

PLUMAS COUNTY LIBRARY

MANUAL OF POLICIES AND PROCEDURES

revised 7/1/2011

Mission Statement

The Plumas County Library provides free access to printed, audio-visual and electronic forms of information, and educates the community as to the uses and value of its resources. Serving as a gateway to knowledge beyond its collection, the Library is a reflection of the community, a gathering of its knowledge, culture and information.

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I. COUNTY LIBRARY ORGANIZATION

Headquarters

The Quincy library is the administrative and service headquarters for all library branches and stations in Plumas and Sierra Counties. It houses approximately half of the Library's book collection. Headquarters is responsible for daily operation of the Quincy Library, and provides the following services for the Library as a whole:

- collection development
- cataloging and processing
- coordinating children, adult and technical services
- answering reference questions
- handling requests for branch-to-branch and inter-library loans
- managing the budget
- handling requests from branches for building repair/maintenance
- handling requests from branches for supplies and equipment needs
- grant application, coordination and management

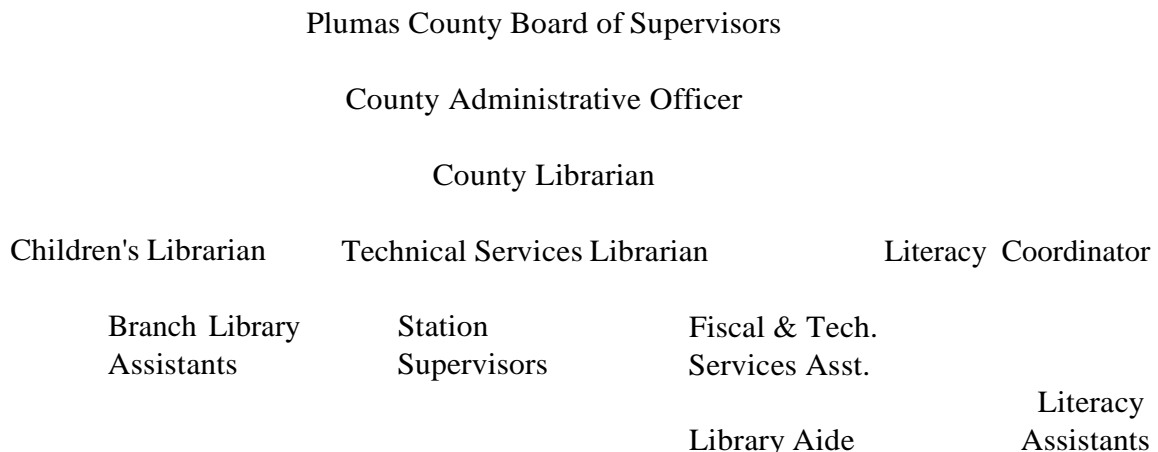
Branches and Stations

Library Branches are county-owned facilities run by Branch Library Assistants. Library Stations are library outlets in non-county owned facilities, run by individuals who are under contract to provide such service. The major functions of branches and stations include:

- making the public aware of Library services
- circulation
- forwarding patrons' requests for materials to Headquarters
- answering basic reference questions and referring unanswered questions to Headquarters
- providing programs for children which encourage their use of the library

Staff Organization

Because our library organization is relatively small, each individual performs many different tasks. Cooperation is essential to providing excellent public service. Below is the Library's organization chart:



Philosophy of Library Service

The Plumas County Library's primary role is to provide excellent public service while fulfilling the library's mission. Staff should make patrons feel welcome and comfortable when using the library services, and maintain branches and stations in a manner that is inviting, professional, and well-organized.

The following principles of public service should serve as guidelines in all transactions with public and staff:

1. The Library supports intellectual freedom and protects the democratic right of all its users to freedom of information. This includes the right to read, receive and express ideas and the right to acquire skills to seek out, explore and examine ideas. Library users have the right to locate and retrieve information unimpeded by fees, age limits, separate collections or other restrictions. It is the responsibility of staff to place the principles of intellectual freedom above personal opinion when selecting and providing resources.
2. The library offers the same respect, the same helpful friendly manner, and the same quality of service to all.
3. Library staff will treat all questions and requests seriously and in a nonjudgmental way. All requests for information are considered confidential (see Confidentiality of Information, page 6).
4. Staff will try to be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patrons' favor.
5. Library staff will use their knowledge of library resources to fulfill requests in a timely manner, or else present alternatives when requests cannot be met immediately.
6. Staff will be familiar with library policies and, if asked, be able to explain the policy and the purpose of the policy to patrons.

The Plumas County Library supports the American Library Association "Library Bill of Rights", reprinted below:

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948; amended Feb. 2, 1961, and Jan. 23, 1980, by ALA Council.

California State Library Laws

Library policies are written to adhere to California State Library Laws (www.library.ca.gov/laws/index.html). Even-handed and objective enforcement of library policies is necessary to protect the constitutional rights of all citizens.

Confidentiality of Information

Library patrons have the right to confidentiality of their reference requests, reading habits, and library use patterns. Staff should never discuss a patron's registration information, delinquency status, borrowing records, Internet use, or requests for information with other patrons, including family members.

Exception: staff may inform a parent about his or her child's delinquency status. Once a child's books are overdue, they are the responsibility of the parent.

Requests for patron information from anyone claiming to represent law enforcement should be referred to Headquarters immediately.

Appropriate dress for library staff

As a Plumas County Library employee, you represent our libraries, and your appearance is taken as a reflection on our department. Library and Literacy staff are expected to dress in a manner that is safe, neat, clean and professional. A new patron entering the library should be able to recognize, by your appearance, that you are a library employee.

Appropriate attire should be worn during all work hours, and whenever staff is representing the library at an event or training program, whether on or off the premises.

The following list of inappropriate articles is not inclusive, but should serve as a guideline:

- sweatshirts or sweatpants
- see-through clothing
- jeans or overalls
- leggings
- shorts
- bare legs with skirts knee-length or above, or any skirts shorter than mid-thigh
- t-shirts with pictures, slogans or logos (library/read logos ok)
- strapless, spaghetti-strap or tank-tops (shoulder straps should not be thinner than 3 inches)
- low-cut or backless tops
- any outfit which shows bare midriff
- athletic shoes
- thong-style sandals or floppy sandals (closed-toed shoes are strongly recommended for safety reasons)

Please consult your supervisor if you have any questions about the appropriateness of a particular clothing item.

Rules for Library Behavior

Library rules are for the comfort and protection of all who work in and use the library. Patrons are expected to be cooperative with library staff, and help maintain an environment conducive to enjoyable use of the library by all.

No patron shall interfere with the reasonable use of library facilities by other patrons.

Parents are responsible for the behavior and supervision of their children.

Cell phone calls should be taken outside the library.

The following are prohibited:

Food or beverage

Smoking

Sleeping

Solicitation of any kind

Blocking library entrances with bicycles, strollers, animals, or any activity which interferes with any person's comfort or safety.

Skateboarding, roller-skating & rollerblading on library property.

Improper use of library computers as defined by library's computer usage policy.

Disturbing or annoying anyone with loud or unreasonable noise.

Harassment: "harass" includes any verbal or non-verbal conduct which is reasonably likely to embarrass, frighten, anger, or annoy a person to the extent that the person's use of the library is unreasonably curtailed by the conduct.

The library staff on duty has the right to request a user to leave the premises if he is found to be violating any of the library rules.

Friends of the Library groups

Each library service area is encouraged to create and maintain a Friends of the Library group. In many communities, these groups are already established as private non-profit organizations. Friends of the Library groups can provide valuable community input, offer suggestions for new and improved library services, and volunteer to help implement improved services. Friends can also serve as a powerful advocacy force, raising community awareness about library issues, and raising funds to support library services.

Library branch and station staff are responsible for maintaining positive relations and regular communications with their local Friends group. When they should be a factor in Friends' decisions, staff should explain Library priorities, policies and procedures. Staff are expected to keep the County Librarian informed about Friends' interests and plans, and work with the County Librarian to determine branch needs.

Monetary donations

The Library welcomes monetary donations from patrons for the improvement of library services. Patrons wishing to donate money should give the money to the local Friends of the Library group (if the group is a non-profit, the donation is then tax-deductible). Patrons may suggest that the money be spent on a particular subject area, genre, or material type.

Branch/station staff should notify their Friends and the County Librarian of the donation. Materials will be selected by the County Librarian, or other Headquarters Librarian, with respect to patron request, and with input from local staff and Friends group. All purchases are subject to approval of the County Librarian. Headquarters will work to obtain maximum value for each donation, and to expedite processing of materials purchased with donated funds. When appropriate, a commemorative bookplate will be placed on the material(s) purchased. Invoices will be sent to Friends group, who is responsible for prompt payment.

