? Text

IV. Cash management:

- A. At the end of each shift the library volunteer on duty should put any money on hand in excess of \$30.00 in the cash box stored in the kitchen cabinet and log the amount transferred in the "Hours" log book.
- B. On a weekly basis the library director will transfer any petty cash on hand above \$50.00 to a designated representative of the City of Yachats.
- C. The City representative will give the library director a receipt for the transfer and record the amount transferred as a library donation for budgeting purposes.
- D. Petty cash will be used to purchase sanitary and cleaning supplies for the library (e.g. toilet paper, paper towels, etc.).
- E. ??? The purchase of items for the library, by anyone other than the library director, must be per-approved by the library director. The party making the purchase should submit the receipt to the City of Yachats office for reimbursement.

V. Budget:

- A. ??? The annual budget for the library is due to the City by ??????
 - 1. By ??? the city should forward a ??? to the library director.
 - 2. If by ????? the ??? has not been received check with the City offices about it.
 - 3. ???Develop a list of capital needs
 - 4. Arrange a meeting with the Chairperson of the Yachats Library Commission before ??? to develop the library budget.
 - 5. Submit the annual library budget to the City by ???
- B. On a monthly basis the City will provide the library director with a “Revenue/Expenditure Report” for the library covering the preceding month.
 - 1. Review the report ???

VI. Grants; seeking, managing, and reporting requirements for them:

- A. Main library grants ???
- B. The children’s Summer Reading Program is funded by a grant from ???
 - 1. ???
- C. On a biennial bases a Trust Management grant is used to update the children’s room needs.
 - 1. ???

VII. Annual Book Sale:

- A. An annual sale of donated books and other library related items is organized and run by Friends of Yachats Library a501c3 non-profit that supports and promotes library services in Yachats.
- B. The library director, children’s librarian, and all other library volunteers should provide all possible assistance to make the book sale a success.

Administrative Policies and Procedures, Circulation

Policies:

- I. ??? Text
- II. ??? Text

Procedures:

- I. Technical support for problems with the “Concept III” software or databases is available:**
 - A. Before contacting Library Concepts for technical support try to resolve the problem in house,
 - 1. Check procedures Administrative Circulation procedure, XX “Correcting problems with the date displayed by the circulation software:”, page 137 or XIX “Setting and resetting the “Concept III” software preferences:”, page 135 for problems with data display or database preferences.
 - 2. Check the manual for other issues.
 - B. To reach Library Concepts technical support, call Glenn McEowen at 817-346-0928. Only the library director is authorized to Library Concepts.
 - C. This procedure must be reviewed and updated annually or any time there is a change in the Library’s card catalog software, its technical support provider or their contact information.
- II. Technical support for problems with hardware or software covering those computers having a COG Support tag on them.**
 - A. Only the library director is authorized to contact COG (Oregon Cascades West Council of Governments) to request IT work.
 - B. Before contacting COG for technical support, try to resolve the problem in house.
 - 1. For software or computer problems:
 - a. Shut down the problem program and restart it.
 - b. Shut down the problem computer (this must be a full shut down not a software restart) then restart the computer using the physical start button.
 - i. Check that the computer is logged in using the correct user.
 - ii. For the computer on the circulation desk this is “Library 1”
 - iii. For the computer on the library director’s desk this is “Library 2”
 - c. Shut down the problem computer, again (this must be a full shut down not a software restart);

- i. Unplug the computer and wait 30 seconds before plugging the computer back in.
 - ii. Restart the computer using the physical start button.
 2. For problems with the printers:
 - a. Be sure the printer is turned on and that the computer's printer settings are correct.
 - b. Shut down the printer and then restart it.
 - c. Shut down the printer, unplug it, wait 30 seconds, plug the printer back in, and restart it.
 - d. Check the printers setting under Printers/Device Manager/Settings to be sure they are correct.
 3. If the problem produces an error message, consider doing a screen capture of the message to Word® and either print it and tap it in the "IT Problems" notebook, or saving it to the "IT Problems" file on the main administrative computer.
 4. For problems with "Concept III" it may be best to contact Library Concepts technical support first (see Administrative Circulation procedure; I, "Technical support for problems with the "Concept III" software or databases is available:", page 101) to see if they can resolve the problem before contacting COG.
- C. For the library director only, COG can be called at 541-924-8401 or emailed at "tsupport@ocwcog.org".
 1. Use of this email address to start a job ticket at COG.
 2. If you call be sure you have recorded the ticket number in the "IT Problems" notebook before you end the call. There is no work without a ticket and no way to follow up a request without a ticket number.
- D. A "For IT Problems Contact" list of those people in addition to the library director who are willing to assist library staff with minor IT problems should be posted in the staff area.
 1. The list should include names, phone numbers and email address.
 2. The list should be posted where it can be quickly and easily found by the rest of the library staff.
- E. This procedure must be reviewed and updated annually or any time there is a change in the technical support provider or their contact information.

III. ???Overdue items management:

- A. The "Items Overdue Listing" should be printed weekly.
- B. Printing a list of overdue library items and the patrons holding them:
 1. To generate this report open Concepts III
 2. Under "Circulation" in the main menu, click on "Circulation Reports" to open the circulation report window.
 3. Click on the radio button "Items Overdue".

4. If you do not need a printed report or wish to check the report before printing it, click on the “Send to Screen” button.
5. When you are ready to print the report click on the “Send to Printer” button.
- C. Collate the report and staple it together.
 1. Compare the new report to the report from the previous week.
 2. Transfer any applicable notes to the new report.
 - a. Include any black dots next to some patron’s names.
 - b. These dots are used to identify ??? adult ???patrons with items more than two weeks past due.
 - c. Review the new list and, ??? with the exception of patrons with overdue items from the children’s collections, ??? mark any additional patrons with items more than two weeks overdue by placing a black dot next to the patron’s name.
 - d. Attach a note to the list reminding the volunteers to check the shelves for any listed items before calling the patron about their overdue item.
 3. If you are going to call patrons about their overdue items, look up the items listed as overdue in the catalog, and note down the “date” and “type” field entries from the spine label. These fields are not listed on the printout and are needed to be sure you are looking in the right section of the collection for the overdue items.
 4. Check the shelves for any items currently listed as held by any patron marked with a black dot.
 - a. If you find any of these items on the shelves, check them in.
 - b. Cross the returned items off the overdue list. If this is all of the overdue items listed for a patron cross out the patron’s name as well.
 - c. Date and initial your changes to the list.
 5. Telephone patrons with a black dot next to their name to remind them to return or renew the overdue item(s).
 - a. Make a note on the overdue items list that the patron has been phoned include whether or not the patron could be reached; if not was a message left, the date the call was made, and your initials.
 - b. If the patron could not be reached make a second attempt at a later time.
 - c. If the patron can’t be reached after several attempts or if the phone number is not a valid number, notify the library director(s).
 6. If the same items remain on the overdue list for a week or more after the patron has been contacted they should be telephoned a second time.
 7. If items remain on the overdue list after repeated attempts to contact the patron holding them, at the library director’s discretion an email may be sent listing the overdue items and requesting the immediate return of all of them.
 8. At the library director’s discretion patrons with extenuating circumstances may be granted additional time to return overdue items.

9. ????? Very overdue items then what?
10. Place the list under the circulation desk on the right side of the top shelf. Remember this list contains confidential information about our patrons and is not to be shared with anyone except other members of the library staff.
- D. ??? Overdue items from the children's collections are not included under this procedure and will be managed by the children's librarian. ???
- E. When an old "Overdue Items" lists is to be discarded it must be shredded not just placed in a trash or recycle bin. This is to protect the confidential patron information contained in the "Overdue Items" list.
- F. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

IV. Printing monthly circulation call number statistics.

- A. In the main menu open "Circulation" then open the "Circulation Reports" submenu.
- B. Click on the "Circulation Statistics – Call Number" radio button.
- C. Click on the "Send to Printer" button to print the report.
- D. After checking that the data printed is complete, staple the pages together if needed, and label the page(s) with the month and year.
- E. Go to back to "Circulation" in the main menu and open the "Utilities" submenu.
 1. Click on "Reset Usage Counters" at the top right side of the "Circulation Utilities" window.
 2. An "Information" dialog box will open asking you if you want to reset the counts now.
 3. Click on the "Yes" to reset the usage counters.
 4. Wait while the counts are reset. This will take a few minutes.
 5. When the reset is complete click on "Exit" to leave the screen.
 6. Place the report in the red folder labeled "Circulation Statistics Report". The folder is kept in the second drawer under the staff printer/copier.
- F. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

V. Defining spine label fields and their uses:

- A. Spine label formatting faces the following needs and constraints:
 1. Needs:
 - a. Keep the chance for clerical errors as small as possible. That is best done using auto-fill functions where available, or copy/paste operations from auto-filled or predefined list-filled fields.

- b. Provide support for quick and accurate re-shelving.
 - c. Provide item type information both gross (fiction and non-fiction) and detail (book, CD, etc.).
 - d. Provide genre information (mystery, fiction, etc.).
 - e. Provide age group information (children, Juvenile, etc.).
 - f. ID items in Spanish.
- B. Constraints:
 - 1. Circulation statistics are only available for the Call Number field given our use of the Call Letter field to ID the item's author.
 - 2. To calculate circulation statistics the database uses only the first two characters in the Call Number field for grouping circulating items, unless the field contains only numerical characters in which case it treats each century of Dewey Decimal numbers as a group. For example books with DD numbers 100 to 199 are grouped as one category. Because of this, for non-fiction, the Call Number should contain only the item's DD number.
 - 3. Grouping is based on the ASCI numbers of the first two characters. Data entry errors all count. Upper and lower case letters will be grouped separately, as will the very hard to find, leading or trailing space characters or the replacement of the number 1 by the lower case L (l).
 - 4. Only 400 groups are allowed.
 - 5. The Call Number field allows 10 characters, the Call Letter field allows 5 characters, the Label Line field allows 10 characters, and the Edition field allows 5 characters
- C. The "Concept III" software defines the spine label as containing four data fields and one blank line.
 - 1. The four data fields are, two required fields "Call Letter" and "Call Number", and two "user defined" fields.
 - a. The "user defined" fields are default labeled with the names of the database storage locations "Label Line" and "Edition"
 - b. "User defined" is restricted to the field name as it appears in the spine label part of the "New Item" or "Alter Item" windows. And as the call name in any of the "List" data retrieval functions (see Administrative Circulation procedures, XVI "Producing a custom listing of the circulation database and converting it to a searchable "Excel" table.", page 132).
 - c. The fields "Call Letter" and "Edition" will each hold up to five characters.
 - d. The fields "Call Number" and "Label Line" will each hold up to ten characters.
 - 2. The order in which these fields are printed on the spine label is completely user controlled.
 - 3. Entry of the names for the two "user defined" fields and control of the print and screen display order for all four of the spine label fields and the blank line is in the

“Spine Label Format” and “Select Line Position...” areas found in the “Program Setting 2” tab of the “Preferences” window under the “Utilities” sub-menu in the “Preferences” main menu.

