CUSTOMER SERVICE

The WKCTC Matheson Library recognizes the need for quality customer service in relations with students, faculty, staff, and the community at large. Customer service is defined as a combination of: (1) sensitivity to a patrons needs; (2) detailed knowledge of the resources available; (3) interpersonal relations skills; and (4) a positive attitude in dealing with customers. The library staff strives to show understanding to patrons, make them feel welcome, help them feel important, and provide a comfortable environment in which learning is encouraged. Since the end product of customer service is satisfaction, a customer satisfaction survey is conducted annually. Survey results are then used to plan and improve services.

RESERVE MATERIALS

Instructors or administration may place materials on reserve for the use of their students or for other academic purposes. Materials to be placed on reserve should be given to the User Services staff specifying instructor’s name, class information, and checkout period. All reserve materials should be left at the library 24 hours prior to the date needed. Instructors placing materials on reserve are responsible for compliance with copyright laws. For guidelines regarding copyright compliance, see http://www.ala.org/advocacy/copyright

CONFIDENTIALITY AND PRIVACY

Library circulation records are to remain confidential in keeping with the Right to Privacy Act.

1. Circulation records and other records identifying the names of library users are confidential.
2. Records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized by, and pursuant to federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.
   In order for any information to be released to someone other than the student, a signed FERPA agreement listing that person must be on file with the WKCTC admissions office.
4. Before complying with a legal request for information, the Director of Library Services will consult with legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. Records will not be made available to any agency of state, federal, or local government unless approved by the Director of Library Services, pursuant to federal, state, or local law relating to civil, criminal, or administrative or legal procedures.

Computer confidentiality is to be honored by students’ use of their own account. Students should not let others use their personal WKCTC account log in and password and should always log off when using campus computers.
DISRUPTIVE PATRONS

A disruptive patron is defined as one whose behavior is distracting or threatening to others or their property. A patron complaining about library policies or procedures is not considered a disruptive patron unless the person’s behavior meets the above definition. Anyone who takes up an inordinate amount of a staff member’s time repeating a complaint is distracting the staff member from performing required tasks and qualifies as a disruptive patron. Therefore, s/he will be referred to a librarian or supervisor.

The goal in dealing with disruptive patrons is to protect the safety of patrons, library personnel, and library property with as little confrontation or argument as possible. If at any point a patron gives sufficient cause to believe s/he is dangerous, staff members should notify their supervisor, librarian, or a WKCTC security officer.

LIBRARY INSTRUCTION

Library instruction is essential to a college education specifically and to lifelong learning in general. As part of the library’s mission to educate students, faculty, staff, and the public at large about library services, library instruction is offered. To empower patrons in the pursuit of knowledge, the library personnel strive to teach the skills of identifying, locating, and evaluating information sources. This is accomplished in a variety of formats: one-on-one consultation between library personnel and patron; point-of-use documentation covering specific components of library services; and hands-on instruction. The library advocates student participation in a common library experience where an introduction to the research process is outlined. Current settings for such a common experience are the First Year Experience (FYE105) course, Achieving Academic Success, as well as the English library orientation program. The following represent goals to be attained in these orientations:

1. Train patrons in the planning and implementation of a search strategy to find information in a rational sequence, including background material and more recent developments.
2. Orient students to the physical layout of Matheson Library.
3. Teach students primary research skills, including the use of the one-search discovery system, which entails the use of the online library catalog and electronic databases and locating source material within the Kentucky Community and Technical College System (KCTCS).
4. Guide students in the selection of peer-reviewed literature for research needs.
5. Communicate to patrons the concept of keyword searching.
6. Demonstrate to patrons the importance of distinguishing between differing viewpoints in information sources and enable them to evaluate the information obtained, ascertaining the effectiveness and drawbacks of sources and their value to an assigned topic.

To ensure a successful instruction program, the library seeks to maintain a collegial relationship with faculty. When related to course content and conducted in conjunction with an assignment, library instruction is especially successful. Orientations to library services are conducted as a mandatory component of the English, Transition Education, Dental Assisting, Physical Therapy, Sonography, Radiography, Nursing, Interdisciplinary Early Childhood Education, and Achieving Academic Success programs. Some of these are made available on the library website as online orientations. Other orientations are conducted as requested. Library orientations are based on the student applying information literacy concepts during the research process, as well as exploring various electronic databases.

Evaluation of orientations is included as a part of the campus survey each spring. Also at the end of each spring semester, the Orientation Team meets with the English faculty to seek feedback and input on the development of the orientations.
SECURITY GATE PROCEDURE

When the gate alarm sounds, patrons will be asked to return to the Circulation Desk. Staff will ask if they “forgot to check something out.” If they do not have something they forgot to check out, they will then be asked to go through their bag to determine the source that triggered the alarm. When the item is located, staff will ask the patron if they would like to check the item(s) out.