In some cases, Friends of the Library may raise funds for a particular purchase, such as computer, furniture, or capital improvement project. All purchases must be pre-approved by the County Librarian. All items purchased for the Library become property and responsibility of the Library.

Each Friends group is responsible for following all rules and regulations that pertain to them, including their own bylaws, the Brown Act, and conflict of interest laws.

Volunteers

Library volunteers provide a valuable service to the Library and to the public, and the Library appreciates their dedication and their work. By performing a variety of daily routine tasks and "behind-the-scenes" clerical work, volunteers can free Library staff to provide improved services to the public.

Branch library staff are not required to recruit volunteers, but doing so can build strong ties with the community and improve library services. Even so, staff are encouraged to carefully weigh the benefits of volunteer labor with the time required to train and supervise them. Volunteers should never be left alone in the library or be used to the extent that the running of the library is dependent on their service. Volunteer work should never interfere with the work of library staff. Some tasks which are appropriate for volunteers are:

- Cleaning books
- Straightening books on shelves
- Dusting shelves
- Assisting with Storytime crafts
- Managing ongoing Friends of the Library Booksale
- Helping patrons use computers*
- Shelving*
- Tutoring*

* These jobs require more extensive training and commitment

Volunteers should be willing to commit to work regularly scheduled hours for a period of at least three months, especially if their volunteer task requires training. Volunteers should notify staff if they will be unable to work their regular hours. Branches should keep a sign-in sheet for volunteer hours worked and send monthly reports to Headquarters.

Volunteers who work in public areas are representatives of Plumas County Library, and are expected to follow dress code, confidentiality, and public library behavior policies. Volunteers who are unwilling to follow volunteer policies will be asked to discontinue their service.

All volunteers must fill out:

- Volunteer contract form
- Notification of county insurance form
- Parent/Guardian authorization (required for minors only)

Copies of these forms should be sent to Headquarters, and should be updated annually.

When working with volunteers,

- Make sure they understand time commitment and policies
- Make sure to clearly explain what you expect them to do

Thank them every time!

II. SAFETY & SECURITY

Illness & Injury Prevention Program

Each library is responsible for having a copy of the updated version of the IIPP (available online at www.plumascounty.us). Staff should be familiar with the IIPP, and know their responsibilities for identifying and reporting safety issues.

Code of safe practices

The following codes are designed to create a safe library work environment. Staff will:

- Use a step stool when shelving items on shelves that are too high to reach
- Not shift or sort books that are above shoulder height
- Not use a chair or a book truck as a step stool
- Not stand on highest rung of ladder
- Not allow members of the public behind the counter
- Keep the money drawer secure
- Stretch every couple of hours during work
- Ensure that all walkways are clear and unobstructed
- Have at least two library employees present during library events
- Wear appropriate shoes for the library
- Not hold the phone with your shoulder for long periods of time
- Look in book drop to check the condition of items before removing items
- Wear gloves when removing items from book drop if items are wet or in questionable condition
- Not use fewer than two people when moving tables longer than 3 feet
- Not pull carts/will push carts
- Keep copier lid closed when not in use
- Keep paper cutter lever on lock when not using
- Not stack more than 3 bins on hand truck
- Follow closing procedures for library branch and insure that building is secure before leaving premises.

Building security

Branch staff are responsible for the security of their branch, and should have a clear opening and closing procedure for substitutes to follow in their absence. Opening/closing procedures should be printed and kept with this manual.

In case of emergencies

Staff should call 911 for any potentially life-threatening situation.

Staff may call Sheriff dispatch in cases of non-threatening disruptive patrons who refuse to cooperate with staff.

Branches should call Headquarters whenever they have had an emergency, after they have contacted 911 and/or dealt with the incident at hand, including

- building emergencies (first call Facilities Services, 283-6299)

- patron complaints or disruptive patrons
- injuries involving patrons or staff
- vandalism, or any situation which requires you to call the Sheriff.

Maintenance responsibilities

Being onsite day to day, branch staff are in a position to identify and report maintenance issues. Branch staff should report needs for regular building maintenance directly to Facilities Services. Any requests for building improvements or changes should be sent first to the County Librarian.

Power outages/System down

When a power outage occurs, staff should call the toll-free number for PG&E (24-hour info. on electric outages: 1-800-743-5002; 24-hours Emergency & Customer service: 1-800-743-5000) or Sierra Pacific Power: 1-800-782-2506.

Branches should then contact Headquarters with information about the power outage. Headquarters should contact branches if power is out at HQ or if HQ is experiencing a file server problem.

If power is estimated to be out less than 2 hours, staff should remain at work, and check out items manually (see below). Staff should close bathrooms, and entire building if conditions are unsafe for the public or staff.

Manual checkout

- Use copies of manual checkout form
- Write patron's library card number on form
- Write each book's barcode number on form. Limit patrons to 5 items
- When power is restored, all checkouts must be entered into circ. Call HQ for more info.

Check-in

Any materials checked out using the automation system cannot be checked in until the system is working again. Set all returned books aside until system is working.

Renewals

- Write down patron's library card number and book titles (if by phone, take titles of books).
- When system is working, look up patron record.
- Click box next to each item to be renewed.
- Click on "renew."

Note: Clear any fines which result because system was down. Example: Book was due Friday. Patron calls Saturday to renew, and system is down. Staff renews book on Monday. Book will show a 30 cent fine. Staff should clear the fine.

Inclement weather

The safety of public and staff is our primary concern. If a winter storm warning has been declared, and snow is falling at such a rate to make entrance to the library building unsafe (unplowed paths and unsafe driving conditions), staff should contact County Librarian with request to close building. If CAO and County Librarian are not available, staff should use judgment, and may retroactively request release with pay. (County policy states "In the Board's absence, only the County Administrative Officer (CAO) can declare the closing of offices and the releasing of employees with pay.")

II. CIRCULATION POLICIES AND PROCEDURES

Most important:

Check the screen after each transaction.

Read all screen messages carefully,

Call Headquarters if you are not sure what to do.

Library Cards -- Policies

A file of all Plumas and Sierra County Library patrons is maintained in the Library's Koha database.

Library cards are issued free of charge, and are required for anyone wishing to check out library materials. Children under 14 must have a parent's signature in order to get a library card, and must be able to print their first and last names. A parent is not required to have a library card in order to obtain one for his child. All library patrons in good standing, regardless of age, have access to all library materials and services. Library registration information should be updated whenever a patron changes address or phone number.

Borrowers are required to present their library cards whenever they wish to check out materials - no exceptions.

Library Cards -- New Registration

1. Ask patron if he/she is a permanent resident of Plumas or Sierra County.

If yes: patrons qualify for **permanent cards** if they:

- own property in Plumas or Sierra county, whether or not they live here year-round,
- OR can show proof of a local post office box (not General Delivery) or current local mailing address.

If no: non-residents qualify for **temporary cards** if they:

- will be staying in the county at least three months (ask "how long will you be in the county?") OR are seasonal workers (hospital, firefighter, forestry, camp workers)
- AND can show proof of permanent residence
- AND provide a local address and phone number where the library can reach them.
- IF they have General Delivery as a mailing address (unless they can show proof of property ownership or permanent residency in Plumas or Sierra County.)

2. Verify that patron is not already in the database.

- Enter patron's last name in patron field.
- Check all locations (click "+" after name field and choose "Any" from dropdown menu)
- If registration exists, see policy for **Library cards - Lost** (page 13).

3. Ask to see printed proof of name and current local mailing address.
Acceptable forms include:
 - driver's license or CA ID -- **preferred**
 - utility bill
 - printed personal checks
 - 1st-class mail
4. Have patron fill out registration card in ink (white: Permanent; green: Temporary).
Ask patron for e-mail address; this will be used to send overdues
Verify parent's signature for children under 14
5. Click "New" box, choose patron type, and enter required fields immediately.
Surname, First name, zip code, library card number
Library management: Choose library from dropdown menu
Choose patron type from dropdown menu
Click "save" at bottom of screen.
6. Give patron an OPAC login and password so they can renew their books and place holds online. Inform patron they can change their password online.
7. Welcome patron to the Library! Inform the patron of basic library rules and services detailed in the "new library card" flyer, especially length of loan periods, ability to renew by phone, and overdue charges. Additional policies are detailed in the "Plumas County Library" brochure.