4. If the names of the two “user defined” fields are changed from the defaults, it is recommended that the names used not be the same as any of the databases named data fields to prevent ambiguous outcomes when using the “List” data retrieval functions (see Administrative Circulation procedures XVI “Producing a custom listing of the circulation database and converting it to a searchable “Excel” table.” , page 132).
- D. The database has autofill function but the extent of this is dependent on how the data is entered.
 1. If “qLOC” is used after scanning in or entering (no spaces or dash mark (–) characters) the item’s ISBN number, the Call Number, Call Letters and Edition lines will be filled if the ISBN data is available.
 2. If the data is hand entered only the Call Letter field will be auto filled with the first three characters in the “Author” data entry field.
 3. Any of the autofill entries in the Spine Label data fields can be overwritten.
- E. Where possible, to minimize the work effort needed, data entry errors, and variations in data entry formatting all data entries in the Spine Label data fields should be made using autofill or cut and paste from already filled data entry fields in the “New Item” and “Alter Item” data entry windows.
- F. The Spine Label Configuration is as follows:

<u>Row</u>	<u>Label</u>
1	Type (User-defined Field 2, Default name: Edition, capacity: 5 characters)
2	Call Number (fixed Field, capacity: 10 characters, circulation stats look at only first 2 characters)
3	blank line
4	Call Letter (fixed Field, capacity: 5 characters)
5	Date (User-defined Field 1, Default name: Label Line, capacity: 10 characters)

- G. The following rules for filling out the spine labels fields “Type”, “Call Number”, “Call Letter” and “Date” hold for all item types unless specifically noted otherwise in section Administrative Circulation procedure, VI “Cataloging new items in the circulation database and preparing them for shelving:”, page 107:
 1. The “Type” line is filled with one or two copy/paste operations of the “Media Type” data field. Up to two Codes can be used from the list shown for each item type. This limit holds even if one or both codes have only a single character. If two Codes are used in the “Type” line separate them with a single space character.
 2. The “Call Number” line is filled with a copy/paste of the “Media Type” data field. Only one Code can be used from the list shown for each item type.

3. The “Call Letter” line is auto-filled with the first three characters in the “Author” data entry field. For items without an author the “Call Letter” line is left blank.
4. The “Date” line is filled with a copy/paste of the “Accession Date” data entry field.
- H. There are some exceptions to the rules for filling out the “Call Number” line in the spine label. These exceptions are dependent on the type of item being cataloged and are covered in Administrative Circulation procedure VI, “Cataloging new items in the circulation database and preparing them for shelving:”, page 107.
- I. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

VI. Cataloging new items in the circulation database and preparing them for shelving:

A. Cataloging new items:

1. To catalog a new item you will need a sheet of Yachats Library barcode stickers.
 - a. These stickers should be used in order.
 - b. They are kept in the right hand cabinet over the library director’s desk.
 - c. Be sure you are using the Yachats Library item identification barcode stickers and not the library card number barcode stickers.
2. Open the PC Catalog software and select "New Item" from main menu “Item Entry” or click on the “New Items” button at the top of the main screen.
3. Place a barcode sticker on the top right hand corner of book or dust jacket if there is one, magazine, CD box, or DVD case, or as close to this position as possible.
4. Move the cursor to the “Barcode” data entry field by clicking on the field.
 - a. Scan the barcode.
 - b. The software will enter the barcode number in the barcode data entry field.
5. Click on the “Accession Date” data entry field to highlight it,
 - a. Copy the accession date and
 - b. Click on the “Date” data entry field in the “spine Label” sub-window and paste the accession date in it.
6. If the item has an ISBN barcode or number, click on the ISBN data entry field:
 - a. If there is a barcode scan it, the software will enter the number in the ISBN data entry field.
 - b. If only the number is given enter the number in the ISBN data entry field. Enter the numbers only use no spaces or dash mark (–) characters.
7. The “qLOC” button on the right side of the window should be now be highlighted.
 - a. If it is click on it, much of the item’s cataloging data will be automatically entered.

- b. Check to be sure the “Date” data entry field in the spine label sub-menu was not overwritten. If it was use the copy/paste operation to reenter the accession date in the “Date” data entry field.
 - c. If the “qLOC” button is not highlighted:
 - i. If you scanned a barcode check to be sure it was the ISBN barcode that was scanned,
 - ii. If you entered the ISBN manually,
 1. Be sure you entered the correct number.
 2. Be sure your entry has the correct formatting; no spaces, leading, internal, or trailing, no dash marks (-).
 - iii. If the ISBN number was entered correctly you will have to do a manual data entry.
 - d. Some Items with ISBN numbers have no data on file. In this case you should get a message to that effect after clicking the “qLOC” button. Here again, you will have to do a manual data entry.
8. If the Item has no ISBN number you will have to do a manual data entry.
9. The next part of this procedure is item type specific. Go to the section below for the item type you are cataloging.

B. Adding a non-fiction item to the collection:

1. If you used “qLOC” check that the item title and author is correct and that the correct entry is in the spine label “Call Letter” data entry field.
2. If you are entering the cataloging data manually, enter the item’s title and author(s) (last name first) in the appropriate data entry fields and check to be sure that the correct entry was made in the spine label “Call Letter” data entry field. This should be the first three letters of the author’s last name.
3. Some collected reference materials, encyclopedias, dictionaries etc., have no true author(s) so both the Author field and Call Letter field for these items may be left blank
4. In the spine label “Type” data entry field use cut/paste from the “Media Type” scrollable listing to enter one or two of the following codes to help identify the nature of the item :
 - a. blank, RF, CL, SS, CD, DV, LP, MX, NW, E, ER, J, YG, SE, SJ, SR, or SY.
 - b. If you have not read at least section V.G.1 of Administrative Circulation procedure V “Defining spine label fields and their uses:”, page 104 do so now.
 - c. Leave the “Type” field blank if the item is for example: a book, in English, part of the general collection, and not a reference item, classic book, part of a set or series, or an item about the northwest.

- d. Clear the “Media Type” data entry field after completing the copy/paste operations, unless the item is either a DVD or CD, in which case enter either DV or CD respectively in the “Media Type” data entry field.
5. In the spine label “Call Number” data entry field enter:
 - a. The Dewey Decimal Number.
 - i. If the item has ISBN number and you used the “qLOC” function the Dewey Decimal Number should have been entered in the “Call Number” data entry field.
 - ii. If the items ISBN number,
 1. Has no “qLOC” file.
 2. Or, the “qLOC” file has no Dewey Decimal Number information.
 - iii. Or, if the item has no ISBN number, check the items copyright page for Dewey Decimal Number information.
 - b. If the item has no information about its’ Dewey Decimal Number classification see Administrative Circulation procedure IX “Determining the Dewey Decimal classification for non-fiction items without ISBN numbers or associated “qLOC” data files:”, page 125.
 - c. If the item is a locally produced lecture, or TV program, on a DVD or CD, that is clearly non-fiction educational material, and for which no Dewey Decimal Number can be identified enter the code EDU.
6. Enter the name of the publisher in the “Publisher” data entry field.
7. Enter the source of the item in the “Source” data entry field.
 - a. If the item was purchased, this would be the vendor’s name.
 - b. If the item was a donation, enter “Gift”.
8. Enter the replacement cost of the item in the “Cost” data entry field.
 - a. If the item was purchased, the cost will be shown on the invoice.
 - b. If the item was a donation, check the jacket, cover, or copyright page for a price.
 - c. If the price is not given, check other similar items currently in the collection to see if they have pricing information.
9. Enter the location where the item will be shelved in the “Location” data entry field. The abbreviation NF, NF-NW, NF-LP, NF-J and REF are generally used.
10. Enter a physical description in the “Physical Description” data entry field
 - a. If the item is a hardcover book no entry is needed.
 - b. If the item is a CD or DVD, enter CD or DVD and the number of discs.
 - c. Otherwise, enter a description of the item (for example: soft cover, pamphlet, etc.)
11. Enter the year of the item’s latest copyright date in the “Copyright” data entry field.
12. Enter the items subject in the “Subject” data entry field.

- a. For books this information can generally be found on the copyright page under the bibliographical references.
 - b. Multiple lines can be entered by following each entry with a Tab key.
13. Review the entered data to be sure it is both complete and correct.
 - a. Make any needed additions or corrections.
 - b. When satisfied, click the "Save and Print" button, top right hand side of the window.
14. If you have additional items to catalog do them before proceeding to Administrative Circulation procedure VI.H "Printing spine and circulation labels for newly cataloged items:", page 115. If not close the "New Items" window and go to Administrative Circulation procedure VI.H.

C. Adding a fiction book, except large print, to the collection:

1. If you used "qLOC" check that the item title and author is correct and that the correct entry is in the spine label "Call Letter" data entry field.
2. If you are entering the cataloging data manually, enter the item's title and author(s) (last name first) in the appropriate data entry fields and check to be sure that the correct entry was made in the spine label "Call Letter" data entry field. This should be the first three letters of the author's last name.
3. In the spine label "Type" data entry field use cut/paste from the "Media Type" scrollable listing to enter one or two of the following codes to help identify the nature of the item :
 - a. blank, CL, MX, or SS.
 - b. If you have not read at least section V.G.1 of Administrative Circulation procedure V "Defining spine label fields and their uses:", page 104 do so now.
 - c. Leave the "Type" field blank if the item is not a classic book, mixed media, or part of a set or series.
4. In the spine label "Call Number" data entry field use cut/paste from the "Media Type" scrollable listing to enter one of the following codes to identify the book genre, intended age group and language:
 - a. F, M, SF, W, E, ER, J, , JS, YG, YF, YM, YS, SE, SJ, SR, or SY.
 - b. Clear the "Media Type" data entry field after completing the copy/paste operations.
5. Enter the name of the publisher in the "Publisher" data entry field.
6. Enter the source of the item in the "Source" data entry field.
 - a. If the item was purchased, this would be the vendor's name.
 - b. If the item was a donation, enter "Gift".
7. Enter the replacement cost of the item in the "Cost" data entry field.
 - a. If the item was purchased, this will be the cost shown on the invoice.