The following have been known to set off the alarm.

Textbooks purchased from Barnes and Noble.
Videos from the Family Video store.

If a patron brings a video from Family Video, they will need to leave the video at the Circulation Desk. Upon leaving and after having passed through the security gate the video will be handed to them.
ONLINE LEARNING

Online learning is defined as instructional opportunities that reach beyond the college campus either through distance learning courses or the use of technology. Matheson Library is committed to providing equal information access to all WKCTC students as resources allow. The library subscribes to numerous online research databases. The library catalog is available online, and there are thousands of e-books available. Access to online databases is provided through a proxy server enabling students from off-campus to do research just as if they were on campus. Online orientations are provided for students enrolled in online classes requiring a library orientation. Tutorials are provided online, and an online Library Guide is offered through the library website which is geared towards distance learning students.

INTERNET

The library maintains a website at http://www.westkentucky.kctcs.edu/en/Academics/Library.aspx
Since the library is a department of the college, the website is maintained according to the policies of WKCTC and KCTCS. Website content is overseen by the Director of Library Services and updated by library personnel as deemed necessary.

Wireless internet access is available for faculty, staff, students, and community users. Wireless printing is not available.

WKCTC and Matheson Library specifically deny any responsibility for the accuracy or quality of information obtained through the Internet. All users need to consider the source of any information they obtain, and consider the validity of that information.

INFORMATION TECHNOLOGY POLICY

The library adheres to the WKCTC and KCTCS information technology responsible use policies:
https://publicsearch.kctcs.edu/policies/Admin%20Policies/4-2-5.pdf#search=Information%20technology%20responsible

Additionally, the library has developed its own computer regulations as stated below-

1. The resources in the library are provided to support the educational mission of WKCTC; therefore, educational purposes shall take precedence over all other uses.
2. The number one priority for the computers on the library network is academic preparation by WKCTC faculty, staff, and students.
3. In consideration of other users, a thirty (30) minute limit may be observed for computer use except for instructional sessions.
4. Internet resources may not be used to infringe on copyright or to plagiarize materials.
5. Users are responsible for the protection of their passwords against security violations.
6. WKCTC is not responsible for materials viewed from the Internet. Parents are expected to monitor and supervise minors’ use of the Internet.
7. Failure to abide by these regulations shall result in suspension of use pending administrative review.
8. No software/hardware will be installed on or connected to the computers without prior approval of library management.
9. Wi-Fi is available in the library, and students may bring their personal laptops or electronic devices to connect to it. Students must adhere to the KCTCS information and Information Technology Responsible Use Policy when using library equipment or personal devices in the library.
10. Community patrons can use the internet by presenting their picture ID at the circulation desk. Staff will enter their name, license number, and the number of the computer that they will use on the log sheet. That staff member will then log the community patron onto the computer.
EQUIPMENT CHECKOUT

Matheson Library Faculty and Staff Equipment Checkout Policy, 2016

Employees of WKCTC, who include administrators, faculty, and staff, may borrow library equipment. Items available for checkout include laptop computers, projection units and screens, e-readers, a portable microphone, a digital camera, a video camera, CD players, a DVD player, calculators, extension cords and surge protectors, and easels. It is recommended that borrowing these items be scheduled in advance. To reserve equipment, please contact Library Assistant Andrew Burden, 270-534-3191, or via e-mail at aburden0025@kctcs.edu

Equipment circulates to faculty and staff for instructional and/or college-related purposes only, and may not be checked out for personal use. Please understand that you may be asked for what purpose you are checking out an item when you request it. The library upholds KCTCS policy 4.2.5 and its subsets regarding information technology and responsible use.

All equipment circulates for three days. This is to ensure that equipment is available when needed by other faculty and staff members on campus. When patrons return equipment late, even by a short time, they may cause major difficulties for another person or even an entire event or class. Realizing that special circumstances arise, the approval of the Director of Library Services, Amy Sullivan, is needed to extend any equipment loans. She may be reached at 270-534-3171 or by email at amy.sullivan@kctcs.edu. In her absence, please contact User Services Librarian, Carol Driver, at 270-534-3170.

There are no overdue fines for equipment, but overdue notices are sent as a courtesy. Equipment should be returned on time since others may have reserved it upon its return.

All equipment must be checked out and returned to staff at the circulation desk. Equipment must be picked up by the person requesting it, not by someone else, unless approved in advance by the Director of Library Services, Amy Sullivan. Equipment cannot be returned in the book drops and must be checked in and inspected by a library staff member.

Equipment may not be loaned to others and should not be left unattended or exposed to conditions that may cause damage. The library staff should be notified immediately if equipment is damaged, missing, or not functioning properly. All pieces on the list (in the equipment case) should be included in the equipment case upon return.