New patrons may check out a maximum of 3 items on their first visit.

9. Complete patron information fields within 2 days.
 - Permanent residents:
 - Main address: use for mailing address.
 - Contact: phone numbers and e-mail - use home field first
 - Alternate address: use for residence address, if different
 - Temporary residents:
 - Main address: use for local mailing address. Include local phone number.
 - Contact: phone numbers and e-mail - use home field first
 - Alternate address: use for permanent address; use contact note for library affiliation
 - Date of birth: Enter date of birth for all patrons.
 - Driver's license number: If out-of-state, enter state abbreviation before#
 - Phonenumber: enter patron's home phone number here also, so it is searchable
 - Guarantor information: Enter parent's name for juvenile patrons, or click "set to patron" if parent has a library card. Choose relationship from dropdown menu.
 - Click "save" at bottom of record.

Library cards - multiple family members

If parent already has library card, when parent's name is entered into new record for child, address will automatically populate.

Library cards -- Renewal

When "Expiration" notice shows in red:

- Click on "Edit details" to verify patron's current mailing and residence addresses, phone number and patron status (especially in case of children). Click "save" after making any changes. If no ID has been entered, ask if patron has driver's license, and enter it if he does.
- Click "save" to save changes to record
- Click "renew" on Checkout screen

Library cards - Changes

Address or phone changes: Make changes to correct fields and click "save."

Name changes:

1. Ask patron to fill out registration card with new information.
2. Write "Name change:" and patron's previous name at top of card.
3. Leave card in registration box (Quincy), or make change to correct field and click "save."
4. Once changes have been made, discard old registration card and file new card.

NOTE: If you suspect that a patron is using more than one name, notify Headquarters.

If a patron moves away or dies, notify Headquarters and patron record will be cancelled.

Library cards - Lost

The charge for a lost library card is \$1.00.

To replace a lost card,

1. Ask patron for ID showing proof of name.
2. Look up patron by name.
3. Click tab "details" and click "edit."
4. Verify patron's main and alternate address.
5. In Library card field, scan in new library card number.
7. Click "save," and verify that information has been saved.
8. Collect \$1.00 from patron, or add fine to patron's record.
 - Click "fines" tab
 - Click "create manual invoice"
 - Under Type, choose "CARD" from dropdown menu
 - Click "save."

Loan Policies

Library materials are circulated for two weeks, except for:

| | |
|------------------------|------------------|
| Reference books | non-circulating |
| Videocassettes & DVDs | 4 days |
| Specially marked items | -- as instructed |

Loan Limits

| | |
|--------------------|------------------------------|
| Non-fiction books: | 3 per subject |
| Videocassettes: | 4 videos |
| DVDs: | 2 Plumas County owned titles |
| Orland DVDs: | 2DVDs |
| Magazines: | 4 per title, limit 12 total |
| Cassettes: | 6 |
| Books on CDs: | 6 |
| Listen-In: | 6 |
| Temporary cards: | 5 items |
| Adult cards: | 30 items |
| Juvenile cards: | 15 items |
| New cards: | 3 items first time |

Checking out materials

Patrons must present their library card in order to check out materials. If patron does not have his card, staff may hold materials up to 24 hours until patron returns with his card.

Staff may not check out library materials to a patron who does not have his library card.

1. Ask patron to show library card. Click "Checkout" and scan patron's card (if patron does not have a barcoded library card, follow procedure for "Library Card - New Registration")

- Check patron's record for any fines and notify patron. If record says "Cannot check out," click on "fines" tab to see amount owed.
- Check patron's record for overdue items. Offer to renew items which are less than one month overdue.
- Patron may not check out any items if he has materials one month or more overdue (see "Delinquent patrons" page 18).

2. For barcoded items: scan each item to check out.

Check to make sure each item has scanned correctly, and note due date on screen.

- If **item shows currently checked** out, check in item. If fine message appears, click "no" and override. Return to Checkout and check item out to patron.
- If **item shows "in transit"** go to "F3" and check in item.
- If **item needs mending**, check item out to patron, highlight item in patron's record, and click "Place hold." Place hold on specific item for MENDING patron.
- If **item shows on hold for another patron (not a family member)**, staff may not override hold. Book should be kept to fill the hold, and patron at desk may place a hold on that item.
- **Listen-In items** are checked out using barcodes on eds. Scan each disk.
- **Uncatalogued items: "Read and return" paperback books and magazines are not scanned.** Stamp due date in magazines; patrons may borrow paperbacks indefinitely and return them when finished. Keep count of "read and return" paperbacks & magazines checked out each day for statistics.

3. Insert due date card in pocket or stamp date due slip

4. Hit "Clear screen" button to clear patron's record from screen

5. NOTE: DO NOT use the "Check in" boxes on the right side of the screen. Only check in items using the "Checkin" screen (see page 18).

Orland DVDs - check-out

1. Remove request form from file.
2. Check out video to patron using form. Patron signs form at bottom. Stamp date due on form and file in circ. file.
3. When video is returned, pull form from circ file and write date returned. Save forms for 6 months.
4. Return DVDs to Headquarters via van delivery.

Inter-Library Loans - check-out

Books requested from another library system will have an ILL checkout slip taped to the front of the book. To check out:

1. Remove request form from file.
2. Check out book to patron using barcode on ILL checkout slip.
3. Stamp slip with due date.
4. Inform patron that book is from another library system, and must be returned with the ILL checkout slip. Lost ILL slips result in a 50 cent fine.

Delinquent patrons

Patrons may not check out books if they:

- owe \$6.00 or more in fines
- have materials more than a month overdue (system may not block patron's record).

Patrons with materials less than one-month overdue may renew materials, and check out more if fines do not exceed \$6.00.

Patrons with materials one month or more overdue may not renew materials. These materials must be returned before the patron may check out any more items.

Patrons whose records are referred to Collections (see page 20) may have to wait until the next business day after returning materials for their record to be cleared.

Renewals

Patrons may renew online, by telephone or in person. Materials may be renewed twice, then they must be re-shelved. Videocassettes and DVDs may not be renewed. Call Headquarters if a patron wishes to renew an ILL.

Items may not be renewed if:

- they are on request for another patron. Staff may not override hold notices.
- the patron has "blocked" status
- items are more than one month overdue.

Materials checked out at stations must be renewed at the library outlet where they were borrowed. This can be done by phone or in person. Barcoded materials may be renewed at any branch.

Renewals - by phone, or without item in hand

1. Ask for name of item, and click "Search the catalog" to look up item. Click on the item.
2. Verify patron's name, and click on patron's name.
3. In patron's record in checkout tab, click box in "Renew" column next to items to be renewed
4. Click on "renew." New due date will appear on screen.
5. NOTE: DO NOT use the boxes in the "Check in" column.

Returned materials

All library outlets provide a location for patrons to return books when the library is open, and may provide a location to drop books when library is closed. **Each library's book return should be emptied each open day.**

Before checking any item in, inspect it carefully:

If item needs to be mended (showing regular wear & tear):

- Check book in using "checkin" function
- Put in delivery box to HQ marked "Mending" (see page 26, "Van Deliveries" for more detail).

If item appears to have been damaged by the last patron:

- Check book in using "checkin" function
- Send book to HQ in the hot box with note: "Damages please evaluate"

Are all eds/cassettes returned?

Do not check in an item if all eds, cassettes, videos, etc. are not returned.

- In circulation, choose "search the catalog" and scan item
- Click on patron name to look up patron's phone number
- Notify patron of missing part(s), and tell them item won't be checked in until parts are returned

Call Headquarters if you encounter any computer message you do not understand.

Checking in materials

Barcoded items - checking in:

Choose "Checkin" function and scan item to check in. Follow any directions on screen.

- If item generates "CALL HQ! COLLECTIONS" hold notice when checked in, contact Headquarters immediately (see "Collections," page 20). Ask HQ staff to print patron record. Do not click any choices in Hold box. Click on title of checked-in item, click holds tab, and cancel hold for COLLECTIONS by clicking on red "x."
- If item generates "Claims returned" hold notice, contact Headquarters.
- Leave blue date card in any item being returned to another branch.
- Remove blue date card from books before shelving.
- If item needs mending or is damaged, send it to Headquarters to be evaluated.
- Check in Listen-In items using circ, and return to Headquarters.

