Assessment Event 2

BSBLIB201: Assist with circulation services

Short answer questions - Knowledge

Respond to the questions below.

Complete and save this document and submit according to your assessment event submission instructions.

Questions

1.1

Describe the process for using a self-service system (eg RFID).

<table>
<thead>
<tr>
<th>Your answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I will go to an unoccupied self-service system machine.</td>
</tr>
<tr>
<td>2. I will place my items on the empty space provided on the desk, and ensure all the items have a RFID tag. I will then make sure the placement is next to the grey pad located on the table centre, and not on.</td>
</tr>
<tr>
<td>3. I will press on the Checkout button on the computer screen. I would present the barcode on the back of my library membership card in yellow laser alignment with the scanner above the grey pad. I would make sure the barcode registers by the steady processing and flickering yellow colour it emits.</td>
</tr>
<tr>
<td>4. I would enter my PIN number on the screen, and press OK.</td>
</tr>
<tr>
<td>5. I would wait until the computer system finishes processing my PIN. I would then place the first item on the grey pad, with the item front facing towards the ceiling. I would make sure it registers by the green image it emits.</td>
</tr>
<tr>
<td>6. I would repeat above action with remaining items, if any.</td>
</tr>
<tr>
<td>7. I then click on OK to finalise borrowing transaction, and click on either email or print receipt. I then wait for receipt to be printed out, if I click on print. Otherwise, I will simply check my email for the receipt transaction.</td>
</tr>
<tr>
<td>8. Take printed receipt/email check for digitised transaction receipt, take my items, and move on from the station.</td>
</tr>
</tbody>
</table>

1.2

List three (3) benefits for a Library that uses an automated self-service circulation system.
Your answer

1. Patrons (customers) of the library can serve themselves at their own pace, with checking items out, and not have to wait in line. This includes: efficient service of scanning items with a RFID electronic tag (recyclable long durability/process capability of 100,000 transactions). (LibBest – BookTec Information Co., Library RFID System: *Long tag life, System flow*)

Ms Lim, Library and Community Services manager of Nowra Library (2012), supports this point. She said, “Many borrowers, young or old, take advantage of the self check out service.”

2. Library staff can multi-task at ease with library responsibilities, with the RFID library management system. Multi-tasking includes: efficacy of shelf management organisation. Justin Brasher (2017: 0:33 – 0:44) says ‘it frees up their time.’

Ms Lim (2012) agrees with Brasher, saying, “It also freed up staff, so they can attend to customer enquiries more effectively.”

3. The circulation system includes advanced RFID (Radio Frequency Identification) technology to detect theft attempts, and prevent it from happening. They look like thick white square bandages, which are placed on the inside of book covers.

1.3

When carrying out financial transactions in a library, patrons may use a range of payment options. List three (3) options.

Your answer

1. Patrons can use cheque.
2. Patrons can use credit card.
3. Patrons can use cash.

1.4

Complete the table below and total the daily cash receipts for ABPL.

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photocopying charges</td>
<td>$30.00</td>
</tr>
<tr>
<td>Fines</td>
<td>$15.50</td>
</tr>
<tr>
<td>Merchandise</td>
<td>$45.50</td>
</tr>
<tr>
<td>Room Hire</td>
<td>$60.00</td>
</tr>
</tbody>
</table>
Reservations $6.00
Replacement lost items $63.50

Total $220.50

After totalling the daily takings you find that you have $175.

List at least two (2) reasons why there could be a discrepancy and list the steps you would take to resolve this.

Your answer

Two possible reasons why there is a discrepancy for the correct total of $220.50, and ending up with the daily takings of $175.00 are:

I. Machine malfunction.
II. Incorrect cash/credit card EFT/online payment handling of one or more borrowings, from the staff person or borrower.

There are various steps to resolve the issue. All the following steps should be followed as soon as possible:

1. Contact my manager.
2. Go through the checklist of financial transaction fee handlings to identify what went wrong: photocopying/printing, overdue, lost or damaged items, reservation or inter-library loan, room or equipment hire, merchandise sale, event and programs’ attendance, and overdue laptop loan.
3. Track down all the payment receipts that contributed to the daily takings of that specific day.
4. Examine the receipts, and identify the equipment that has been incorrectly marked in price, as well as the staff member and borrower. Check to see how the equipment was handled by asking the borrower/staff person noted on the receipts, and/or checking the machine for malfunctions.