Storing of personal information or files or downloading additional software to the laptops is not permissible. Software is pre-loaded for project use. All saved files must be copied to a flash drive or other external device before returning to the library. Files saved to the hard drive will be erased upon check-in. Those using the equipment should comply with all copyright, rights, and other information regarding the use, display, and public viewing of equipment and materials, as well as adhere to KCTCS policy 4.2.5.

While efforts are taken to ensure equipment is current, functional, and in ample supply, there are no guarantees that we will be able to meet all requests for any specific technology in every instance. We welcome suggestions for future equipment purchases and will make every attempt to provide items as our budget allows.

For any questions regarding equipment, please contact Amy Sullivan, Director of Library Services, at 270-534-3171 or email amy.sullivan@kctcs.edu
Matheson Library Student Equipment Checkout Policy, 2015

After providing a campus identification card/library card, or a valid photo identification with school email or institution number, students of WKCTC may check out designated equipment/technology items from Matheson Library. All equipment circulates to students for educational and/or college-related purposes only, and may not be checked out for personal use.

Items available for checkout include:

- E-readers;
- Calculators;
- A portable microphone;
- CD players;
- Headphones for use with laptop computers; and
- Headphones equipped with a microphone for recording purposes.

Each item has a designated checkout period and should be returned to the circulation desk when due. (See Matheson Library Circulation Policies and Procedures Manual). Equipment should not be returned to either of the library book drops, and must be inspected by a library staff member upon return. Students are responsible for replacement costs should equipment become damaged or lost. (See Matheson Library Circulation Policies and Procedures Manual).

Equipment should never be left unattended or loaned to another person.

Please note that all computer stations in the Library Research Room and the Library Lab include a pair of headphones for library use only.

RESERVATION OF LIBRARY FACILITIES

Faculty and staff can reserve the Library Lab, the Conference Room, and the Reading Room for campus functions. A request to use the Conference Room or the Reading Room can be made through ASTRA. Instructions for ASTRA and a link to make a request through ASTRA are located under the Faculty/Staff tab on the campus website at http://westkentucky.kctcs.edu/faculty_staff

Requests to use the Matheson Library Lab should be made to the User Services Librarian, Carol Driver, at 270-534-3170 or by e-mail at carol.driver@kctcs.edu

COPYING SERVICES

The library provides a photocopier, a fax machine, scanners, a microform printer, and black and white printers for public use. The copy machine is self-service and is provided by ABC Business Equipment who maintains the copier as detailed in the signed agreement with WKCTC. Copies are 15 cents each. There is a posted warning notice of copyright restrictions above the copier.

COPYRIGHT REGULATIONS

The library adheres to the current Copyright Law of the United States. Faculty may consult with library personnel regarding compliance issues upon request. See http://www.ala.org/advocacy/copyright for information about copyright laws and regulations.
Copier Rental Agreement (Continued)

IT IS AGREED UPON THAT ADVANCE BUSINESS CONCEPTS:

Will train customer personnel in the use of the equipment.

Will retain title to the equipment and shall have the right to enter onto the premises of the user and take immediate possession of said equipment upon any breach of termination of this agreement.

Will have the option to supply either new or reconditioned equipment.

AND THAT THE CUSTOMER:

Will make no alterations to the equipment and will not remove, cover or deface the name plate.

Will obtain written authorization of Advance Business Concepts prior to any movement of the equipment.

Will pay, according to Advance Business Concepts’ established service policy, for service requested outside of regular service hours.

Will pay any and all taxes and assessments levied against the equipment, or the use thereof, during the term of the rental period, with the exception of personal property taxes which will be the responsibility of the Seller.

Will assume complete responsibility for any and all risks of physical loss or damage to the equipment from any cause whatsoever during the rental period, reasonable wear and tear excluded.

Will give a written 30 day notice (unless otherwise agreed upon) in advance, of rental removal. If written notice is not given 30 days in advance, customer agrees to be billed, and will pay, for the 30 days notice.

Liability with respect to property damage or personal injury arising out of or connected with services performed under this agreement is limited strictly to that imposed by common law, and there is no contract imposing any greater degree of liability on Advance Business Concepts.

WKCTC - Health & Personal Services

Date: 1/29/13

Advance Business Concepts

John Roof - Sales Manager
Approved by - Title

January 29, 2013
Date
Copier Rental Agreement

Customer: WKCTC - Allied Health & Personal Services
Location: Paducah, KY 42003

Phone No. 270-534-3471
Name: Amy Smith

Advance Business Concepts agrees to install the equipment listed below under the following terms:

PRICE
The customer agrees to pay the rental charges shown below for 36 months from date signed

Model
Savin 9033B Digital Copier
ITC 5400 Series Coin OP

SN: M62056000096
SN: 1410U0162

Number of copies included: 0
All Copies To Be Charged At: $1.15 cents

Accessories
Platen Cover
Copier Cabinet

Beginning Meter Reading: __________

DELIVERY AND INSTALLATION
The customer will be assessed freight charges of $0 for delivery and $0 for removal of equipment.