Orland DVDs - checking in

- Check case to make sure that DVD is present and correct
- Pull checkout form from circulation tray
- If item is overdue, follow procedure for adding fine to patron record below.
- Write return date on form
- Return item to Headquarters in delivery bin
- File pink slip in returned DVDs file

ILLs - checking in

- Insure that book is in good condition
- Scan barcode on ILL slip taped to front of book to check in.
- If ILL slip is missing, place slip of paper in book with return date.
- Return item to Headquarters in delivery bin

Overdues procedures

Headquarters notifies borrowers when materials they have borrowed become overdue. This is a courtesy to our patrons, and a reminder to return library materials. Every patron with an e-mail address in the Koha system will have an overdue notice sent to him. Patrons will also receive a courtesy e-mail reminder two days before their books are due.

If charge for cost of book shows on patron's record, call Headquarters and ask HQ staff to print patron record.

Collections

Delinquent patrons with more than \$50.00 worth of materials overdue are referred to County Treasurer Collection Division.

Once a patron has been referred to Treasurer/Collections, any and all actions taken on that patron's record must be reported to Headquarters immediately.

Items returned from patrons who have been sent to collections will generate a hold notice for "COLLECTIONS" when checked in. Branches should call HQ to report message, **and ask HQ staff to print patron record before checking in any more books or clearing fines.**

HQ staff will write the following on the patron printout:

- Name of branch person you talked to
- Number of books returned and date returned
- Collections account number (in comments field of patron record)
- Fines paid (if no fines paid, write "no fines paid")
- Your initials

A patron in Collections must pay all fines at once. If patron cannot pay full amount, patron must contact Treasurer's office to arrange a payment schedule.

If patron is paying Collections fines, Branch staff should print patron record to send with deposit. Printout should include date, Collections account number, amount paid and initials. If patron pays by check, please put Collections account number on check also.

Patrons referred to collections **MUST** be cleared of all fines and overdues, and cleared of Blocked status by Headquarters, before they can check out materials. Patrons whose records have been blocked may need to wait one business day after returning materials before their records are cleared. Patrons who pay by check will not have their record cleared until their check clears the bank.

Before a juvenile patron is placed on collections, the Library will call the responsible parent to notify, and will give 48 hours for materials to be returned. When a juvenile patron is placed on collections, the Library will also block the record of the responsible parent (if that parent has a library card), and the Treasurer/Tax Collector will notify the responsible parent.

Printing patron's record

Patrons can see their entire record, including items currently checked out, fines and blocks, by logging into the online catalog. If a patron requests a printout of their record:

When patron's record is on the screen, clicking "print" and "print page" will open a new window with patron's current checkouts. Click "File" and "Print" to print.

Click on "Fines" tab. Click "File" and "Print" to print.

Collecting Fines

Patrons should be notified of any fines owed each time they use their card. When patrons pay fines, be sure to clear patron record.

Fines - patrons in Collections

A patron in Collections should pay all fines at once. When collecting fines from a patron in Collections, **first**

- Call Headquarters to notify of change in patron's account.
- Ask HQ staff to print patron record. HQ staff should write any branch action taken on record and give to Fiscal Asst.
- Follow procedure below for clearing fines.

Clearing Fines

If patron wishes to pay all or part of fines owed, collect patron's money, then:

1. Bring up patron record.
2. On left side of screen, click "fines" tab.
3. Click "create Manual credit."
4. Enter amount of fines to be paid in "Amount" box and click "Add credit."
5. Record fines paid on daily calendar.
6. Note: **Do not** attempt to pay individual fines using "Pay Fines" option, which may result in an unexpected credit. Partial payment of individual items is not possible, and old fines may still show "unpaid" in this view.

Fines, and any other money collected, should be tallied daily, and sent to Headquarters weekly in the van delivery enclosed within two bags. Include total sheet, stamped with branch and date, with totals for fines, printing, and lost items, and grand total.

Paying for lost items

A patron who has lost an item will owe charges according to the Library's Fine & Fee Schedule (see page 23).

If patron wishes to pay for lost items,

- Look up patron record.
- Click "Print" button to print patron's record.
- Collect money from patron.
- Circle lost item on record. Write "lost," amount paid, initial & date. Include record with payment in weekly fines.
- Headquarters will issue a receipt to patron and clear patron record.

If a patron returns an item which is a year or more overdue, patron will owe fines plus \$5.00 processing fee.

Replacement of lost item

A patron may replace a lost or damaged item instead of paying replacement cost. The replacement item must be the same edition as the lost item. Patron will owe fines plus \$5.00 non-refundable processing fee. If the lost item is out of print, an item of comparable value may be substituted with Headquarters approval.

A patron who replaces a lost item may not have the replacement back if he should locate the lost item.

Recovery of lost item

If a patron finds an item which he has paid for, he must return it to the branch within six months and show his receipt in order to receive a refund.

1. Return item to Headquarters with a note. Give patron's name, address, date of payment and receipt number.
2. County Auditor will issue a refund check and mail it directly to the patron.

Claims returned

If a patron claims to have returned an overdue item, go to shelves with patron and search for book. If book is not found, ask patron to check at home again. Explain that the library cannot clear an item unless staff has it in hand. If you encounter any difficulties, or if patron has already checked at home, call Headquarters.

Headquarters staff may choose to place a "claims return" on an overdue item after speaking with the patron. Patrons may have no more than one "claims returned" item.

If item returned in the book drop generates "CLAIMS RETURNED" hold notice when checked in,

- Call Headquarters so they can remove "claims returned" status from patron record and cancel hold.
- Patron will owe fine for overdue book.

Statistics

Accurate statistics help Headquarters evaluate services, and are required by the California State Library and the North State Cooperative System. Monthly circulation reports will be run at Headquarters.

Circulation statistics for **non-barcoded materials** should be tallied at the end of each day and entered on the monthly statistic sheet.

- Orland DVDs, magazines, Read & Return (adult), Read & Return (juvenile), reference, and Internet use should be tallied on monthly tally sheet and totaled at the end of each month.
- Send monthly tally sheet to Headquarters by the 10th of the next month.

Program Statistics

Program statistics should be tallied after each program and sent to Headquarters quarterly:

1. Preschool Storytime -- number of programs and attendance
2. School-age programs -- number of programs and attendance
3. Class visits -- number of visits and attendance (includes visits to schools AND class visits to library)
4. Adult programs - number of programs and attendance
5. Outreach -- number of visits and attendance at each visit

Fines & Fee Schedule

Stations do not charge overdue fines. Branches and Headquarters charge the following fines:

| | |
|-----------------------|----------------------------------|
| Fines | |
| Overdue videocassette | \$1.00 per day (\$10.00 maximum) |
| Overdue ILL | \$.25 per day |
| All other items | \$.10 per day (\$3.00 maximum) |

Fees for lost items

| | |
|-------------------------------|---|
| Lost audiocassette: | (\$5 per cassette+ \$5 for cover) + \$5.00 processing fee+ fines |
| Lost video/DVD: | \$20.00 + \$5.00 processing fee+ fines |
| Lost magazine: | \$6.00 + fines |
| Lost audiocassette + book: | \$6.00 per book+ \$5.00 per cassette \$5.00 processing fee+ fines |
| Lost J fie, E or R: | \$20.00 + \$5.00 processing fee+ fines |
| Lost adult fie: | \$30.00 + \$5.00 processing fee+ fines |
| Lost non.fic: | \$35.00 + \$5.00 processing fee+ fines |
| Lost ILL: | TBD by loaning library |
| Lost ILL slip: | 50 cents |

Patrons may choose to buy a copy of the book which has been lost/damaged and give it to the library as a replacement. Patrons who purchase a replacement copy still owe a \$5.00 processing fee and any fines.

Damaged items

Damage charges are \$2.00 minimum up to replacement cost of book. Branches should send damaged items to Headquarters for evaluation. Headquarters will inform the branch of cost for damage. If item is damaged beyond repair, patron will be responsible for replacement cost of item plus a \$5.00 processing fee, if applicable.

Disks

Patrons wishing to download or save information from computers may purchase a disk from the library for \$1.00.

Printing

Printing from computers is 10 cents per page.

III. PLACING HOLDS

The Plumas County Library makes its entire collection of items and information available to all library patrons. In addition, patrons may search the NorthNet Library System catalog and place holds on any items found there. The library will also do its best to obtain items not found in the North State catalog, and will consider for purchase any new items requested.

Frequently a book that a borrower wants will not be on your shelves. When this occurs, encourage the patron to place an online hold, or fill out a request form. Author/Title request forms should be used only when the patron is sure of the author and/or title.

Patron placed holds

The library catalog is available online 24/7 at www.plumaslibrary.org. Patrons need a login and password to place online holds (default login is patron's library card number and last four digits of card). Patrons are also welcome to place purchase suggestions online for any item not found in the catalog. Patrons may request 4 items per week.