- b. If the item was a donation, check the jacket, cover, or copyright page for a price.
 - c. If the price is not given, check other similar items currently in the collection to see if they have pricing information.
8. Enter the location where the item will be shelved in the “Location” data entry field. The abbreviation M, F, SF, W, E, ER, J, YG, and SP are generally used.
9. In the “Physical Description” data entry field if the item is a hardcover book no entry is needed otherwise enter a description of the item (for example: soft cover, paperback).
10. Enter the year of the book’s latest copyright date in the “Copyright” data entry field.
11. Review the entered data to be sure it is both complete and correct.
 - a. Make any needed additions or corrections.
 - b. When satisfied, click the "Save and Print" button, top right hand side of the window.
12. If you have additional items to catalog do them before proceeding to Administrative Circulation procedure VI.H “Printing spine and circulation labels for newly cataloged items:”, page 115. If not close the “New Items” window and go to Administrative Circulation procedure VI.H.

D. Adding a large print fiction book to the collection:

1. If you used “qLOC” check that the item title and author is correct and that the correct entry is in the spine label “Call Letter” data entry field.
2. If you are entering the cataloging data manually, enter the item’s title and author(s) (last name first) in the appropriate data entry fields and check to be sure that the correct entry was made in the spine label “Call Letter” data entry field. This should be the first three letters of the author’s last name.
3. In the spine label “Type” data entry field use cut/paste from the “Media Type” scrollable listing to enter one or two of the following list of codes to identify the item’s genre:
 - a. M, F, SF, W, CL, or SS.
 - b. If you have not read at least section V.G.1 of Administrative Circulation procedure V “Defining spine label fields and their uses:”, page 104 do so now.
4. In the spine label “Call Number” data entry field use cut/paste from the “Media Type” scrollable listing to enter the code LP.
 - a. This is the only code that can be used in the “Call Number” field for large print books.
 - b. Clear the “Media Type” data entry field after completing the copy/paste operations.
5. Enter the name of the publisher in the “Publisher” data entry field.

6. Enter the source of the item in the “Source” data entry field.
 - a. If the item was purchased, this would be the vendor’s name.
 - b. If the item was a donation, enter “Gift”.
7. Enter the replacement cost of the item in the “Cost” data entry field.
 - a. If the item was purchased, this will be the cost shown on the invoice.
 - b. If the item was a donation, check the jacket, cover, or copyright page for a price.
 - c. If the price is not given check other similar items currently in the collection to see if they have pricing information.
8. Enter the LP in the “Location” data entry field.
9. In the “Physical Description” data entry field enter large print.
10. Enter the year of the book’s latest copyright date in the “Copyright” data entry field.
11. Review the entered data to be sure it is both complete and correct.
 - a. Make any needed additions or corrections.
 - b. When satisfied, click the "Save and Print" button, top right hand side of the window.
12. If you have additional items to catalog do them before proceeding to Administrative Circulation procedure VI.H “Printing spine and circulation labels for newly cataloged items:”, page 115. If not close the “New Items” window and go to Administrative Circulation procedure VI.H.

E. Adding a book on CD or music CD to the collection:

1. If you used “qLOC” check that the item title and author is correct and that the correct entry is in the spine label “Call Letter” data entry field.
2. If you are entering the cataloging data manually, enter the item’s title and author(s) (last name first) in the appropriate data entry fields and check to be sure that the correct entry was made in the spine label “Call Letter” data entry field. This should be the first three letters of the author’s last name.
3. In the spine label “Type” data entry field use cut/paste from the “Media Type” scrollable listing to enter one or two of the following list of codes to identify the item’s genre and the nature of the item:
 - a. F, M, SF, or W and blank or SS.
 - b. If you have not read at least section V.G.1 of Administrative Circulation procedure V “Defining spine label fields and their uses:”, page 104 do so now.
 - c. Leave the “Type” field blank if the item is for example: a book, in English, part of the general collection, and not a reference item, classic book, or part of a set or series.

4. In the spine label “Call Number” data entry field use cut/paste from the “Media Type” scrollable listing to enter one of the following list of codes to identify the items intended age group:
 - a. CD, EC, or JC
 - b. Enter the code CD in the “Media Type” data entry field after completing the copy/paste operations.
5. Enter the name of the publisher or producer’s name in the “Publisher” data entry field.
6. Enter the source of the item in the “Source” data entry field.
 - a. If the item was purchased, this would be the vendor’s name.
 - b. If the item was a donation, enter “Gift”.
7. Enter the replacement cost of the item in the “Cost” data entry field.
 - a. If the item was purchased, this will be the cost shown on the invoice.
 - b. If the item was a donation, check the box, jacket or case for a price.
 - c. If the price is not given, check other similar items currently in the collection to see if they have pricing information.
8. Enter the location where the item will be shelved in the “Location” data entry field. The abbreviation CD, E CD, and J CD are generally used.
9. In the “Physical Description” data entry field enter the number of discs if there is more than one.
10. Enter the year of the CD’s latest copyright date in the “Copyright” data entry field.
11. Review the entered data to be sure it is both complete and correct.
 - a. Make any needed additions or corrections.
 - b. When satisfied, click the "Save and Print" button, top right hand side of the window.
12. If you have additional items to catalog do them before proceeding to Administrative Circulation procedure VI.H “Printing spine and circulation labels for newly cataloged items:”, page 115. If not close the “New Items” window and go to Administrative Circulation procedure VI.H.

F. Adding a magazine to the collection:

1. Enter the magazine’s name in the “Title” data entry field. Since the author for most magazines is various, multiple or unknown, both the “Author” data entry field may be left blank.
2. Enter the name of the publisher in the “Publisher” data entry field. This is generally the name of the magazine.
3. Enter “Subscription”, generally abbreviated as “Subscriptn”, in the “Source” data entry field.
4. If \$0.00 is not entered in the “Cost” data entry field enter it, otherwise skip this field.
5. Enter “MAG” in the “Location” data entry field.

6. Enter the year of publication in the “Copyright” data entry field.
7. Review the entered data to be sure it is both complete and correct.
 - a. Make any needed additions or corrections.
 - b. When satisfied, click the "Save" button, top right hand side of the window.
 - c. Do not print a label set for the magazine, shelving a magazine does not require any printed labels.
8. If you have additional items to catalog do them now.
9. If you have finished cataloging new items close the “New Items” window.
 - a. If all of the items you cataloged are magazines proceed to Administrative Circulation procedure VI.M “Preparing a magazine for shelving:”, page 121.
 - b. If some of the new items you cataloged are not magazines proceed to Administrative Circulation procedure VI.H “Printing spine and circulation labels for newly cataloged items:”, page 115.

G. Adding a DVD to the collection:

1. If you used “qLOC” check that the item title and author is correct and that the correct entry is in the spine label “Call Letter” data entry field.
2. If you are entering the cataloging data manually, enter the item’s title in the “Title” data entry field. Remember, when cataloging collections of movies such as “The Ten Best Movies” or TV programs such as “The Best of ...” leading title entry with “The Ten Best...” or “The Best of...”, catalogs the item with very little usefully retrieval information.
3. Since the author for most fiction DVD movies is either unknown or not used to catalog them, both the Author field and Call Letter field may be left blank.
4. DVD’s are the only item type that does not use the cut/paste operation to fill in the “Type” field unless the DVD is part of a set or series.
 - a. If you have not read at least section V.G.1 of Administrative Circulation procedure V “Defining spine label fields and their uses:”, page 104 do so now.
 - b. If the DVD is not part of a set or series, manually enter the first letter of cataloged title.
 - c. If the DVD is part of a set or series use cut/paste from the “Media Type” scrollable listing to enter the SS code.
 - i. Follow the SS code with a single space character.
 - ii. Follow that with the first letter of cataloged title.
 - iii. SS and the first letter of cataloged title are still codes and the same rules governing code use in the “Type” field still hold, use one space character to separate the codes if two codes are used.

5. In the spine label “Call Number” data entry field use cut/paste from the “Media Type” scrollable listing to enter one of the following list of codes to identify the items intended age group:
 - a. DV, ED, or JD
 - b. Enter the code DV in the “Media Type” data entry field after completing the copy/paste operations.
6. Enter the name of the production company in the “Publisher” data entry field.
7. Enter “Gift” in the “Source” data entry field.
8. Enter \$15.00 for each disc in the “Cost” data entry field. For example, for a set of three discs the value entered would be \$45.00.
9. In the “Location” data entry field enter;
 - a. DVD followed by a space and then the first letter of cataloged title.
 - b. If the DVD is part of a set or series enter SS followed by a space and then the first letter of cataloged title.
10. In the “Physical Description” data entry field enter the number of discs if there is more than one.
11. Enter the year of the items latest copyright date in the “Copyright” data entry field.
12. Review the entered data to be sure it is both complete and correct.
 - a. Make any needed additions or corrections.
 - b. When satisfied, click the "Save and Print" button, top right hand side of the window.
13. If you have additional items to catalog do them before proceeding to Administrative Circulation procedure VI.H “Printing spine and circulation labels for newly cataloged items:”, page 115. If not close the “New Items” window and go to Administrative Circulation procedure VI.H.

H. Printing spine and circulation labels for newly cataloged items:

1. If all of the items you have cataloged are magazines, you will not be printing label sets. Go to Administrative Circulation procedure VI.M “Preparing a magazine for shelving:”, page 121.
2. You will need a sheet of processing labels, 1 ½” x 29/32” and 2 25/32” x 1”, kept in the right hand cabinet over the library director’s desk.
3. If it is not opened, open the PC Catalog software.
 - a. Select “Labels & Cards” from the main menu and then "Print Spine/Circulation Label Sets" from the submenu,
 - b. Or, click on the “Print Labels” button at the top of the main window.
 - c. This will open the “Print Cards & Labels – Yachats Library” window.
4. At the top left side of the window will be a notice of the number of items to be printed.