MAINTENANCE
Advance Business Concepts will provide the required maintenance and necessary replacement parts at no additional charge to the customer, except repairs made necessary by other than normal use. Also excluded are repairs made necessary by lack of key operator function, and/or abuse.

SUPPLIES
Supplies are included in the rental agreement, except paper & copier staples.
CIRCULATION LOG ON

Choose the circulation icon from the desktop.

BASIC LOG ON – Restricted Authorization

Operator ID:
  Rosenthal side: WK Circ1
  Student Center side: WK Circ2

Password:
  CirC

Click OK.
The circulation main menu appears.
All overrides will appear on a daily transaction report with operator’s ID and reason for override.

**Note to STAFF: Before you do an override, try to fix the problem.**

Examples: If the renew limit has been reached and there is no hold on the item, discharge the item and charge it to the patron.

If the patron’s library card has expired, enter a new expiration date and then charge item.

For faculty and staff, if the item is “lost” and they want to renew, discharge the item, remove “lost” status, then charge item to patron.
PATRON REGISTRATION POLICIES

Students currently enrolled in WKCTC classes in Paducah, students enrolled in institutions who belong to Federation of Kentucky Academic Libraries (FoKAL) (see next page), PJC Board Members, WKCTC Board of Directors, WKCTC employees, and retired faculty and staff will be issued a free library card and have full circulation privileges upon showing proof or identification. Community patrons who present proof that they live or work in McCracken County, or they are Work and Learn (WAL), Ready to Work (RTW), or Adult Education (Adult Ed) students may also obtain a free library card.

WKCTC students:

- Students must present a WKCTC student ID card. If a student does not have a WKCTC ID card, refer them to the business office. Issue them a temporary library card until they can get a student ID.
- Student information will be loaded into Voyager from PeopleSoft. Records are loaded daily into Voyager, so as a rule, WKCTC students/faculty/staff should not have to be added to the database.
- If patron information can’t be found, fill out patron registration and checkout/renewal form located near the circulation desk supervisor’s desk, then place in the circulation desk supervisor’s basket.

Information in the patron record is confidential. Patron’s right to privacy is respected in all circulation activities.

In order to receive a library card, the following patron groups below must present a driver’s license or other picture ID:

UK Paducah faculty/staff:  https://www.engr.uky.edu/paducah/people/

Ready to Work contact: Kiki West-Johnson, kiki.johnson@kctcs.edu

Work and Learn contact: Jennifer Etherton, jennifer.etherton@kctcs.edu

For issuing library cards to community patrons, see the section on Community Patrons.

2017 WKCTC Board of Directors:

For the current list of the 2017 WKCTC Board of Directors follow this link: https://westkentucky.kctcs.edu/about/leadership/board_of_directors.aspx

2017 PJC Board of Trustees

For current list of the 2017 PJC Board of Trustees follow this link: https://westkentucky.kctcs.edu/giving/board/
FoKAL agreement:

- WCKTC is a member of the Federation of Kentucky Academic Libraries (FoKAL). If a patron is affiliated with an institution that is part of FoKAL, they may borrow from the WKCTC library or any other library listed below. However, they are limited to borrowing only books, and must present their student ID and a photo ID. Loan periods are determined according to student’s status at his or her current institution (i.e. undergraduate, graduate student, etc.).
- Enter these students into Voyager as “Other Patrons.”

FoKAL institutions include:

Alice Lloyd College
Asbury Theological Seminary
Asbury University
Ashland Community and Technical College
Bellarmine University
Berea College
Big Sandy Community and Technical College
Bluegrass Community and Technical College
Brescia University
Campbellsville University
Centre College
Clear Creek Baptist Bible College
Eastern Kentucky University
Elizabethtown Community and Technical College
Frontier Nursing University
Gateway Community and Technical College
Georgetown College
Hazard Community and Technical College
Henderson Community College
Hopkinsville Community College
Jefferson Community and Technical College
Kentucky Christian University
Kentucky State University
Kentucky Wesleyan College
Lindsey Wilson College
Louisville Presbyterian Theological Seminary
Madisonville Community College
Maysville Community and Technical College
Midway University
Morehead State University
Murray State University
Northern Kentucky University
Owensboro Community and Technical College
Somerset Community College
Southcentral Kentucky Community and Technical College
Southeast Kentucky Community and Technical College
Southern Baptist Theological Seminary
Spalding University
Thomas More College
Transylvania University
Union College
University of Kentucky
University of Louisville
University of Pikeville
University of the Cumberlands
West Kentucky Community and Technical College
Western Kentucky University
PATRON REGISTRATION INSTRUCTIONS

Patron Search

Click on the PATRON icon in the Voyager Circulation main menu. The Patron Search dialog box displays:

- Search for the patron by the name listed on his/her student ID card or driver’s license. (Check spelling of name for accuracy.)
- Verbally verify the address of the patron to be sure that the correct record has been retrieved.
- Right click the patron record screen and locate the barcode tab.
- Scan the barcode into the active barcode box.
- Make a general note with your initials and date, only if you are updating or changing information, or adding a patron.