The Plumas County Library home page contains a link for the NorthNet Library System catalog. Patrons may click on "ILL" icon when in a detailed record to place a hold.

Placing holds in circ

Staff may place holds for patrons online using Koha circulation system.

- Search the catalog for title
- Click on title to see available items
- Click "Place hold"
- Enter patron's name or scan library card
- If item is owned by local branch, place a hold on that specific item
- Click "Place hold" button

Author/Title Requests

When taking a paper request, follow these guidelines:

1. Print author and title legibly.
2. Ask patron to print his/her name, address & phone number
- 3. Check patron's library card to make sure it is not expired or delinquent**
4. Be sure branch name is on request
5. When known, note if book is in Plumas or NSCLS catalog
6. When known, include date of publication
7. If helpful, include patron's source (television, new book list, patron read book in 1950's)
8. Note if patron has a deadline.

Be sure to tell your patron that a requested book may take several weeks to arrive. Ask your patron if he/she will accept a substitution of a similar book on the same topic, or another book by the same author. If so, circle "substitute" on the A/T form.

Batch requests and e-mail to Headquarters at least twice a week, but no more than once per day, using standard format.

Pulling holds

Check your e-mail each morning for requests from Headquarters, and print out request list
AND

Using Koha circulation, click "Holds Queue" under Circulation Reports

- Choose your branch and click "Submit" button
- Print the list of holds
- Locate each requested item on the shelf
- Check each item in using "Checkin."
- If item is not on the shelf, notify Headquarters by e-mail within two days.

Orland DVD Requests

Patrons may request up to 4 NSCLS DVDs per week. Fill out single request form for your records.

E-mail request to orlib@yahoo.com

Check out DVDs using request form.

Return DVDs to Headquarters via van delivery; Headquarters will mail returns to Orland.

Listen-In Requests

Listen-In items are searchable using plumaslibrary.org.

Patrons may request up to 6 Listen-In items per week (maximum 2 books on CD per week). Ask patron to fill out a Listen-In request form, or show patron how to place an online hold.

- Send paper requests to HQ.
- Check out all Listen-In items to patrons using circ. system, scanning barcodes on disks.
- Return all Listen-In items to HQ.

Responses from Headquarters

Headquarters will fill requests as soon as possible. The requested item will be sent to your branch or station with the A/T form or subject request attached.

If an item you request is sent from Headquarters with a note to "return when requests are filled," fill the requests included with the item, then return item to Headquarters. Requests are filled in the order they were made; other requests placed by patrons in your community will be filled at a later time.

Unfilled requests

If Headquarters is unable to obtain the requested item, the original A/T request form will be sent back to your branch or station with an explanation. Some reasons Headquarters may not be able to fill a request include:

1. "Not buying/too new to borrow:" Unfortunately, Headquarters cannot afford to purchase every book which is requested, and most libraries will not loan a book which is less than a year old. Patron may re-submit the request when the book is older than a

year.2. "Not enough information/cannot verify:" Headquarters is unable to verify item requested. Patron may re-submit request with additional information.

3. "Not available:" The owning library will not loan the requested item, or no library owns.

Inter-Library Loans

When a request for an item is sent to Headquarters, the item may be borrowed from another library system rather than purchased. Inter-Library Loan books are routed through Headquarters, and must be returned to Headquarters for forwarding to the lending library. Do not return books directly to the lending library (see van delivery procedures, pg. 28).

Please emphasize the importance of returning books on time and in good condition to patrons who borrow inter-library loan materials.

Notifying patrons

Every patron with an e-mail address in the Koha system will have a notice sent to him when his hold is ready to be picked up. Call patrons as soon as their requested items arrive. Respect a patron's confidentiality and avoid announcing their requested title in front of other patrons. Keep patron requests behind the desk.

Give patrons a maximum of four days to pick up their requested items. If patron does not pick up the item, cancel patron's hold (see below) and go on to the next request, or return book to shelf.

Canceling a hold

A hold should be cancelled if a patron does not pick up an item in four days, or if patron does not want the item.

- Choose "Search the catalog" and scan item
- Click "holds" tab on left side of screen
- For current hold matching barcode number in hand, click on red "X" to cancel hold

Checking out a hold book to family member

A family member may pick up an arrived hold if he/she is carrying a valid library card. Check out book to family member, and a screen will appear "item is consigned for [patron withhold]"

- Confirm that patron on screen is the one for which the book is on hold
- Click "cancel hold" box
- Click "Yes, Check out"

IV. VAN DELIVERIES

Plumas County Library delivers materials to branches via Plumas Transit vans. Branches should use van delivery as much as possible for shipments and communication.

Boxes should weigh no more than 25 pounds, and should not be over-packed. As a general rule, pack no more than 16-17 books in a box. Please do not send loose items. Pack all small and flat items in envelopes, and place envelopes flat in boxes.

Hot box

Each branch has a labeled "hot box" for items requiring immediate attention by Headquarters. Please be sure to pack the following items in your hot box:

- Requested items
- Inter-library loan returns
- Listen-In returns
- Memos
- Statistics
- Money (should be in two envelopes)
- Returned items that have been withdrawn
- Replacements for lost items
- Items damaged by a patron (see page 17)
- Any correspondence, notes, print-outs or memos (packed flat in an envelope)

Other boxes

The following items should be packed in a separate box when possible:

- Weeded books
- Mending
- Books in transit to another branch (not on request)
- Donations
- Duplicates

Note: Due to space restrictions on transit vans, "hot box" and "non-hot box" items may be intermingled to make most efficient use of packing space and maintain 25-lb. limit.

Orland DVD returns

Orland DVDs being returned should be sent to Headquarters, where they will be returned by mail to Orland.

Deliveries

When a van delivery arrives, check in all books. Books in transit to your branch will show message "Item not checked out." Books should be on the shelves within two days of delivery.

IV. MAINTENANCE OF LIBRARY COLLECTION

Collection rotation

The library book collection is the property of the Plumas County Library System. While some books may have a primary home at one branch or location, all library materials are available by request to patrons at all library outlets.

In order to provide diversity in selection for library patrons, the library collection rotates among library outlets. Headquarters will notify outlets of the annual rotation schedule. Branch Library Assistants will make arrangements to come to Headquarters and choose their shipment titles during their designated rotation months. Shipment titles for stations are chosen by Headquarters. Station Supervisors should let Headquarters know what categories of books are most needed by their patrons.

Shelving

It's important to maintain library materials and facilities in a neat and clean condition. Returning books to their proper place on the shelves as soon as possible is a very important element of library maintenance. When books are shelved neatly and in order, they are more appealing and more accessible to our patrons.

Fiction

All fiction is shelved alphabetically by author's last name. The author's last name appears at the top of the card pocket inside the book. When you have more than one book with the same last name:

1. shelve by author's first name
2. shelve by title

Filing exception -- Mc and Mac: Treat author names beginning with "Mc" or "Mac" as if they began "Mac."

Mahley
McAllister
MacGinness
McMurrey
Maddey

Genre fiction

In addition to standard fiction, the library maintains the following genre fiction collections, also shelved alphabetically by author's last name:

Mysteries (M)
Westerns (W)
Science Fiction (SF)
Young Adult (Y)
Large Type (LT)

Non-fiction

Non-fiction books are shelved according to Dewey Decimal number. Read each Dewey number character by character, as if it were a word. If you have more than one book with the same number, file by author's last name.

133
133.1
133.13 Buchanan
133.13 Taylor
133.2
134
134.798
200

Biographies

Biographies are labeled with a "B," and are shelved alphabetically by the name of the person the book is about. The name usually appears on the spine of the book.

Weeding

It is important that each outlet's collection look appealing and attractive to patrons. Books which are old, outdated or in poor condition should be sent to Headquarters to be mended or withdrawn. Headquarters will make the final decision on whether to mend or withdraw an item.

Weed y011r collection before each collection rotation shipment. This will help you determine your patrons' needs. Your entire collection should be reviewed once a year. When weeding, consider:

1. length of time item has been at your location
2. length of time since item last circulated
3. condition of item (is it in poor condition?)
4. age of item (is information outdated?)

Shelf-Reading

Shelf-reading involves checking your collection to see that books are in order on the shelves. Shelf-reading should be done on a regular basis, as books are shelved and as you weed. See "rules for shelving" above.

As you shelf-read, check to make sure shelves are not too full, and that book-ends are comfortably snug. Over-tight book-ends make removing books difficult, and decrease the life of the books.