1.5

Review the [ABPL Library Operations Policy](#) and identify how secure payments for overdue fees can be made by the customers.

Your answer

Secure payments for overdue fees can be made by patrons by:

- Patrons can use EFTPOS with a Visa or MasterCard at the checkout service desk in the library.
- Patrons can use Visa or MasterCard via telephone call to the library staff.
• Patrons can pay online via the ABPL website. Hover over the top menu category Services, and navigate to the sub-category Fees and charges. Press on Pay your overdue fee. Enter your library membership card barcode number and password on the resulting page, mark checkboxes on your intended fee, click on either Visa or Mastercard, and finally click Send form to follow the remaining instructions to process your fee. (It will take you to a form page to fill out your full name/billing address/credit card number/etc).

1.6

List five (5) considerations for a library when handling cash: include information on clients, staff, the risk of theft, and security

Your answer

There are a number of things to consider when dealing with library cash payment, that clients and staff need to note:

1. Clients must remember to have their library membership card with them, when borrowing and/or paying for library items.
2. Clients need to remember this payment option is becoming increasingly rare in libraries, due to security enforcement. Both clients and staff must remember this is to ensure reduction of cash miscount and loss, and the event of covert theft or weaponised robbery.
3. On the event that cash payment is available at a library; clients must visit the library, and interact with the staff in person. This is to ensure smooth rectification of cash exchanges and mistakes through respectful communication on both sides, as per staff and client code of conduct. (4.1: Financial considerations) (Library service charter, p. 6) (Customer code of conduct policy, p. 12)
4. Security/safety considerations to ensure anti-social reduction includes: a magnetic detector near the entrance/exit doors emitting an detection alarm for illegally taken library material (without being paid and/or scanned) from the security strips lined within material (sensitising/de-sensitising), security guards to escort misbehaving clients out after several warnings resulting in revoked library privileges for the day, and security cameras hidden in pot plants. (2.2: Procedure, p. 13 - 14) (Implement security procedures – electronic or visual, p. 15 - 16)
5. In addition, clients are shown customer code of conduct pamphlets on their first day, to mindfully reduce anti-social behaviour when paying in cash. (Customer code of conduct policy, p. 12)

1.7

Identify four (4) security measures a library should implement when allowing staff and customers to use an ‘After Hours Return Box’
1. The staff should make sure the after hours return box will regularly work for all library items. Both the staff and patrons should ensure they handle items responsibly. All items must be able to slide down from the slot into the box in a manner that won’t damage the item contents.

2. The staff should make sure there is a security camera set to focus on the return box, and the path leading to the box outside the library. This will ensure the patron is placing them correctly in the box, and also ensures there is no attempted theft of items from the box by passers-by’s.

3. The staff should make sure there is a fire alarm, to prevent patrons from throwing fire hazards in like lit fireworks, an anecdote reflected by Jandra S. on a [HelloGiggles Library National Week 2019 article by Elizabeth Entenman](#).

4. The staff should regularly empty the return box on a weekly basis, so it doesn’t get clogged with items.

1.8

List three (3) important features of a circulation system and technology in EACH of the following locations:

1. a public library, and

2. an educational institution library

Your answer

Circulation system and technology features in Public Library:

1. The LMS (Library Management System) is the web system widely used by public libraries, to successfully run the circulation process. It conveniently shows modules: Cataloguing, Acquisitions, Circulation, Inter-Library Loan, Reporting Tools, Patrons, and OPAC (Online Public Access Catalogue). (Integrated Library Management System – Flow Chart, p. 10) The patron module features: add patron button which leads to a new record (with auto-generated unique barcode) to type patron details in from their membership application, email transaction option to electronically send item receipt to a patron’s email, so they know when to return the item from receipt due date. Staff can additionally use a new feature of LMS called overdue reports, to generate a list of overdue items by patrons. Additionally, the LMS search bar enables people to generate find lists from the unique barcode of their membership or item number.