If the record is not in the system, the prompt “Patron not Found” appears. Click OK. Cancel the Patron Search screen. Complete a manual patron registration form and check out manually. Place completed forms in Circulation Supervisor's mail basket. Circulation Supervisor will look up patron and add.

ADD PATRON RECORD INSTRUCTIONS (STAFF ONLY)

Select PATRON from the Voyager menu and click CANCEL when patron search dialog box appears. Right click on the Patron Record screen and choose Add Patron. The ADD NEW PATRON RECORD fields will appear:
Name Tab

- Fill in the patron’s last name, first name, and middle initial.
- If you are issuing a library card: in Institution ID field, type in driver’s license number if not a WKCTC student or employee.

Details Tab

- Expires date field:
  - Part-time faculty/staff - Last day of the current semester
  - Community patron - One year from the current date
  - FoKAL students - Last day of the current semester
  - WKCTC Board of Directors & retired faculty/staff - One year from the current date
  - RTW, WAL, Adult Ed students - Last day of current semester
- Purge date: One year later than expiration date entered

Barcode Tab

- Use the scanner to scan the WKCTC ID library card barcode into the barcode field.
- *Patron Group:* Choose categories from the drop-down menu.
  - WKCTC student= Student
  - WKCTC faculty=Faculty
  - WKCTC staff=Staff
  - Community patrons= Community
  - FoKAL, RTW, WAL, Adult Ed students= OtherStdnt

Click OK.
“Do you want to save the patron record?” Click Yes.

Address Tab

- Fill in the patron’s mailing address including city, state, and zip code.
- For part-time faculty, FoKAL, RTW, WAL, Adult Ed students, and community patrons, use their home address.

Phone Tab

- Enter area code with number.
ADD A NOTE to a new record

- Click the Notes icon.
- Click New.
- Type your initials and today’s date.
- For part-time faculty, community, FoKAL, WKCTC Board of Directors, RTW, WAL, or Adult Ed, denote that status in the note field.
- Click Save.
- Click OK.
EDIT PATRON RECORD

Choose EDIT PATRON by right clicking the mouse, from the patron menu, or by pressing CTRL+E.
Campus student ID cards

- Pull up the student record in Voyager, and verify patron information to make sure you have the correct record.
- Be sure that the campus ID is not expired. It should say Active under Status/Date. If it says expired, direct them to the business office to have a new one made, or make them a library card using their driver’s license.

Replacement Card

- Under the Barcodes tab, set any previous “active” barcodes to “expired.”
- Click Barcodes<new>.
- Scan the barcode from the active Campus ID or library card. Choose Save and then click OK.

Lost cards or stolen cards

- If a card is lost or stolen, the ID card should be remade at the business office.
- Set the existing barcode status to the correct status of “Lost” or “Stolen.”
- Click Barcode<new> and assign the WKCTC ID card barcode.
- The new library card status should be “Active.”

See Barcode Tab for Patron Group.

- Choose the categories for the patron group on the drop-down menu.
  (For FoKAL, WAL, RTW, and Adult Ed students, select “OtherStdnt.”)
- Click Save, then click OK.

Add or Edit a note to that record

- Click the note icon.
- If a general note exists, type over the old information. If a note does not exist, click NEW, then select General from the Note Type drop-down menu.
- Type your initials and today’s date.
- Click Save, then click OK.

Making labels for library cards

- On typewriter select patron group:
  - Phrs 1: Student
  - Phrs 2: Faculty
  - Phrs 3: Staff
  - Phrs 4: MSU
  - Phrs 5: UK Engineering
  - Phrs 6: Community Patron
- Hold down Phrs and type the number of the patron group you want to print.
- Hit enter two times.
- Type patron’s name: Last name, First name
- Remove label from typewriter and place on front of library card.
KCTCS Library Patron and Community Patron Cards

Issuing replacement library cards

- Search for the patron by the name listed on his/her student ID card or driver’s license.
- Verbally verify the address of the patron to be sure that the correct record has been retrieved.
- Right click the patron record screen and locate the barcode tab.
- Scan the barcode into the active barcode box.
- Make a general note with your initials and date, only if you are updating or changing information, or adding a patron.