Magazines

The library maintains a core collection of magazine subscriptions for branches and larger stations. The most current issue of each magazine does not circulate. Please see "Donated Materials" page 34 regarding gift magazine subscriptions.

Checking in magazines

Branches and stations should maintain check-in cards for all library magazine subscriptions. Check cards routinely and notify Headquarters if a magazine is not delivered in a timely manner.

Magazines are circulated as "Read & Return" items. Keep a daily tally of the number of magazines checked out, and stamp a post-it date slip with the due date to keep track of circulation.

Donated materials

The library welcomes the donation of new and used books in good condition, books on tape, and videocassettes. Patrons wishing to bring donated materials to a branch should do so during open hours. Patrons with more than two boxes of donations should call the library in advance. The library reserves the right to refuse any donation if materials are deemed unacceptable (see next page) or if space is limited.

Such donations may be utilized by the library in the following ways:

- Books judged to be of enduring value to the County Library collection are to be sent to Headquarters. All donations are subject to approval of the County Librarian. Books which are approved will be processed and returned to the branch to which they were donated. Bookplates will not be placed in books that are donated by patrons unless a prior arrangement has been made between the patron and the County Librarian.
- Paperback books judged to be of limited or short-term value may be circulated without cataloging as "read and return" paperbacks at the branch where they were donated.
- Books judged to be of no value to the County Library collection are to be either stored
- for Friends of the Library book sales or discarded.
- At the request of a patron or Branch Library Assistant, any donation to a specific
- branch library will be housed primarily at that location for a minimum of two years.
- All books added to the Plumas County Library collection are made available to all
- borrowers through loan to other branches and libraries.
- The library does not make appraisals of donated materials. Patrons wishing a receipt
- for tax purposes may request a receipt for the number and type of items donated.

Gift magazine subscriptions

Gift magazine subscriptions must have the approval of the County Librarian. Magazine donations may be placed unprocessed on a branch's "gift shelf."

Unacceptable donations

The library cannot accept donations of used magazines, condensed books, textbooks, books which are not in good condition, outdated encyclopedias (over 10 years old), or other materials not specified above.

Supplies

Headquarters is responsible for supplying office and postage supplies to library outlets. Outlets should check supplies on a monthly basis, and send supply request forms to Headquarters when supplies are low. Expect a two-week turnaround time for supplies, and plan accordingly.

Outlets needing reimbursement for postage should send receipts and a total to Headquarters. The County Auditor will send you a check.

IV. REFERENCE SERVICES

Reference Interview

The library provides answers to patron questions with confidentiality, accuracy, objectivity, and speed.

The purpose of the reference interview is to determine the patron's exact question as well as what kind of information he needs. For more information about reference assistance, consult the CORE chapter on the reference interview (reprinted at end of manual for stations).

Reference Sources

In order to insure objective, accurate answers, always quote the source of the answer. Do not interpret or paraphrase answers, especially in the case of legal and medical questions. Library staff are not authorized to give medical, legal or tax advice.

There are a number of sources to consider when answering a patron's question:

Reference books

A familiarity with your reference collection will allow you to find information quickly. Most outlets have World Almanac and World Book Encyclopedia, which answer many basic reference questions.

Library catalogs

The library's circulating collection is also helpful for answering many questions. The library's catalog is available online at www.plumaslibrary.org. Check the catalog under an appropriate specific subject, or try a more general subject. A book on a general topic, such as mammals, may answer a patron's question about a specific mammal.

The NorthNet Cooperative Library System catalog (accessible from the library's homepage) contains materials owned by libraries in northern California. Encourage patron to place requests (see author/title requests, page 25) if no items can be found to meet patron's needs.

Magazine index

If a patron is looking for recent information, the answer may be found in a magazine article. An online magazine index, General Reference Center, is available from the library's homepage.

New book list

Many patrons are interested in reading current titles. Each month a list of the new books processed at Headquarters is sent to branches and stations. This list is also available on the library's website. Keep a year's backfile of this list available for patrons to look at.

Internet

Branches and stations which provide access to Internet will post the Computer and Internet Usage Policy reprinted on the following page. Branch staff should be familiar with searching Internet, and give interested patrons a brief introduction to searching methods.

PLUMAS COUNTY LIBRARY COMPUTER AND INTERNET USAGE POLICY

The Library makes Internet available to the public for free in an effort to broaden and enhance its existing collection and to provide a greater span of knowledge and information. A Library card is not required to use the computer workstations. Patrons are expected to be knowledgeable in basic computer operations. Library staff can only offer minimal individualized instruction. The Library supports the ALA Bill of Rights for use of the Internet as with all other library materials. There is no age restriction for use of the Internet or library computers. The Library maintains blocking software on all library computers in compliance with the Child Internet Protection Act. However, no blocking software can block all objectionable websites, and blocking software may block material that is legal and constitutionally protected. Parents are responsible for guiding their own children's access to resources on the Internet. If you are over 18 and wish to access a site that has been blocked, please ask staff to do that for you.

The Library encourages responsible and safe Internet use. Patrons are advised never to give personal or credit information via the Internet, and never to answer "junk" e-mail solicitations. Internet resources may provide erroneous, misleading, outdated or incomplete information. Library staff may be able to help you find alternative resources, or help you evaluate the materials you find.

The following rules are established to ensure that the use of Internet and other Library computers is in keeping with the objectives of the Plumas County Library, and to guarantee their availability to all future users:

- Users may sign up for 1/2-hour time slots, and are limited to 1/2 hour unless no one is waiting for the system. Exceptions may be made at the discretion of the Library staff. The library is not responsible for work or information lost due to time-out, or due to computer or system malfunction.
- Users must promptly relinquish their computer terminal when asked by staff to do so.
- The Library reserves the right to monitor the system for assistance and security.
- Users wishing to download any information onto floppy disk may purchase a formatted disk from the Library. Users may leave their disk at the Library for re-use; disks will be discarded after 2 months of non-use. Users wishing to print any information will pay 20¢ per page.
- Internet users are expected to act in a responsible, ethical and legal manner. Users may not use Library computers to access Internet sites that are obscene, "harmful to minors," or that contain pornography. Users may not use the workstations for any illegal activity, including violating copyright laws or software licensing agreements.
- No user shall use the system in such a way that it will disrupt the use of the system by others. This includes installing programs, changing parameters or other abuse of the system. Patrons causing any damage will be liable for the cost of repairs.
- Failure to use Internet/computer stations legally, responsibly and in a manner consistent with the objectives of the Plumas County Library may result in loss of Internet/computer privileges.

Use of the library's computers indicates that users have read and agreed to the policy.

Levels of Reference Service

Branch library reference collections are equipped to answer most basic questions, while stations' collections are primarily intended for browsing. All Plumas County Library outlets serve as a channel to the broader range of resources available in California.

The levels of reference referral are:

1. Local outlet
2. Headquarters
3. North State Reference Center
4. The Ref. Center may refer a question to an outside agency or library

When the local collection does not answer a patron's question, offer to refer the question to the next level. Inform the patron that, depending on the question or the material they request, there may be a wait of several weeks to several months.

Subject Requests

When a borrower requires information that you cannot find in your collection, encourage the patron to submit a subject request.

Before completing the subject request form, conduct a reference interview to determine the patron's specific information needs. When filling out form, include:

1. Patron's specific question
2. How much information is needed
3. Information already known, or sources already checked
4. How material will be used (for a report, general interest, etc.)
5. Age of patron (if patron is a child)
6. Deadline for information, or date after which info. will no longer be needed.
7. Patron's name, address & phone number.
8. Branch name and your initials.

E-mail requests to Headquarters (stations should mail). If request is urgent, branches should call immediately.

V. CHILDREN'S SERVICES

The young library users of today are the library supporters of tomorrow. Our attitude toward all patrons, especially children, should reflect the atmosphere of the library as a friendly, welcoming, helpful and positive place. Treat a child's requests with attention and respect.

Equal Access

The Plumas County Library serves the information needs of its community members regardless of age. Parents wishing to guide their children's access to the library must be responsible for their children's borrowing habits.

Children are entitled to the same borrowing privileges as adults.

Programs

The library presents children's programs in order to draw children to the library, to promote library materials, and to reinforce the image of the library as an enjoyable place.

Headquarters and branches will present children's programs on a regular basis; stations should present programs when time and space permit.

Preschool Storytime

The purpose of preschool Storytime is to introduce our youngest library patrons to libraries, books, and reading. Storytime also introduces parents to quality children's literature, and shows them the benefits of reading aloud to their own children.