5. On the right side of the window under “Print Selection” is a list of radio buttons. If the one labeled “Spine/Circulation Labels” is not clicked, click it.
6. Check the "Metric spacing [DEMCO]" check box on the left side of the window.
7. Click on “VIEW "to be printed" list” button.
 - a. Check the list displayed to be sure all the items you cataloged are listed.
 - b. If there are missing items close the window and use the “Alter Items” window, click on the “Alter Item” button, to make corrections.
 - c. When you have corrected any missing items return to the “Print Cards & Labels” window.
8. Place one or more Demco® processing label sheets in staff printer main paper tray.
 - a. Place the sheet(s) label side down.
 - b. The label backing sheet must be facing up with the Demco® logo (name) in the top left hand corner of the paper tray.
 - c. If you are using more than one sheet of labels and one of them has missing label sets be sure that sheet is on top.
9. To use a sheet with missing labels,
 - a. Count the number of missing label sets.
 - b. Remember a label set consists of two copies of the Circulation label and one of the Spine label.
 - c. Enter the number of missing label sets in the 'Skip Labels” data entry field near bottom of screen.
10. Click the "Print Labels" button.
11. Check the label sheet(s) you printed to be sure you printed everything you wanted.
 - a. If you did, close the “VIEW “to be printed list”” window if you have not yet done so.
 - b. Click on the “CLEAR "to be printed” list" button.
 - c. When asked to confirm the command, click the “YES” button.
 - d. If all of the label sets you wanted to print did not print;
 - i. Try to determine why the printing failed and correct the problem before trying to reprint anything.
 - ii. Before trying to reprint the missing label sets, delete the label sets that did print.
 1. If you are not in the “View “to be printed” list” mode click on the “VIEW “to be printed” list” button.
 2. In the list window select the label sets that did print then use the “Delete ‘selected’” button to delete them from the list.
 3. Or, if only a few label sets failed to print, select these from the list and use the “Print list of ‘selected’ items” button to print them.

4. Remember to set the “Skip Labels” count to match the number of used label sets on the sheet of labels you are using.
12. The remaining part of this procedure is item type specific. Go to section below for the item type you are preparing for shelving.

I. Preparing new items for shelving (what’s needed):

1. The following things will be needed when preparing any new item, with the exception of magazines, for shelving:
 - a. The circulation and spine labels printed for the newly cataloged item(s), see: Administrative Circulation procedures: VI.A, “Cataloging new items:”, page 107 and VI.H “Printing spine and circulation labels for newly cataloged items:” page 115.
 - b. A roll of self adhering, yellow, dot labels, kept in the left bottom drawer of the circulation desk.
2. Some of the following things will be needed when preparing new item for shelving:
 - a. A self adhering, library card holder, kept in the card holder on the library director’s desk.
 - b. A Date Due slip, kept in the card holder on the library director’s desk.
 - c. A roll self-adhering, green, CD labels, imprinted, “Yachats Library 541-547-3741”, kept in the left top drawer of the circulation desk.
 - d. A sheet of 1” x 4”, white, labels, kept in the left top drawer of the circulation desk.
 - e. A roll of one or more of the following self-adhering, ¼”, deep blue, sky blue, black, green, red, purple, and gold and ¾” purple and green colored dot labels.
 - f. All of these labels are kept in the left bottom drawer of the circulation desk except the ¾” green labels which are kept in the upper part of the large cabinet in the children’s library room.
 - g. A sheet of self-adhering silver stars, kept in the left bottom drawer of the circulation desk.
 - h. A Paperfold™ book jacket cover of the correct size. These are kept on the right side middle shelf under the circulation computer or on top of the “Large Print” book cases.
 - i. A roll of clear self adhering, 1 ½” x 3 ¼”, label protectors, kept in the left top drawer of the circulation desk.
 - j. The “Yachats Library etc.” address rubberstamp, kept in the left top drawer of the circulation desk.
 - k. The decorative book shelf picture rubberstamp, kept in the left top drawer of the circulation desk.

- l. The “Yachats Library” rubberstamp, kept in the left top drawer of the circulation desk.
- m. A black rubberstamp inking pad, kept in the left top drawer of the circulation desk.
- n. A roll of glass-filament reinforced library tape, $\frac{3}{4}$ ” width, kept on the library director’s desk.

J. Preparing a hard back book for shelving:

- 1. Place the book’s circulation label on the top end of a book-pocket.
 - a. If the book pocket has not already been stamped, stamp it on the pocket end with the decorative book shelf picture rubberstamp and under that the “Yachats Library etc.” address rubberstamp, stamp it using the black ink pad.
 - b. Open the book to the front free-endpaper, remove the protective backing paper from the book-pocket, center it on the free-endpaper, and attach it by pressing it firmly in place.
 - c. If the front free-endpaper is not blank turn to the first blank right side page and attach the book-pocket there.
- 2. Place the book’s spine label on the tail end of the spine area of the dust jacket.
 - a. Try to avoid covering the book’s title and the author’s name if possible.
 - b. If the book’s spine is narrower than the spine label be sure to center the text, not the label on the spine area of the dust jacket.
 - c. If the book’s spine is less than $\frac{1}{8}$ ” wide place the spine label on the front part of the dust jacket in the lower left corner just inside the joint area. This placement of the spine label should also be considered for books with a spine width between $\frac{1}{8}$ ” and $\frac{1}{4}$ ”.
- 3. Except for the yellow dot and the silver star, temporary identification labels, which will be added later, place any appropriate colored identification dot labels on the spine label. See Administrative Circulation procedure X, “The use of shelving labels (colored dot) on the spine label and their meanings:”, page 127 for the key to their use.
- 4. Remove the dust jacket, close the book and stamp the top edge with the “Yachats Library” rubberstamp.
- 5. Place the book’s dust jacket between the clear plastic and the backing paper of an appropriately sized book jacket cover, approximately centered, with the dust jacket print side down.
 - a. Fold the backing paper along the perforation edge to match the edge of the book jacket.
 - b. Remove the backing paper from the anchor tape.

- c. Fold the clear plastic film over on to the backing paper and press the tape down to hold it.
 - d. Crease the film with a plastic bone folder or any smooth wood or plastic implement such as a ruler.
 - e. Wrap the jacket around the book and,
 - i. Check to be sure the jacket is in the correct orientation,
 - ii. With the book closed crease the over leafs in place.
 - f. Note where the book jacket cover ends. Lift the jacket away from the book and using a 1 ½” to 2” piece of filament reinforced tape apply the tape to the outside of the book’s hard cover about ½” back from the end of the book jacket cover. Wrap the tape over the book edge and apply it to the book jacket cover.
 - g. Tape the three remaining corners of the book jacket cover in the same way.
6. Place a yellow dot label over an open part of the spine label to indicate that the book is new to the library’s collection.
7. If the book is currently on the best sellers list place a silver star label next to the yellow dot label.
8. The item is now ready to shelve.
9. Use the leftover copy of the circulation label(s) as a reference guide when adding the titles of the newly cataloged books to the “New Books in the Library” list, (see: Administrative Circulation procedure: VII, “Preparing and updating the monthly “New Books in the Library” List:”, page 121).

K. Preparing a soft cover book for shelving:

1. Place the book’s circulation label on the top end of a book-pocket.
 - a. If the book pocket has not already been stamped, stamp it on the pocket end with the decorative book shelf picture rubberstamp and under that the “Yachats Library etc.” address rubberstamp, stamp it using the black ink pad.
 - b. Open the book cover, if the first right hand page is print free, remove the protective backing paper from the book-pocket, center it on the page, and attach it by pressing it firmly in place.
 - i. If not, is the back side of the cover print free? If it is place the book-pocket there
 - ii. If neither of these pages is print free turn to the half title page and place the book-pocket there.
2. Place the book’s spine label on the tail edge end of the spine.
 - a. Try to avoid covering the book’s title and the author’s name if possible.

- b. If the book's spine is narrower than the spine label be sure to center the text on the spine area not the label.
 - c. If the book's spine is less than $\frac{1}{8}$ " wide place the spine label on the front of the book in the lower left corner just inside the joint area. This placement of the spine label should also be considered for book's with a spine width between $\frac{1}{8}$ " and $\frac{1}{4}$ ".
3. Except for the yellow dot and the silver star, temporary identification labels, which will be added later, place any appropriate colored identification dot labels on the spine label. See: Administrative Circulation procedure X, "The use of shelving labels (colored dot) on the spine label and their meanings:", page 127 for the key to their use.
4. Close the book and stamp the top edge with the "Yachats Library" rubberstamp.
5. Place a clear self adhering label protector over the spine label.
6. Place a yellow dot label on an open part of the spine label to indicate that the book is new to the library's collection.
7. If the book is currently on the best seller list place a silver star label next to the yellow dot label.
8. The item is now ready to shelve.
9. Use the leftover copy of the circulation label(s) as a reference guide when adding the titles of the newly cataloged books to the "New Books in the Library" list, (see: Administrative Procedure: VII, "Preparing and updating the monthly "New Books in the Library" List:", page 121).

L. Preparing a book on CD, a music CD, or a DVD for shelving:

1. Place the CD/DVD's circulation label on the back of the CD/DVD box, jacket, or case.
 - a. Generally this label is placed in the lower right hand corner.
 - b. Try to cover as little information as possible.
2. Place the CD/DVD's spine label on the lower end of the spine edge of the CD/DVD box, jacket, or case.
 - a. If possible, avoid covering the title and, if there is an author, their name.
 - b. If the spine edge is narrower than the spine label be sure to center the text on the spine area not the label.
 - c. If the spine edge is less than $\frac{1}{8}$ " wide, place the spine label on the front part of the box, jacket, or case in the lower left corner.
 - d. This front side, lower left corner, placement of the spine label should also be considered for a box, jacket, or case with a spine edge width between $\frac{1}{8}$ " and $\frac{1}{4}$ ".
3. Except for the yellow dot temporary identification label, which will be added later, place any appropriate colored identification dot labels on the spine label. See

Administrative Procedure X: “The use of shelving labels (colored dot) on the spine label and their meanings” for the key to their use.

4. Place a clear self adhering label protector over both the circulation and spine labels.
5. Place a yellow dot label on an open part of the spine label to indicate that the CD/DVD is new to the library’s collection.
6. If the CD is currently on the best seller list place a silver star label next to the yellow dot label.
7. Place a white 1” x 4” self-adhering label on the back of the CD/DVD’s box, jacket, or case. This is used for date stamping the item at checkout.
8. Place one of the donut shaped, self-adhering, green, “Yachats Library 541-547-3741” imprinted, CD labels around the center hole of every disc in the book on CD, music CD, or DVD.
9. The item is now ready to shelve.
10. If you are cataloging a book(s) on CD use the leftover copy of the circulation label(s) as a reference guide when adding the titles of the newly cataloged books to the “New Books in the Library” list, (see: Administrative Procedure: VII, “Preparing and updating the monthly “New Books in the Library” List:”).