Issuing library cards to community patrons

- Be sure that the community patron has either a driver’s license or proof that they live or work in McCracken County. (example: Mail, check stub, etc.)
- Search for patron record by name.
- If a record is located for the patron, set any previous barcodes to expired and issue a new “community” barcode.
- If a record is not located for the patron, ADD the patron, filling out name, address, driver’s license number, and barcode number. Enter Expiration date one year from issue date and enter purge date one year following the expiration date.
- Initial and date the record in the note field. Make note that the patron is community. Do not include semester information.
- Give the patron a copy of the Community Patron Circulation Policies. These are located in the circulation forms and signs binder.

Making labels for library cards

- On typewriter select patron group:
  - Phrs 1: Student
  - Phrs 2: Faculty
  - Phrs 3: Staff
  - Phrs 6: Community Patron
  - Phrs 5: UK Engineering
  - Phrs 4: MSU
- Hold down Phrs and type the number of the patron group you want to print.
- Hit enter two times.
- Type patron’s name: Last name, First name
- Remove label from typewriter and place on front of library card.
Library card -

- Members of the WKCTC and PJC Board of Directors can receive a library card by presenting their driver's license or other picture ID.

For the current list of the 2017 WKCTC Board of Directors follow this link: https://westkentucky.kctcs.edu/about/leadership/board_of_directors.aspx

For current list of the 2017 PJC Board of Trustees follow this link: https://westkentucky.kctcs.edu/giving/board/

Checking out –

- Board members may check out five items at one time.
- Items available for check out include all circulating books and audiovisuals, except reserve materials.
- Books, cassettes, and CDs can be checked out for 3 weeks with two, two-week renewals.
- Videos and DVDs can be checked out for 5 days.
- Reference, LC Media, Special Collections, equipment and periodicals may be used in the library.
- Any exceptions to this policy will be made by the library director.
- Interlibrary loan service is available (articles and books).

Computers –

- Board members who would like to use the computers in the library will be logged on using a generic password.
- Guest access for wireless is available. Select Wi-Fi on your device then click KCTCS-GUEST.
- The usage guidelines for library computers are the same as for Matheson Library students, faculty, and staff. These are posted in the library.
- Board members also have access to Microsoft products. A jump drive will be loaned to the patron with Word and Excel on it.
- Access to online databases is limited to in library use only.
Library card -

- In order to receive a library card, community patrons must be 18 years of age and present their driver’s license. Those without a driver’s license, should bring a piece of mail or pay stub that indicates that they work or reside in McCracken County. Address, phone number, and social security number or driver’s license number will be part of the patron record.
- There is no charge for the first card. There is a $1 fee for a replacement card.
- No library cards will be issued to organizations.

Checking out –

- Community patrons may check out five items at one time.
- Items available for check out include all circulating books and audiovisuals, except reserve materials.
- Books, cassettes, and CDs can be checked out for 3 weeks with two, two-week renewals.
- Videos and DVDs can be checked out for 5 days.
- Reference, LC Media, Special Collections, and periodicals may be used in the library.
- Equipment is not available for check out to community patrons. Any exceptions to this policy will be made by the library director.
- Interlibrary loan service is not available to community patrons.

Computers –

- Community patrons will be logged on using a generic password. Guest access for wireless is available. Select Wi-Fi on your device then click KCTCS-GUEST.
- The usage guidelines for library computers are the same as for Matheson Library students, faculty, and staff. These are posted in the library.
- Community patrons also have access to Microsoft products. A jump drive will be loaned to the patron with Word and Excel on it.
- Access to online databases is limited to in library use only.

Fines and Fees -

- Replacement Cards - $1.
- Overdue materials - $5 per item
- Upon return of an overdue item, the patron owes a $5 overdue fee.
- If an item is lost by a patron, the patron will be charged the actual cost of the item listed in Amazon (https://www.amazon.com/) up to $70, a $10 processing charge, and the $5 overdue fee.
**CHARGE OR RENEW MATERIALS**

Patrons must present a **library card** to charge or renew materials.

Click on the **Charge** icon in the Voyager Circulation main menu. Scan the patron barcode. The patron’s name will appear in the Patron information box.

The patron block information dialog appears when there has been a block placed on the patron. A list box displays the reason for the block, current number of blocks, and the patron group’s block limit. If patron owes fines and fees, he/she cannot check out any materials until fees are paid. Overrides must be performed by a staff member.

Scan the barcode for each item(s) checked out. The title, item barcode, due date, and status will display. Renewals will display an “R” in the Status column.