2. Returned books via the after-hours return box or the circulation desk must be inspected as soon as possible for damages. If there is damage, the patron responsible will incur a cost,
depending on damage severity. After the damage control, in which the resource processing assistant deems it in good condition, they will re-enter it into the LMS as ‘Returned,’ and re-shelve in correct place.

3. ABPL staff organise resources (in person and LMS) through categories: Format, Classification systems, Call Numbers, and Patron use.

**Format** refers to the resource type. This includes, but is not limited to: paperback, hardback, large print, foreign language, DVD, spoken word recording, and comic book adaptation. Each type is typically grouped together for ease of access.

The **classification system** used by most libraries is Dewey Decimal Classification. Resources are divided and grouped into ten general categories: 000 – Computer science, information & general works, 100 – Philosophy & psychology, 200 - Religion, 300 – Social sciences, 400 - Languages, 500 - Science, 600 – Technology, 700 – Arts & recreation, 800 - Literature, and 900 – History & geography.

**Call number** refers to the local number assigned of an item’s location in the library. It is produced through a combination of location/collection symbol (REF), Dewey Decimal number (e.g. 620.7), and book number (SPOR). Call numbers on items’ advantages include: ease of returning to correct collections, and determining subject type. Call location/collection symbols’ full list is: REF (Reference material), P (Periodical), F (Fiction), YA (Young Adult), Q (Quarto), AV (Audio-visual material), J (Junior), and LP (Large Print).

**Patron use** is a hospitable personalised category that enables patrons to easily enjoy accessing resources. Children’s picture books are placed on a low shelving container with the cover clearly displayed; this is to pull children’s interest in, and to pull out said book with ease. Newspapers are displayed through flat open shelving, close to armchairs and tables, to ensure relaxing/reclining accessibility for patrons. (*Processing library resources*, p. 8 – 11)

**Circulation system and technology features in Educational Institution Library:**

1. There is an important technology feature to remember when using an educational institution library’s LMS to access resource items on find lists. A security wall window will load, requesting you to fill and submit your enrolled account log-in details of that specific educational institution. If you don’t have the details on hand, ask staff for help. Otherwise, seek resources in a public library.

2. An entered item in a TAFE NSW library’s LMS search bar would result in a find list of all the items matching your selection. There will also be automatic categorising of said item under the right-hand side column: ‘You Found Titles in Categories,’ ‘Format,’ and ‘Subject Categories.’ On a university library’s LMS search bar, a patron or staff member would have
the option to generate find lists of their items through categories such as: All, Books only, and Journals & More.

3. For the educational institution’s membership and borrowing organisational procedure, new patrons will usually wait up to 24 hours for membership processing, after they show valid identification as per the library procedures (e.g. university photo card, TAFE photo card, NSW photo card, Driver’s Licence), and fill out an membership application. This is because of high traffic intake of membership applications.

1.9

A customer has returned a talking book which is missing a CD.

Refer to the procedure for processing library resources in the [ABPL Library Operations Policy](#) to determine:

1. What steps are required to deal with this situation?
2. What costs will the customer incur?

**Your answer**

1. **Situation steps:** Ask the patron why it’s missing a CD. If it’s lost or damaged, the patron will pay a fine, depending what brand the talking book is. The patron is given time through overdue warning notices to their mailing address for up to 35 days, to search for the item, with 10 cents penalty each day. After 35 days, the library will conclude the CD is lost.

2. **Customer costs:** The patron will incur $18.50 for the standard talking book single CD fee. The entire CD set will be charged if it is Penguin, Macmillan, Hodder, Harper, Random, or ABC.
References:

- Azure Beach Public Library, *Fees and charges*, retrieved 2 May 2019, https://drive.google.com/uc?export=download&id=0BxMTspvh0N_ERIAtUWZHQ0FEc28

• Azure Beach Public Library, Processing library resources, retrieved 4 May 2019, https://drive.google.com/uc?export=download&id=0BxMTspvh0N_EbmdlX0dGRdIWFU