M. Preparing a magazine for shelving:

1. Write the magazine’s accession number on the top of a Date Due slip.
 - a. Stamp the bottom of the Date Due slip with the “Yachats Library etc.” address rubberstamp.
 - b. Open the magazine to the first page, remove the protective backing paper from the Date Due slip, if the page is all advertisement, center the slip on the page, and attach it by pressing it firmly in place.
 - c. If the first page is not all advertisement check the back of the cover, if it is all advertisement place the slip there.
 - d. If both of these pages have content or indexing information place the Date Due slip so that it covers as little information as possible.
2. The item is now ready to shelve.

N. Reviewing and updating this procedure:

1. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

VII. Preparing and updating the monthly “New Books in the Library” List:

- A. This task is the last step in cataloging new books, books on CD, and DVDs.
 1. It should be performed before or, at the latest, immediately after shelving any new items in these categories.

2. The objective is to create a listing of the new items in the library that is:
 - a. Easy for the patron to recognize,
 - b. Easy for all of the patrons to read,
 - c. Easy for the patron to understand,
 - d. Consistent in formatting and structure from month to month and year to year.
 3. Note, items in the E, J, and Y groups are not included in the “New Books in the Library” list.
- B. Start by organizing the leftover copies of the circulation labels printed while cataloging the new items.
1. Group the labels by category; Books (Mystery, Fiction, Science Fiction, Western, and Non-fiction), Books on CD (Mystery, Fiction, and Non-fiction), Large Print (Mystery, Fiction, and Non-fiction), and DVDs.
 2. Alphabetize, the books, books on CD, and large print items by author, within each subcategory.
 3. Alphabetize, the DVDs by title.
 4. This task can be quickly done by organizing the leftover copies of the circulation labels on their original backing paper after peeling off the inter-label scrap paper.
- C. If this is the first entry in the “New Books in the Library” list for the current month, using the staff computer open Word and either:
1. Open last month’s list and, immediately, using the “Save As” command save the document using the file name “New Books *Month Year*“.
 - a. Where *Month* is the current month by name and *Year* is the year in four digits.
 - b. Use this new saved document as a template to create the current month’s “New Books in the Library” list.
 2. Or, use the “New” command to create a new blank document.
 - a. Save the new document using the file name as described section C.1 above.
 - b. Use the following directions to format and fill out the new “New Books in the Library” list.
 3. Whether you use an old list as a template or create a completely new list it must conform to the formatting and structure set out below. This is not the place to express your creativity.
 - a. Heading; Under Font, set the font to “Constantia”, the size to “28”, bold and underline to “On”, and under paragraph set justification to “Centered”. Type the list title “New Books in the Library” press “Enter” and type in the “*Month, Year*”
 - i. The *Month* and *Year* values must be the same values you used in the documents file name.

- ii. Do not use all caps in the heading or anywhere else in this document.
- b. Subheadings; Under Font, set the font to “Constantia”, the size to “16”, bold and underline to “On”, and under paragraph set justification to “Left”.
 - i. The first subheading is the Current date (ex. August 15, 2018) followed by a double Return.
 - ii. The second and following subheadings depend on what categories of new items have been added to the catalog.
 - 1. Use only the subheadings for which there are new items to be listed
 - 2. If there is more than one category of new items to be listed enter the subheading in the order given here.
 - a. New Books
 - b. New Books on CDs
 - c. New Large Print Books
 - d. New DVDs
- c. New item lists; Under Font, set the font to “Constantia”, the size to “16”, bold and underline to “Off”, and under paragraph set justification to “Left”.
 - i. For new books,
 - 1. Group them in the sub-categories (Mystery, Fiction, Science Fiction, Western, and Non-fiction).
 - 2. Alphabetize each sub-category by author and then title if there are two or more items by one author.
 - 3. List the new items using the format: {Title, Author, (Call Number)}. Note: The use parenthesis around the call number.
 - 4. Use a double or triple space between each of the items three descriptors.
 - 5. Follow the last item’s entry with a double Return before entering the next subheading.
 - ii. For new books on CDs and new large print,
 - 1. Group them in the sub-categories (Mystery, Fiction, and Non-fiction),
 - 2. Alphabetize each sub-category by author and then title if there are two or more items by one author.
 - 3. List the new items using the format: {Title, Author, (Call Number)}. Note: The use parenthesis around the call number.
 - 4. Using a double or triple space between each of the items three descriptors.

5. Follow the last item's entry with a double Return before entering the next subheading.
- iii. For DVDs,
 1. Enter the DVDs Alphabetically, by title,
 2. List the new DVDs using the format: {Title, ("Type" field)}.
Note: The use parenthesis around the "Type" field entry.
 3. Use a double or triple space between of the items descriptors.
 4. Follow the last item's entry with a double Return.
4. Save your work, print a copy of the new "New Books in the Library" list, and place it on top of last month's list on the counter.
- D. If this is an addition to the current month's "New Books in the Library" list, using the staff computer open Word.
 1. Using Word, open the current month's list, (file name: "New Books *Current Month Year*").
 2. Starting two lines below the last item in the existing listing for this month, using the type settings for subheadings (see section: C.3.b of this procedure) enter the current date (see section: C.3.b.i for an example of the correct format) followed by a double carriage-return.
 3. Add the newly cataloged items to the list using the formatting and structure set out in sections: C.3.b and C.3.c of this procedure.
 4. Save your work, print a copy of the new "New Books in the Library" list, staple it to the bottom of the current month's list, and return the list to the counter.

VIII. Creating a "Set or Series" catalog entry:

- A. A collection of items can be defined or treated as a set or series if:
 1. The Author, producers, or publishers create them as such (e.g.: Carola Dunn's, The Daisy Dalrymple Mysteries; Kim Harrison's, "The Hollows" series; "Northern Exposure", the TV series; or the "Encyclopedia Britannica").
 2. The producer or publisher packages or publishes them as such (e.g.: "John Wayne's Greatest Movies", Vol. 1, etc.; "The Best of Johnny Carson's Late Night Show", or "The World's Great Classics" published by Grolier, in large print)
- B. Create a series title entry in the catalog.
 1. Open PC Catalog and go to the Series Title entry screen (Main Menu; Item Entry; Catalog Entries; Series Title).
 2. In the "Series" data entry field enter the title of the series.
 3. In the "Series Author" data entry field enter the author, publisher, or creator of the series.
 4. If you have notes or comments about the series enter them in the "Series Notes" data entry field.

5. In the “Title” data entry field enter the subtitles in order.
 - a. Enter the subtitles one per line.
 - b. If we have only part of a series, enter only the titles we have.
 6. If the series is either CDs or DVDs, check the “Media” Check Box.
 7. Click on the “**Save**” button to save the series title entry.
- C. Attach existing or new subtitles to a series title.
1. For existing subtitles open the “Alter Items” window using the “Alter Item” button at the top of PC Catalog’s main window and enter the Accession number when prompted.
 2. For new subtitles open the “New Items” window using the “New Item” button at the top of PC Catalog’s main window. If you have not already cataloged the new item, see Administrative section VI “Cataloging new items in the circulation database and preparing them for shelving:” to catalog the new item before continuing to attach it to its series title.
 - a. Click on the “Title” check box to mark it.
 - b. This will open the subtitle data enter fields.
 - c. Click on the “Series” button to open the scrollable list of Series Title and select the series title for the item you are adding.
 - d. Enter the subtitle’s sequence number in the series in the “Sequence” data entry field.
 - i. The items Sequence Number is its absolute position in the set or series as published irrespective of what other members of the set or series the library has in its holdings.
 - ii. For example; if you are adding the DVD’s for season four of a ten season TV show of which the library has only seasons 4, 5, and 6, the Sequence Number for the item (season four) you are adding would be 4 not 1.
 - e. Click on either the “**Save**” or “**Save & Print**” button to complete the attachment data entry or the new item catalog and attachment data entry.
- D. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

IX. Determining the Dewey Decimal classification for non-fiction items without ISBN numbers or associated “qLOC” data files:

- A. If an item has no ISBN number, check the items copyright page for Dewey Decimal Number information. This information is generally listed towards the bottom of the page either just above or just below a listing of the item’s subject matter.

- B. If there is no Dewey Decimal Number classification information on the item's copyright page check Chemeketa Co-operative Regional Library Service or the Library of Congress website for the item by title.
 - 1. Using the Administrative computer on the library director's desk, open Internet Explorer.
 - 2. Go to "favorites" on the home page and click on "Chemeketa Co-operative Regional Library Service" or "Library of Congress".
 - 3. Enter the title of the item in the search box and click on "search".
 - 4. If the item is in the catalog, scroll down to the picture of the item and click on it.
 - 5. Scroll down the items information until you find its Dewey Decimal Number.
 - 6. If needed there should also be a complete list of the item's subject information.
- C. If the item is not listed in the Chemeketa Co-operative Regional Library Service or Library of Congress catalog, check our current collection to see if there are any books with similar subject matter.
 - 1. If there are such items use their Dewey Decimal Number information to catalog the new item.
 - 2. For example, all English language dictionaries have the Dewey Decimal Number 423.
- D. For those cases where none of the above approaches work it will be necessary to use the Dewey decimal classification index (DDCI).
 - 1. The library's copy of the DDCI "Abridged Dewey Decimal Classification and Relative Index Edition 12" is kept in left hand cupboard above the library director's desk.
 - a. The DDCI is relatively easy to follow and should not be hard for most to use.
 - b. If you have never done a Dewey decimal classification before it is strongly recommended that you review the introduction and explanation of the Dewey decimal cataloging system, pages 5 to 24, before attempting to do a classification on your own.
 - 2. The first step is to determine the item's subject matter.
 - a. Check the item's copyright page. Even for item's that do not provide Dewey Decimal Number information the item's cataloging subject matter may be listed.
 - b. If the item has no subject matter listed see page 9 of the library's DDCI for suggestions on how to decide what the subject matter for the item is.
 - 3. Look up the item's subject matter in the DDCI's relative index.
 - a. Once you have the general category number go to that number in the classification section of the DDCI.
 - b. Use the information in the classification section and any table references to determine the item's sub-category number(s).
- E. .