Branches are expected to conduct weekly Storytime's under the guidance of the Children's Librarian.

Summer Reading Program

The purpose of Summer Reading Program is to encourage school-age children to read for pleasure and use the library during summer vacation. The program is not intended as a competition, and no prizes should be given for the most books read. Branches are expected to present a Summer Reading Program under the guidance of the Children's Librarian. Activities include:

1. Promotion: Branch Library Assistants should visit local elementary schools in May to tell children about the program. The program can also be promoted by posting information at local businesses, the post office, or in-house.
2. Reading Program: Each May branches will receive materials for the Summer Reading Program, including:
 - sign-up sheets
 - reading records
 - bookmarks
 - procedures and instructions
3. Special events: Branches are expected to present several school-age programs during the length of the Summer Reading Program under the guidance of the Children's Librarian.

Class visits

A visit to the library gives children an opportunity to learn about library services, and helps prepare them for future library research. Branches should encourage teachers and group leaders to schedule visits in advance. Due to time and staff constraints, libraries may need to limit classes to one visit per year.

Statistics

Branches should submit programming statistics quarterly to Headquarters (see page 22 for a list of children's program statistics).

Unattended children

The library cannot be responsible for the care and safety of children left unattended. Parents should be encouraged to stay at the library with young children, and should never leave children unattended at preschool Storytime. Children are expected to abide by the same library rules as adult patrons; any child who breaks library rules may be asked to leave the library.

VI. COMMUNICATION

Plumas County Library outlets have a variety of methods for communicating with Headquarters and with each other. Please use the following guidelines, and your own judgment, in choosing which method of communication to use.

Phone use

Branches should call Headquarters whenever they have a question that requires an immediate answer, emergencies, or situations about which Headquarters should be informed immediately.

Examples of such situations include:

- any circulation situation or patron situation that you are unsure how to handle
- building emergencies (first call Facilities Services, 283-6299)
- staff calling in sick
- patron complaints or incidents
- injuries involving patrons or staff
- vandalism, or any situation which requires you to call the Sheriff.

Branches should keep a log of non-local phone calls which should be sent to Headquarters monthly.

Library phones are for staff use only, and not for public use. The library is charged a fee for each local phone call. Patrons needing to use a phone should be referred to a nearby payphone; in cases of emergency, staff may make a phone call on behalf of a patron (to call a child's mother, for example).

Headquarters serves as the link between all Plumas County libraries and any outside agencies, including other county departments. Always call Headquarters first; normally Headquarters will take any further action required.

Exception: Branches should report routine maintenance requests directly to Building Maintenance (phone: 282-6299; e-mail: debbysmith@countyofplumas.com). Please keep track of calls on monthly phone log.

Telephone Etiquette

Answering Calls

- Answer promptly (before the third ring if possible).
- Before picking up the receiver, discontinue any other conversation or activity that can be heard by the calling party.
- Say "Plumas County Library, may I help you?" clearly and distinctly in a pleasant tone of voice.
- Use hold button when leaving the line so that the caller does not accidentally hear conversations being held nearby.
- When taking calls for staff, place caller on hold and check the in/out board by fax machine.

- When the called party is not in, the following responses should be used both to protect the privacy of the office staff and to give a more tactful response:

| Don't say: | Tell the Caller: |
|-----------------------------|--|
| "He is out." | "He is not in the office at the moment. Would you like to leave a message?" |
| "I don't know where he is." | "He has stepped out. Would you like to leave a message (on his voicemail)?" |
| "He is in the men's room." | "He has stepped out of the office. Would you like to leave a message on his voicemail?" |
| "He hasn't come in yet." | "I expect him shortly. Would you like to leave a message on his voicemail?" |
| "She took the day off." | "She is out of the office for the day. Can someone else help you or would you like her voicemail?" |
| "She is busy." | "She is unavailable at the moment. Would you like to leave a message on her voicemail?" |

- If you can't answer a caller's question, it's perfectly acceptable to place the patron on hold and ask for help from the back.

| Don't say: | Tell the Caller: |
|-----------------------|---|
| "I don't know." | "Please hold just a moment, and I'll look that up for you." |
| "I don't know." | "Let me get the reference librarian to help you. Can you hold just a moment?" |
| "We don't have that." | "I'm still looking for that information. Can I take your name and number and call you right back?" |
| "I'm too busy." | "I'm sure I can find that for you. Can I take your name and number and call you back with the information?" |

Taking Messages

- Be prepared with pen and message slip when you answer the phone.
- When taking messages be sure to ask for:
 - Caller's name (asking the caller for correct spelling.)
 - Caller's phone number and/or extension (including area code)
- Repeat the message to the caller.
- Be sure to fill in the date, time, and your initials.
- Place the message slip on staff person's desk

- If call is for Margaret, ask, "Would you like me to transfer you to _____'s voicemail?" Do not assume that the caller would rather go to voicemail. Always ask first.

Transferring Calls (Headquarters only)

- Offer the caller the option of leaving a message with you before transferring if Margaret is out of the library.
- When transferring a call, be sure to explain to the caller that you are doing so and where you are transferring them.
- To transfer a call to Margaret, press "FLASH" 6575. Wait for ringing, then hang up.

If you are currently helping a patron and the phone rings:

- Ask patron you are helping to please wait a moment
- Answer the ringing line saying, "Plumas County Library, can you please hold?"
- Place caller on hold.
- If there are other patrons in line, go in the back and ask for help.
- Finish helping the patron in front of you. If there is another patron in line, ask him to please wait a moment.
- Go back to the caller.
- Say, "Thank you for holding, may I help you?"

If you are currently on one line and another line rings:

- Tell the first caller to "Please hold."
- Place caller on hold.
- Answer the ringing line saying, "Plumas County Library, can you please hold?"
- Place second caller on hold.
- Return to first caller and complete the call.
- Go back to the second caller.
- Say, "Thank you for holding, may I help you?"

Handling Rude or Impatient Callers

- Stay calm. Try to remain diplomatic and polite. Getting angry will only make them angrier.
- Always show willingness to listen.
- Try to offer to resolve the problem or conflict if possible.
- Try to think like the caller. Remember, their problems and concerns are important.
- Offer to have your supervisor talk to the caller or call him/her back.
- Place the patron on hold before transferring to supervisor. DO NOT transfer an irate patron without first notifying the supervisor of the situation! If you refer an irate patron to Headquarters, call Headquarters immediately to notify staff there of the situation.

E-mail

Library outlets with Internet may use Internet to communicate with Headquarters and other connected outlets about library business. E-mail should be checked daily for messages, and replies sent promptly. Please refer to County policy regarding appropriate use of e-mail and computers.

U.S. Mail

Van delivery should be used in most cases for items that need to be sent to another branch. Branches may send timecards through the mail to insure timely delivery.

VII. USE OF LIBRARY SPACE

Meeting rooms

Library branches which have meeting rooms should follow the policies below when reserving the meeting room for an outside organization, club or agency.

Each library branch with a meeting room should keep track of reservations in a calendar notebook. When taking reservations, write the following information on the appropriate date on the calendar:

1. name of the group or type of meeting
2. name of the person reserving the room
3. phone number of contact person
4. time of meeting (beginning and end)

Inform the person reserving the room of the library's open hours the day of his reservation, and remind him if it is necessary for him to pick up a key in advance.

PLUMAS COUNTY LIBRARY MEETING ROOM POLICY

The Plumas County Library, as an open forum promoting knowledge, ideas, and cultural enrichment, makes meeting rooms available to organizations engaged in educational, cultural, intellectual, civic, or charitable activities.

All meetings must be free and open to the general public. Admission fees are not permitted. No donations, raffles, collections, fees or sales of any kind may occur. Exception: The Library and organizations affiliated with the Library may collect money for fundraising events such as book sales and author lectures.

Commercial uses of meeting rooms are prohibited, including use by organizations that are making sales or solicitations, or whose primary purpose for holding a meeting is to sell or solicit names for future sales.

Only light refreshments may be served during meetings in County Library facilities. The Library is an alcohol-free and tobacco-free location; no smoking or alcoholic beverages are allowed.

Organizations must:

1. Make arrangements to obtain the meeting room key during open hours.
2. Clean the room and return it to its normal arrangement.
3. Remove any trash.
4. Turn off the lights.
5. Secure all doors and windows.
6. Return the key within 24 hours.

Reservations should be made at least five days in advance. Reservations may not be made more than 90 days in advance. A group may not schedule more than one meeting in a month. No organization may use the room more than two consecutive days.