**Limits:**
- Faculty=Unlimited
- Staff=Unlimited
- Students, and OtherStdnt = 10 items
- Community = 5 items

**Loan Periods**

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<thead>
<tr>
<th>Items</th>
<th>Students, OtherStdnt, Community</th>
<th>Faculty/Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Children’s, Young Adult, Popular</td>
<td>21 days</td>
<td>End of semester</td>
</tr>
<tr>
<td>Compact discs/audio books</td>
<td>21 days</td>
<td>End of semester</td>
</tr>
<tr>
<td>Media stamped “Students may use in the Library”</td>
<td>May be used in library</td>
<td>End of semester</td>
</tr>
<tr>
<td>Periodicals</td>
<td>May be used in library</td>
<td>End of semester</td>
</tr>
<tr>
<td>Reference</td>
<td>May be used in library</td>
<td>Up to discretion of Director of Library Services</td>
</tr>
<tr>
<td>Reserves</td>
<td>Varies according to instructor</td>
<td>Varies according to instructor</td>
</tr>
<tr>
<td>Special Collections</td>
<td>May be used in library</td>
<td>May be used in library</td>
</tr>
<tr>
<td>Videos/DVDs</td>
<td>5 days</td>
<td>5 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Longer upon request</td>
</tr>
</tbody>
</table>
**Modify Due Date:**

To change the due date, pull up the Patron Record and click on the Charged Items icon. Highlight the item(s) and select **Modify Due Date** from the bottom menu. Enter the date and click OK to save. You can do each item separately, or hold down the shift key and click multiple items to modify all at once.

**Stamp Due Date:**

For books, stamp the date-due slip. Insert a blue information card in the pocket. If the item is being renewed, leave the blue card in the pocket.

For audiovisuals, stamp the date-due slip attached to the blue information card and insert in the pocket. If the item is being renewed, re-stamp the date-due slip and replace in the pocket.

**Close Charge:**

After checking out items, click the X button at the top right corner of the charge dialog box to close the charge screen.

**Renewals**

- A current library card is required to renew materials.
- Items on hold for another patron cannot be renewed.
- If the patron has overdue fines/fees, items cannot be renewed until payment is received.

Patrons may renew materials in any of the following ways:

**IN PERSON**

- Patrons may renew materials at the circulation desk.
- Items are charged in the system and re-stamped.

**PHONE**

- Patron must supply his/her name and institution ID number.
- Charge the items by typing the patron’s name. Verify items to be renewed.
- After renewing, review the patron’s “charges.”
- Inform the patron of the new date due and any items that were not renewed.

**MY LIBRARY ACCOUNT - KCTCS**

- Patrons may renew charged items through My Account in the KCTCS Library Catalog.
- Enter either library card barcode or Institution ID number along with the last name of the patron.
- Select items to be renewed.
- Check for renewed due dates. Items that have been renewed twice or those on hold for other patrons will not be renewed.
# BLUE INFORMATION CARDS

## BOOKS

**LEAVE IN POCKET**

$1.00 Fee If Lost

This card must remain in the pocket. The Library must charge $1.00 for each missing card.

**LIBRARY HOURS**

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon - Thur</td>
<td>7:30 a.m. - 8:30 p.m.</td>
</tr>
<tr>
<td>Fri</td>
<td>7:30 a.m. - 4:00 p.m.</td>
</tr>
</tbody>
</table>

Changes in library hours are posted on Library doors.

Visit us on our website:

http://westkentucky.kctcs.edu/
Academics/Library.aspx

@your library, @your service

<table>
<thead>
<tr>
<th>Date Due</th>
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<tbody>
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</table>

HIGHSMITH   #L0-45220

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25 December 5, 2017
Periodicals Checkout Procedures - Faculty and staff only (students may not check out periodicals).

- Scan faculty or staff library card barcode.
- Scan **Periodical Title** card barcode located in black file box at circulation desk. One card may be used for all periodicals being checked out.
- List date, periodical title, and Copy# for each periodical on Periodical Check Outs sheet.
- Stamp the Periodical Check Outs Sheet and a pink card with 5-day stamp for each periodical checked out.
- Use removable tape to attach pink cards with patron’s name and date due to the front of each periodical checked out.
- Attach periodical card to Check Outs sheet. File Check Outs sheets alphabetically according to patron’s last name.
- When returned, put date returned for each periodical on Periodical Check Outs sheet.
- Do not discharge Periodical card unless it’s the only periodical on the sheet. A staff member will do this when all periodicals charged to this card have been returned.
PERIODICALS CHECK OUTS

PATRON NAME: ________________________________

Library staff: Use ONE card to charge periodical issues. Remember to write the COPY # of the card.

<table>
<thead>
<tr>
<th>ISSUES</th>
<th>PERIODICAL TITLES</th>
<th>COPY#</th>
<th>DUE DATE</th>
<th>RETURNED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

LIBRARY LOAN
Paducah Community College
Alben Barkley Drive, P. O. Box 7360, Paducah, KY 42001-7360
Telephone 802-354-9200
Library Fax # 802-354-0530

DATE DUE

NAME: ________________________________

DO NOT REMOVE

27 December 5, 2017
Offline Circulation

If you are unable to establish a server connection, you can still charge/renew items for patrons. When the server connection is lost or fails to establish a connection, a message displays asking if you want charge/renew capabilities. Click Yes to automatically bring up the Charge function so you are able to scan or type patron and item barcodes. You will also be prompted to supply the item’s due date. If you are checking out items with differing due dates, you will need to close then click on Charge again to use a different due date.