X. The use of shelving labels (colored dot) on the spine label and their meanings:

- A. As an aid to staff re-shelving and patron retrieval of items in the library's collection, items from several genre and age appropriate groups as well as several other groupings are identified using ¼" (small) and ¾" (large) color dot labels applied to the spine label.
- B. These labels fall into two groups:
 - 1. Permanently attached to be used for the following groups:

a.	Deep blue	small	Mystery
b.	Purple	small	Science Fiction and Fantasy
c.	Gold	small	Westerns
d.	Sky blue	small	Northwest subject
e.	Green	small	Local author
f.	Black	small	Large Print
g.	Purple	large	Locally Produced DVD
h.	Orange	small	Gardening (Discontinued)
i.	Red	small	Easy Reader
j.	Green	large	E and J Illustrated books
 - 2. Temporarily attached to be used for the following groups:

a.	Yellow	small	New addition to the library
b.	Silver	star	Best Seller

XI. Dealing with lost and missing items:

- A. An item is considered missing if it is listed in the circulation database as checked in but cannot be located.
 - 1. That is it is not shelved where expected, not on reserve waiting pickup, not under repair, nor miss-shelved (ex. a mystery in the fiction section).
 - 2. Missing items, except magazines, are reclassified as lost after one year.
 - a. Lost books and books on CD are generally replaced if they are popular, a classic, or part of a series.
 - b. Lost issues of magazines are generally not replaced and in any case are deleted from the database six months after their initial entry.
 - 3. An exception to the one year waiting period is for very popular new books.
 - a. Ones with two to four requests for the book after it was found to be missing.
 - b. At the library director(s) discretion such missing books may be replaced within one or two months after turning up missing.
- B. If a patron reports and item lost or severely damaged.
 - 1. Ask the patron to replace the item. They may either,
 - a. They may either buy a copy or the item and donate it to the library, or

- b. They any make a cash donation to the library to cover the cost of our replacing to item.
 - 2. There are two exceptions to this,
 - a. DVDs, are all donations and are not replaced if lost or damaged.
 - b. Books on CD,
 - i. If only one or two disks have been lost and the item is less than one or two old individual replacement disks may be available.
 - ii. If replacement disks are available the patron should be ask to cover their cost if any.
- C. If a patron reports having returned an item that the circulation database shows as checked out.
 - 1. This is a subset of section XI.A above,
 - 2. Check that the item is not somewhere in the library and ask the patron to check again to be sure they have returned the item.
 - 3. If the item is not found and the patron is still sure they returned it is considered missing. Proceed as in section XI.A above.
- D. The holdings of patrons whose accounts have either been closed (see Administrative Circulation procedure XVII: "Removing an active patron account (Deleting an active library card):", page 133) or who cannot be located are considered lost.
 - 1. Proceed as in section XI.A above.
 - 2. Note; since these items are considered lost there should be no waiting period before ordering any items that should be replaced.
- E. In all cases items that are considered lost must be removed from the circulation database whether or not they are to be replace (see Administrative Circulation procedure: XIII: "Deleting items from the circulation database:", page 130).

XII. Discarding items from the library's circulating inventory:

- A. Items may be officially discarded for a number of reasons:
 - 1. Books, books on CD, DVDs, magazines, or newspapers have become dated or for other reasons are no longer circulating and need to be discarded to free up shelf space for newer items.
 - 2. Books have become to worn or are damaged beyond repair.
 - 3. Books on CD that have become to scratched or damaged to play or have lost one or more of a multi-dick set and are too old to obtain replacement disks.
 - 4. DVDs that have become to scratched or damaged to play or have lost one or more disks of a multi-dick set.
- B. The general criteria for retiring items to free up shelf space is item specific:
 - 1. Newspapers are retained for one to two months depending on available shelf space for the each title.

- a. There are no exceptions to this retention period.
 - b. Since newspapers are not entered in the circulation database and are not available for checkout, no other actions are required to discarder them.
 - c. Discarded newspapers are sent for paper recycling
2. Magazines are retained for six months.
 - a. Magazines in the children's collection are an exception to this retention period. These magazines are retained at the discretion of the library director responsible for this collection.
 - b. Magazines are entered in the circulation database and must be deleted from it when they are discarded.
 - c. Discarded magazines are place in the "Free Magazines" shelves (lowest shelves at the east end of the first stack).
3. DVDs that remain playable are discarded after five years or if they have not been checked out for a year.
 - a. There are exceptions to this retention period.
 - i. DVD's that are part of a multiple case set should be treated as single item and should be retained until the newest addition to the set has timed out or is no longer being checked out.
 - ii. DVDs of movies that are considered classics are generally retained until no longer playable.
 - b. DVDs are entered in the circulation database and must be deleted from it when they are discarded.
 - c. Discarded DVD's where the disk and case are in good repair are placed in storage for the annual book sale.
 - d. Cases in good condition, of DVD's that have been discarded as no longer playable, are retained as replacements for damaged DVD cases.
4. Fiction books and books on CD in the main library collection are discarded after eight years or at if they have not been checked out in the last two years.
 - a. There are exceptions to this retention period.
 - i. Books and Books on CD that are classics.
 - ii. Books and Books on CD that are part of a set or series should be retained until the newest addition to the set has timed out or no part of the set or series has been checked out in the last two years.
 - b. Books and Books on CD are entered in the circulation database and must be deleted from it when they are discarded.
 - c. Books and Books on CD, in good repair, are placed in storage for the annual book sale.
5. Fiction books and books on CD in the Children's collection (age or reading proficiency groups: E, ER, J, and YA) are discarded if they have not been checked out in the last five to seven years.

- a. There are exceptions to this retention period.
 - i. Books and Books on CD that are classics.
 - ii. Books and Books on CD that are part of a set or series should be retained until no part of the set or series has been checked out in the last five to seven years.
 - b. Books and Books on CD are entered in the circulation database and must be deleted from it when they are discarded.
 - c. Books and Books on CD, in good repair, are placed in storage for the annual book sale.
6. Non-Fiction books and books on CD in the main collection are discarded ????
7. Non-Fiction books and books on CD in the Children's collection (age or reading proficiency groups: E, ER, J, and YA) are discarded as needed when new titles with more current information on a subject become available.
 - a. Non-Fiction books and books on CD are entered in the circulation database and must be deleted from it when they are discarded.
 - b. Non-Fiction books and books CD, in good repair, are placed in storage for the annual book sale.
- C. In all cases the library director(s) have the final decision on whether or not to remove an item from the library's collection.
- D. To remove an item from the library's collection:
 1. Remove the pocket card if there is one or in the case of magazines and some heavily circulated books and book on CD the unattached part of the "Date Due" slip.
 2. Stamp the item "Officially Discarded":
 - a. For books, books on CD, and some DVDs do this on the book pocket.
 - b. For DVDs without book pockets do this on the date due sticker.
 - c. For magazines do this on or near the remaining part of the "Date Due" slip.
 - d. Newspapers do not need to be stamped.
 3. Using a Sharpie® or other permanent marker strike through any spine and circulation labels on the outside of the item and for books the "Yachats Library" stamp on the top edge of the book.
- E. In all cases, except newspapers, when removing an item from the collection it must be deleted from the circulation database (see Administrative Circulation procedure XIII: "Deleting items from the circulation database:", page 130).

XIII. Deleting items from the circulation database:

- A. Items may be removed from the circulation database for a number of reasons:

1. The Item is being officially discarded to free up shelf space (see Administrative Circulation procedure XII: “Discarding items from the library’s circulating inventory:”, page 128).
 2. The item has been declared lost (see Administrative Circulation procedure: XI: “Dealing with lost and missing items:”, page 127).
 3. The circulation database entry for the item is a duplicate, orphan, or otherwise clearly a result of data entry error.
- B. In the main PCCC menu go to “Item Entry” and in then to “Delete Item” in the submenu.
 - C. Enter the item’s accession number or barcode.
 - D. If you don’t have the item’s accession number you will have to look it up using PCCC’s catalog function.
 - E. This will open the “Item Entry - - DELETE” window.
 - F. If the displayed information is for the item you are going to delete click on the “DELETE” button, upper right corner of the window.
 - G. When asked to confirm this action click on the “yes” button.
 - H. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

XIV. Resolving circulation issues for items that are physically in the collection that scan “ITEM NOT FOUND” when:

- A. The item was being checked in.
 1. Is the item marked as part of the Yachats Library collection?
 - a. Has it been stamped anywhere as discarded?
 - b. Is it likely that the item was discarded and failed to be marked as discarded?
 2. What date was it last stamped as due by? If the data is more than six to eight months old it is possible that the item was considered lost and has been replaced.
 3. Use the “Alter Item” function to see if the item’s accession number is still good.
 - a. If the number is still good, what item is logged under it?
 - b. Does the item’s description and barcode agree with the physical item in hand?
 4. If none of this provides a possible explanation for why the item is not in the library’s catalog should it be reentered in the catalog? If it should be, catalog and shelve it.
- B. A patron wanted to check out the item.
 1. Start with the procedure outlined above in sections A.1 to A.4 of this procedure.
 2. If none of this provides a possible explanation for why the item is not in the library’s catalog since there is a patron who wants to check out the item, catalog it and set it aside with a note on it to hold it for the patron who wanted to check it out.

3. Call the patron and let them know that the item is available to be checked out and will be held for them if they still want to check it out.
- C. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

XV. Producing an "Item Usage" list as an assist to identifying items in the library's holding that are no longer being used and may need to be removed. (Requires software upgrade)

- A. Under PC Catalog's main menu open "Circulation" and then "Circulation Reports" reports in the submenu.
 1. Click the radio button labeled "Item Usage" and then the "Send to Screen" button to generate the listing. Never use the "Send To Printer" button. The file you are generating has a line for every item in the library's inventory. That is currently over 13,000 lines.
 2. ???
- B. ???
- C. This procedure must be reviewed and updated any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

XVI. Producing a custom listing of the circulation database and converting it to a searchable "Excel" table.

- A. This function is one of PC Card Catalog's most powerful tools and can be used to answer an almost endless list of questions about and problems with the circulation database. Resolving issues with the circulation database. A few examples:
 1. Generate a complete searchable list of all the library's holdings by accession number and giving the items Title, Author, ISBN number, and the entries in all four spine label fields.
 2. Generate a listing of all Call Number entries and their associated accession numbers to help resolve issues with the call number statistics report.
- B. To create a custom listing of the circulation database:
 1. You can use either of the administrative computers for this step, however; it is best to use the Library Director's computer to do both steps to avoid the need to transfer the file to the Director's computer for the second step.
 2. Open the "Concept III" software and click on "Listings", then "Title Listing".
 3. In the "Title Listing" screen click on the "List to Screen" button. In the "Create CUSTOM Listing" window under "Include Fields" check the boxes for the fields you want in the listing.