The person who makes the meeting room reservation is responsible for ensuring that use of the room is in accordance with library policies and rules. Loss or damage to library property will result in assessed charges. If the room has not been cleaned after its use, a \$50.00 cleaning fee will be charged; or if it is greater, the actual cost of any necessary cleaning or repairs.

Minors must be supervised by an adult.

Storage space for private property will not be provided.

Use of the meeting room does not constitute an endorsement of the views of the user by the Library. Groups may not imply that the Library sponsors their meetings.

Exceptions to this policy may be made at the discretion of the County Librarian as deemed in the best interest of the Library and the community.

Exhibits and Displays

When possible, the library makes exhibit and display space available to organizations engaged in educational, cultural, intellectual and charitable activities. Use of exhibit and display space in each outlet is subject to review and approval by the outlet supervisor. The library has first priority for all exhibit and display spaces for library purposes.

Bulletin boards

Where space allows, a public bulletin board is available at library locations for organizations promoting meetings, programs and special events. Priority is given to non-profit agencies publicizing local events. Materials will not be excluded because of the origin, background or views of those contributing to their creation. The display of materials does not imply endorsement by the library.

Commercial advertising, solicitations, business cards, and political endorsements may not be posted. Unapproved materials will be disposed of at the Library's discretion.

Items to be posted must be submitted to the Branch Manager at each branch. Items will remain for a maximum of a month, based on available space. The library reserves the right to limit the size of items posted.

Handouts

Space may be provided in each library for distribution of materials about the library and other non-profit organizations. The purpose of handouts must be to inform the public about the organizations' programs, services and events. The library reserves the right to limit the size and number of items provided.

Exhibits

Where space allows, library branches may offer exhibit space.

When accepting items for display, consider the following guidelines:

- Exhibit and display space should be attractive and well-maintained.
- Displays and exhibits should be changed on a regular basis to provide the public with a wide variety of viewpoints, and to encourage use of the space by many different organizations.
- Size of items should be limited in relation to the size of the display space.
- Items which highlight library-related events or programs, and those items which support library goals should be given priority.
- Displays and exhibits reflecting the immediate geographic vicinity should be given priority over those from out of the area.
- Exhibits must not require alterations in existing library arrangements, or interfere with regular library operations.

The library does not advocate or endorse the viewpoints of exhibits. All reasonable precautions will be taken to protect exhibits, the Library cannot be responsible for any damage, theft or loss of any items which are displayed or exhibited.

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Stations which do not receive van delivery must send items to Headquarters by U.S. Mail. Stations should mail materials at least once a week. Station supervisors should keep receipts for postage spent on shipping, and send them to Headquarters for reimbursement.

APPENDIX B - STATION PROCEDURES

Stations will follow Plumas County Library policies explained in this manual. However, because stations are not automated, the procedures for stations are different in many cases. Stations should refer to this appendix when instructed by the manual.

Library Cards

Library Cards -- New Registration (page 8)

When issuing a new library card, follow the procedure below:

1. Ask patron if he/she is a permanent resident of Plumas or Sierra County (non-residents owning property in the County, whether or not they live here year-round, also qualify as permanent residents). If not, follow instructions for Temporary card, below.
2. Check registration file to see if patron has been a library patron before. If registration exists, verify that patron information is correct, and skip to step 4.
3. Ask to see printed proof of name and current local mailing address. Acceptable forms include:

- driver's license
- utility bill
- printed personal checks
- 1st-class mail

Patrons with General Delivery as a mailing address should be issued temporary cards.

4. Have patron fill out registration card in ink.
5. New borrowers may check out three items on their first visit.
6. Send original registration cards to Headquarters weekly
7. Headquarters will mail a barcoded library card directly to patron, and will return registration card with expiration date and library card number written on card.

It is important to inform the new patron of basic library rules and services. These are detailed in the "Plumas County Library" brochure.

Temporary Library Cards (page 9)

1. Ask to see printed proof of name and permanent address.
2. Ask to see patron's library card from permanent residence area.
3. Have patron fill out green registration card in ink.
4. Temporary patrons may check out 5 items.
5. Send original registration cards to Headquarters weekly
6. Headquarters will mail a barcoded library card directly to patron, and will return registration card with expiration date, library card number, and TEMP written on registration card.

NOTE: Lassen County residents must show a current Susanville library card in order to be eligible for a Plumas County Library card.

Library cards - Renewal {page 9}

Library cards will require updating annually.

When a patron's registration expires, follow the procedure below:

1. Pull patron's registration card from file.
2. Ask patron to verify information on card.
3. If information is all the same, send registration card to Headquarters with a note to renew it. Please do not write on the registration card.
4. If information has changed, ask patron to fill out a new registration card. Send new registration card along with old registration card to Headquarters.
5. Headquarters will return registration card to station with new expiration date.

Library cards - Changes (page 10)

If patron's address or phone number changes,

1. Ask patron to fill out registration card with new information.
2. Send new registration card along with old registration card to Headquarters.
3. Headquarters will return registration card to station with new expiration date.

Return to page 10 of manual

Checking out materials (page 11)

When checking out an item, follow the procedure below:

1. Ask patron to show library card -- check registration file for expiration date
2. Stamp circulation card with correct due date (see loan periods, above)
3. Ask patron to sign card
4. Place card in "today's" circulation tray
5. Insert due date card in pocket, or stamp due date in margin (paperbacks & magazines).

Return to page 12 of manual

Checking in materials (page 13)

When checking in materials,

1. Retrieve corresponding circulation card from circulation tray
2. Remove date due card
3. Replace circulation card in item.
4. If item is on reserve, set aside to notify patron with reserve
5. If item is damaged, note on pocket, and consult fee schedule for damages charged to patron.
6. If item needs mending, send it to Headquarters. Don't attempt to mend items yourself.
7. If item does not have a barcode, sent it to Headquarters.

Return to page 14 of manual

Overdues procedures (page 16)

ILL and request items

As soon as an item on request or on ILL is overdue, the borrower should be notified that unless the item is returned in four days, the borrower will be put on "no service".

All other items

If possible, notify patron that he has overdue items which must be returned.

If an item has not been returned in six weeks,

1. File overdue item card in "no service" section of circulation tray.
2. Clip a "no service" note to borrower's registration card.
3. Notify Headquarters if patron is likely to use another branch, or if patron has more than \$50 worth of materials overdue.
4. Patron may not check out any more items until overdues have been returned.

Return to page 18 of manual

Collections (page 18)

Referring to Collections

1. Notify Headquarters about patrons owing more than \$50.00 in materials. Stations without fax should phone.
2. Headquarters will assign a collections referral number to patron.
3. Write referral number onto patron's registration card and on overdue card.

Once a patron has been referred to Collections, all actions taken on that patron's record must be reported to Headquarters immediately. Fax or call Hdq. regarding returns and/or payments on any referred patron.

Return to page 20 of manual

Claims returned (page 20)

If a patron claims to have returned an overdue item, write "claims returned" and the date of the claim on the book card. Send no more overdue notices. Make a note on borrower's registration card (author, price, date due). Patrons may have no more than one "claims returned" items.

Return to page 20 of manual

Filled book card

When a book card on a non-barcoded item is filled with signatures, make a new one using a blank book card. Include the information below on the card:

call number
author's name
title

copy number

MEMO

DATE: December 18, 2000
TO: All branches & stations
FROM: Margaret Miles
RE: NEW MANUAL OF POLICIES & PROCEDURES

Here at last is the new library policy & procedure manual. Please toss all old manuals and previously revised drafts, and place this document in your branch manual binder. All staff, branch substitutes and station managers & volunteers should be familiar with, and follow, all library policies and procedures.

Please do not write in the manual. If you have questions or corrections, please call me.

I am also sending a separate page of the Internet & Computer Usage Policy for all branches & stations with Internet. Please post it next to the computers.

Stations please note: many procedures for stations are at the back of the manual in Appendix B.

Let me know if you need additional copies of the manual.

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DATE: October 18, 2001
TO: All branches & stations
FROM: Margaret Miles
RE: REVISIONS TO MANUAL OF POLICIES & PROCEDURES

Revisions have been made to the procedure for issuing for temporary cards, and the branch procedure for checking in magazines. Please remove pages 9 and 26 from your Manual, and replace with the updated pages.

Temporary patrons must now have a local address or phone number which allows library staff to contact them. New temporary registration cards are being printed with space for the patron's local phone number.

When checking in magazines at branches, be sure to enter \$6.00 in the price field.

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