- a. It is strongly recommended that the “Accession Number” always be included in any custom listing.
 - b. The order these boxes are checked will be the order in which the fields are listed, however; this order can be changed after the listing is imported into “Excel”.
4. Click the “Screen Preview” button.
5. When the “Send to File” button is highlighted click on it.
6. A “Save As” window will open.
 - a. Under “Save in” select where you want to save the file.
 - b. Under “File name” enter the file name.
 - c. Under “Save as type” select “Excel; Comma Delimited”.
7. **Never use the “Send To Printer” button.** The file you are generating has a line for every item in the library’s inventory. That is currently over 13,000 lines.
- C. To convert the file to a searchable “Excel” file:
 1. Open “Excel” and go to “Open”, set the file type to “All files”, locate the file you just created in “Concept III” and click on it.
 2. If you get a warning window about the file asking if you want to continue click on “Yes”.
 3. You should get a dialog box titled “Text Import Wizard”. Set the file type to “Delineated”, the “Start import at row” to 1, and click the next button.
 4. Set the Delimiters to “Tab” and “Comma”
- D. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

XVII. Removing an active patron account (Deleting an active library card):

- A. Revocation of a patron’s library privileges by deleting their account is to be done only by the Library Director(s) or those they explicitly designate on a case by case basis.
- B. Before deleting a patron account it is necessary to catalog all items checked out to the account and then clear them from the account.
 1. If the “Check Out/In” window is not opened open it and click on the “<< >>” button to highlight the “Patron Num” data entry field.
 2. Enter the patron’s number in the “Patron Num” data entry field and click the “Alpha Name” button, or click the “Alpha Name” button to search for their information by entering their last name in the “Name” data entry field.
 3. If the patron has any items checked out or reserved use the “Print Status” button to print a list of these items.
 4. If the patron has any items on reserve cancel them.
 5. If the patron has items that are checked out,

- a. Check the shelves to be sure they have not been reshelved without being checked in.
 - b. If there are any check the items in and reprint the list of outstanding items.
 - c. If there are items outstanding click on the “OUT” button to bring up the list items still checked out. Right click on the list to highlight the items and check them in.
 - d. Retain the list of outstanding items. These items will have to be deleted from the catalog as lost items as the last step in this procedure.
6. The patron’s account is now ready to delete.
- C. To delete the patron account, go to “Circulation” in the main menu and click on “Parton Entry” in the pull down menu. This opens the “Patron Information” window.
1. Click on the “Delete!” button on the right side of the window.
 2. A window will open asking you to confirm the deletion.
 - a. If you want to permanently delete the patron record click the “Yes” button.
 - b. While deleting a patron record the “Items Out” and “Fines” buttons are active.
 - c. However, no processing activities (Check In, Recheck, or Clear Fines) are available in either the “Patron Information” or the “Check Out/In” window after clicking on the “Delete!” button.
 - d. If you find, or believe there may be, unresolved issues with the account, click the “No” button to stop the patron deletion process
 - e. After you have resolved the issue you have found you can return to step XVII.C of this procedure, above, and complete the patron deletion.
- D. After deleting the patron account if any outstanding items remained on the list of items checked out, see Administrative Circulation procedure XI: “Dealing with lost and missing items:”, page 127, to determine what to do about the missing items.
- E. This procedure must be reviewed and updated annually or any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

XVIII. Removing inactive accounts from the patron database: (Requires software upgrade)

- A. Clearing inactive patron accounts from the patron database should be done on an annual or biennial basis. This helps to keep to the database’s response time as short as possible.
- B. A patron’s account is considered inactive if there has been no activity in the account in the preceding five years.
- C. The patron’s Library Patron Information card should also be removed from the files and shredded.
- D. ??? [Though the database does apparently collect the information needed to do this task, it does not currently offer a way collate and display it.] ???

- E. This procedure must be reviewed and updated annually or any time there is a change in the library's card catalog software, either major revision of the current software or completely new software.

XIX. Setting and resetting the "Concept III" software preferences:

- A. All operating preference settings and user account setup and controls in "Concept III" are located in "Preferences". Printer control and customization setting except "Receipt Printer" controls are located in the printing related functions, "Reports", "Label Printing", and "Notices" and in the browsers printer controls.
 - 1. To access the preference settings, select the "Preferences" menu option under the "Utilities" menu option.
 - 2. To access the "Reports" printer settings for any of its submenu options, select the "Reports" menu option and then any of its submenu options. When the submenu option window opens click on the button labeled "...".
 - 3. To access the printer setting for any of the "Label Printing" functions, select the "Label printing" menu option and then select any of the submenu options. Click on the "Print Setting" to open the control window for font and offset settings.
 - a. These settings can be independently saved for each of the five label printing functions offered.
 - b. Each of the five printing functions may also have;
 - i. Label style/type setting which are retained.
 - ii. Additional setting that are not retained and must be entered at the time of each printing.
 - iii. Additional settings in the browsers print window that must be changed at the time of each printing.
 - 4. The "Notices" function under the "Circulation" menu option also has its own setup and print or email settings. This function is not currently in use by the library. Consult the embedded Concept III help document for a detailed explanation of this function, its abilities and limits.
- B. See the preference help document if you need information on the function and effects on the software of the various preference settings. To open the preferences help document;
 - 1. Select the "Preferences" menu option under the "Utilities" menu option to open the "Set PREFERENCES" window and click on the "Help" button or,
 - 2. Select the "Help" menu option under the "utilities" menu option to open the "Help Documents" window and select the "Preferences" menu option.
- C. The following are the settings currently in use for all ten settable preferences groups.
 - 1. "Fines & Loan terms:"
 - a. Rates A, B, and C are set to 0.00
 - b. Days A, B, and C are set to 14

2. “Set Colors: use default settings
3. “Next Numbers:”
 - a. “Accession 2” to “9” should be blank
 - b. “Accession 1” should be at least one count greater than the highest used accession number.
 - i. Never reuse accession numbers.
 - ii. There is no penalty for skipping a sequence of numbers when resetting count. Determine the accession number of a newly added item, added one or two hundred to it and restart the accession number sequence to that value.
 - iii. The Concept III software will not allow the use of duplicate accession numbers.
 - c. “Patron” should be set to the value of the next available patron barcode number. Leading and trailing zeros count and must be entered.
4. “Circulation Counter Reset:” Reset this clock only after collection the circulation statistics. For additional information review the section “Circulation Counter Reset” in the “Preferences” help document. (See; Administrative: Circulation, section: XIX.B above for more details on how to find this document.)
5. “Use CIRC[ulation] Rules”
 - a. “Use CIRU Rules”, Check the box.
 - b. Set “Days Overdue” to 28.
 - c. Set “Fines Overdue” to .99 or blank.
 - d. Set “Total Items Out” to 100.
 - e. Set “Grade Codes” to “BL.
 - f. “Use Rules for Overdrive”, Uncheck the box.
6. The first group of check boxes:
 - a. The boxes for “Track Patron and Item history” and “Rotate images on the OPAC screen” are checked.
 - b. All the other boxes are unchecked.
7. The second group or OPAC settings boxes:
 - a. OPAC show “More” detail link; not checked.
 - b. OPAC permits HOLDS; checked.
 - c. OPAC HOLDS accept email addr; checked.
 - d. OPAC permits defaults PIN; not checked.
 - e. OPAC permits Account Review; not checked.
 - f. OPAC [NEW] button items; checked and set value to 100.
8. “Receipt Printer”: Settings are not in use.
9. “Import File Field Maps”: Settings are not in use.
10. “Media Types”: Click this button to open the “Assign Media Types” window and enter the “Code” and “Description” values from the table below. Leave the check

boxes labeled “eBook Checkout Link” unchecked. Click the “Done” button to close the window.

Media Types		
#	Code	Description
1	CD	Bk on CD
2	DV	DVD
3	EC	Chldn Bk/Msc CD
4	ED	Chldn DVD
5	EU	Educt CD/DVD
6	JC	Jvnl Bk/Msc CD
7	JD	Jvnl DVD
8	MX	Book + C /DVD
9	YC	Yng Adlt CD
10	YD	Yng Adlt DVD

- D. Click the “Apply” button to save the changes you made and close the “Preferences” window.
- E. Changes in the preference setting affect the preferences on all workstations using our portal to accessing our catalog and patron databases. The changes become effective on any workstation as soon as that workstation has restart of the Concept III software.
- F. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

XX. Correcting problems with the date displayed by the circulation software:

- A. If the current date displayed in the “Check Out/In” window is wrong, check the date in the computer’s operating system.
 1. The best way to do this will vary depending on the computers operating system.
 - a. If the taskbar is displayed at the bottom of the screen the current time should be displayed on the right end. Place the pointer on the time display and a window will open showing the date.
 - b. If the taskbar is not displayed or does not show the time navigate to the Control Panel or the Settings window Time/Date application.
 2. If the computers operating system is not using the correct date correct it.
- B. If the current date display is still not correct, contact Library Concepts.
- C. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

Media Type codes lasted as found in the:					
Media Designations Tab			Media Type scrollable list data entry field		
#	Code	Designation		Code	Designation
1	F	Fiction		CD	Book on CD
2	M	Mystery		CL	Classic Book
3	SF	SIFI & Fantasy		DV	DVD
4	W	Western		E	Children's
5	CL	Classic Book		EC	Chldn Bk / Msc CD
6	LP	Large Print		ED	Chldn DVD
7	DV	DVD		ER	EZ Reader
8	CD	Book on CD		F	Fiction
9	MX	Book + CD / DVD		J	Juvenile
10	SS	Sets / Series		JC	Jvnl Bk / Msc CD
11	RF	Reference Book		JD	Jvnl DVD
12	NW	Northwest		JS	Jvnl SIFI / Fantasy
13	E	Children's		LP	Large Print
14	ER	EZ Reader		M	Mystery
15	EC	Chldn Bk/Msc CD		MX	Book + CD / DVD
16	ED	Chldn DVD		NW	Northwest
17	J	Juvenile		RF	Reference Book
18	JS	Jvnl SIFI/Fantasy		SE	Children's in Sp
19	JC	Jvnl Bk / Msc CD		SF	SIFI & Fantasy
20	JD	Jvnl DVD		SJ	Juvenile in Sp
21	YA	Young Adult		SR	EZ Reader in Sp
22	YG	YA Graphic novel		SS	Sets / Series
23	YM	YA Mystery		SY	YA in Sp
24	YS	YA SIFI / Fantasy		W	Western
25	SE	Children's in Sp		YA	Young Adult
26	SR	EZ Reader in Sp		YG	YA Graphic novel
27	SJ	Juvenile in Sp		YM	YA Mystery
28	SY	YA in Sp		YS	YA SIFI / Fantasy
29					
30					

1. It is possible that any reinstallation of the database will reset the preferences on some or all of the workstations to their factory defaults.
 - a. At a minimum the preference setting noted in this procedure in sections **Error! Reference source not found..Error! Reference source not found. to Error! Reference source not found.** (pages **Error! Bookmark not defined. to Error! Bookmark not defined.**) should be checked and corrected as needed.
 - b. Best practice would be to check the preference settings on all workstations as suggested in this procedure in section **Error! Reference source not found..Error! Reference source not found.** (page **Error! Bookmark not defined.**) for consistency with emphases on; checking and restoring our non-default settings such as those noted in sections **Error! Reference**

source not found..Error! Reference source not found. to Error! Reference source not found. and Error! Reference source not found. (pages Error! Bookmark not defined. to Error! Bookmark not defined. and Error! Bookmark not defined.) of this procedure.

- c. Remember to click on the “Save Changes” button in the lower right hand corner of the “Preference” window if you make any changes.
 - d. Changes made in the “Circulation Utilities” window are saved when you close the window.
 - e. Changes made in the “Printer Alignment” window under “Print Spine & Circulation Label Sets” are saved by clicking the “Apply” button.
- D. This procedure must be reviewed and updated any time there is a change in the library’s card catalog software, either major revision of the current software or completely new software.

XXI. Restoring the Catalog Database Post Computer Outage of More Than One Day, from Manually Recorded Check out and Check-In data:

A. Before attempting to restore the catalog database by entering manually collected check-in and check out data read and understand all of this procedure.

1. If you have any questions about this procedure,
2. The reason for the sequence of events set out in this procedure, or
3. The underling logic of this procedure:
4. **STOP**, contact the library director(s) and get them resolved before proceeding.

B. Don’t use the catalog software to make any changes in the catalog database until:

1. All of the data manually recorded during the database outage has been entered in the catalog database as described below.
2. If need be, continue to manually record items checked out and checked in until all of the manually recorded data has been entered.

C. To prevent fouling the database,

1. The Check Out/Check-In data must be entered in the catalog database in the same temporal sequence in which it was collected,
2. Starting with the first day of the outage, then the second day of the outage, then the third day, and so on.

D. Unless the outage has been for one day or less;

1. Manually enter all of the accession numbers of the items from the manual Checked-In form from the first day of the outage.
 - a. Enter the accession numbers in the Check-IN data entry field of the Check-In window part of the Check out / Check-IN window.
 - b. If there was no accession number, use the items barcode and title and type information to look up the item’s accession number.

- c. When the item's information has been retrieved, click the "SAVE" button to save the data and clear the window for the next entry.
 - d. Repeat this step until all of the manually collected check-in data for this day of the outage has been entered. Then go to the next step and enter all of the manually collected check out data for this day of the outage.
2. Next, for each patron checking out one or more items, manually enter the patron number and then the accession numbers for all of the items checked out using that patron number from the manual Checked Out form from the first day of the outage.
 - a. Enter the patron number in the patron number data entry field of the Check Out window part of the "Check Out/In" window.
 - b. Then enter accession number in the Check Out data entry field of the Check Out window part of the "Check Out/In" window for the first item checked out using this patron number, and
 - c. Click on the ENTER key.
 - d. Check the item information in the "Checking OUT" data field window (lower left side of the Check OUT window),
 - e. If there was no accession number, use the items barcode and title and type information to look up the item's accession number.
 - f. After entering all of the items checked out using this patron's number click on the "SAVE" button to save the entered data and clear the window for the next patron number.
 - g. Repeat this step until all of the manually collected check out data for this day of the outage has been entered. Then enter all of the manually collected check-in data for the next day of the outage.
3. Repeat this procedure entering first the checked- in items and then the checked-out items for the second day of the outage, then for the third day of the outage and so on until all of the data has been entered in the circulation database.
4. **Note again:** It is critical that the manually collected data be entered in the circulation database in the calendar date order in which it was collected. Failure to do so may,
 - a. At best, results in errors such as item not checked out or item already checked out, and
 - b. At worst, foul the database requiring a significant effort to rebuild it.

Administrative Policies and Procedures, Library Supply Information

Policies:

I. ??? Text 1.

I. ??? Text 2.

Procedures:

I. Library supplies currently in use, their vendors and part numbers:

A. Dot labels, self-adhering:

1. Deep blue, ¼"	Demco®	# SK12867640
2. Sky blue ¼"	Demco®	# SK12867670
3. Black ¼"	Demco®	# SK12801460
4. Gold ¼"	Presaply	# 43-142
5. Green ¼"	Demco®	# SK12801470
6. Green ¾"	Demco®	# SK12801????
7. Purple ¼"	Demco®	# SK12867660
8. Purple ¾"	Demco®	# SK12867860
9. Red ¼"	Demco®	# SK12867600
10. Yellow ¼"	Demco®	# SK12867610

B. Star labels, self-adhering, ¼" to ½"

1. Metallic or iridescent silver	The Paper Studio	# 965434
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C. CD disk labels, self-adhering,

1. green, Imprinted, "Yachats Library 541-547-3741"	Demco®	# SK12811980
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D. Paper Labels, self-adhering:

1. 1" x 4", white	Demco®	# SK14218070
2. ¾" x 1", white	Demco®	# SK12881450
3. Processing labels, combined	Demco®	# SK142168501
a. ½" x 29/32" & 2 25/32" x 1"		

E. Barcode Labels, self-adhering, imprinted with "Yachats Public Library" above and the barcoded number below:

1. Item identification	Demco®	# SK???
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2.	Library card number	Demco®	# SK???
F.	Label protectors, clear, self-adhering:		
1.	1½" x ¾"	Demco®	# SK13718510
2.	1¼" x 3⅛"	Demco®	# SK12881850
G.	Paperfold™ book jacket covers:		
1.	8" x 18"	Demco®	# SK12220800
2.	9" x 19"	Demco®	# SK12220900
3.	10" x 21"	Demco®	# SK12221000
4.	12" x 24"	Demco®	# SK122211200
5.	14" x 28"	Demco®	# SK12221400
6.	16" x 30"	Demco®	# SK12221600
H.	Book Pockets, self-adhering:		
1.	High Back	Demco®	# SK12149190
2.	Low Back	Demco®	# 121-5522
I.	Date Due slips, press-sensitive:	Demco®	# SK13829300
1.	3"x5"		
J.	Glass-filament reinforced library tape:		
1.	¾" width	Demco®	# SK16237920
K.	Rubber stamps and inking pads:		
1.	Inking pad, black	Demco®	# SK ???
2.	Inking pad ink, black	Demco®	# SK14935540
3.	Rubber Stamp:		
a.	Date (Mm/DD/YY)	Demco®	# SK ???
b.	"Yachats Public Library"	Demco®	# SK ???
c.	"Yachats Public Library P. O. Box 817 Yachats, Oregon 97498"	Demco®	# SK ???
d.	"Reference"	Demco®	# SK ???
e.	"OFFICIALLY DISCARDED"	Demco®	# SK ???
f.	"OFFICIALLY NOTED"	Demco®	# SK ???
g.	Book shelve art work	Demco®	# SK ???
L.	Library Patron Information cards	Demco®	# SK13820000

M.	Blank Library Cards, imprinted with “Yachats Public Library”	Demco®	# SK???
N.	Laminating Pouches:		
1.	2¼” x 3¼”???	???	# 1828W
O.	Post Cards Preprinted with “Requesting the return of overdue books”	???	???
P.	Printer Paper, white:		
1.	8” x 11”	from City Offices???	
Q.	Printer Cartridges:		
1.	Canon D1150	from City Offices???	
2.	HP M402n	from City Offices???	
R.	Envelopes:		
1.	#10, white	from City Offices???	
S.	Paper clips:		
1.	#1, small	???	???
2.	Jumbo	???	???
T.	Binder Clips:		
1.	Small	Demco®	# SK16334260
2.	Medium	Demco®	# SK16334270
U.	Staples, standard	Demco®	# SK20049580
V.	Book Repair:		
1.	Norbond Liquid Plastic Adhesive	Demco®	# SK16208100
2.	Premium Book Tap	Demco®	# SK???
3.	Rubber Bands, long	Demco®	# SK???

Administrative Policies and Procedures, Restricted

Policies:

- I. The procedures listed in this section cover management of passwords and user identity codes used by the library staff.
- II. The procedures in this section are considered privileged information and the distribution of this section of the library's policies and procedures is restricted to the library director and City Administrator only.
- III. These policies and procedures should be reviewed and updated for accuracy and completeness by the library director at least once a year.

Procedures:

- I. Vendor password and account ID management**
 - A. ??? Text
- II. Password and account ID retentions**
 - A. ??? Text
- III. Library Policies and Procedures document protection**
 - A. The library policies and procedures document consist of three sections:
 1. The general library policies and procedures.
 - a. All volunteers be given a copy of this part of the library policies and procedures during their training.
 - b. A copy of this section of the policies and procedures should be readily available to all library volunteers.
 - c. A hard copy should be kept in the purple binder
 - d. A read only e-copy on the kept on the library director's computer.
 - e. This part of the document should not be used for editing the document.
 2. The administrative policies and procedures,
 - a. This part of the library policies and procedures is intended for the use of the library director, children's librarian, and their designates.
 - b. A read only e-copy of this part of the library policies and procedures including both the general and administrative sections should be kept on the library director's computer in a location different from the general only section of the library policies and procedures.

- c. Any changes whether editorial or prompted by the need to reflect procedural changes should be made from this copy of the document.
 - d. Any such changes need to be approved by the Library Commission and the City before implementation and should be reflected by both a new version number and effective date.
- 3. The restricted administration policies and procedures.
 - a. This part of the library policies and procedures is intended for the use of the library director, the children's librarian, and appropriate City officials only.
 - b. A hardcopy of this part of the library policies and procedures should be held by the City offices as part of the system to protect and retain library used passwords and vendor identification information.