When you re-establish a server connection, select Charge from the Functions menu, select Upload Offline Capture File from the Charge menu. The temporary charge file is found and the contents are processed. If any errors are generated, they are logged to an error file and archived. The contents will pop up in an error report.
SYSTEM DOWN

When the Voyager circulation system is down, the message “Connection Lost” will appear. Application will be aborted. “OK” appears on the screen.

Manual circulation forms are available in folders below the circulation manuals at the desk.

Patron Registration and Charge/Renew

- Fill out all information and write legibly. Accuracy is important when writing patron barcodes.
- Ask the patron if he/she has a library card before issuing a new one.
- Place the completed forms in the three tier wire basket.

Returns

- Place on the cart in the circulation area.
- **DO NOT** remove blue information cards or date dues from the pockets.
- If the system is down more than one day, separate returns by the return date.

SYSTEM UP

When the circulation system is up, circulation staff enters information from the forms into Voyager.

- Patron registration and charges are entered first. Override the charges date if the system is down for more than one day.
- Returns are discharged after patron records are entered.
### Patron Registration

<table>
<thead>
<tr>
<th><strong>NAME</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Last</td>
<td></td>
</tr>
<tr>
<td>First</td>
<td>MI</td>
</tr>
<tr>
<td>Institution ID</td>
<td></td>
</tr>
</tbody>
</table>

### Barcode

<table>
<thead>
<tr>
<th>Library Card Type</th>
<th>Barcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Library Card</td>
<td>22119</td>
</tr>
<tr>
<td>Update Library Card</td>
<td>22119</td>
</tr>
</tbody>
</table>

### Patron Group

<table>
<thead>
<tr>
<th>Group</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>WKCTC Students</td>
</tr>
<tr>
<td>Faculty</td>
<td>WKCTC Faculty</td>
</tr>
<tr>
<td>Staff</td>
<td>WKCTC Staff</td>
</tr>
<tr>
<td>OtherStdnt</td>
<td>FoKAL</td>
</tr>
<tr>
<td>Community</td>
<td>WKCTC Board of Directors</td>
</tr>
<tr>
<td>ILL</td>
<td>Interlibrary Loan</td>
</tr>
</tbody>
</table>

### Address

<table>
<thead>
<tr>
<th>Field</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Street</td>
<td></td>
</tr>
<tr>
<td>City: Paducah</td>
<td></td>
</tr>
<tr>
<td>State: KY</td>
<td></td>
</tr>
<tr>
<td>ZIP:</td>
<td></td>
</tr>
</tbody>
</table>

### Phone

<table>
<thead>
<tr>
<th>Field</th>
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</thead>
<tbody>
<tr>
<td>Phone:</td>
<td>( )</td>
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</tbody>
</table>

### Notes

<table>
<thead>
<tr>
<th>Field</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Staff Initials</td>
<td></td>
</tr>
<tr>
<td>Today’s date</td>
<td></td>
</tr>
</tbody>
</table>
# CHECK-OUT or RENEWAL

## Patron Information

Today’s date: ___________________________ Staff initials: ___________________________

Does the patron have a current semester library card?  
If yes, continue with this form. If no, fill-out the Patron Registration form before proceeding.

<table>
<thead>
<tr>
<th>Barcode</th>
<th>Last name</th>
<th>First name</th>
<th>MI</th>
</tr>
</thead>
<tbody>
<tr>
<td>22119</td>
<td></td>
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</tbody>
</table>

## Item Information

<table>
<thead>
<tr>
<th>Barcode: 32119</th>
<th><strong>Book</strong></th>
<th><strong>Periodical</strong></th>
<th><strong>Reserve</strong></th>
<th><strong>DVD/video</strong></th>
<th>Date due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call #:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Author:</td>
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<td>Title:</td>
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<td>Title:</td>
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</tbody>
</table>
**HOLDS**

When an item in our collection is charged to a patron, a request can be made to have the item held for another patron when it is returned.

A current library card or student ID is required to request hold. See **Patron Registration** for issuing or updating a library card.
Click on the Item icon in the Voyager Circulation main menu. The item search box displays.

Click the Search (…) button to find the title. Select Keyword tab then Free Text. Enter qualifiers such as title, author, publication date, etc. to search for the item.
Choose the **Place Request** icon (blue +).
Scan the patron’s barcode and the patron information will appear at the top. If typing the barcode, hit enter.

- Select Copy. (NOTE: Do not choose title, it is system wide.)
- Pickup At: Use the drop down menu to choose WKCTC Matheson Circulation Desk.
- Expires: If the patron does not indicate a date after which the request is no longer needed, use the end of the semester as the final due date.

Click OK.
Hold Maintenance

Click the Request Maintenance icon (green wrench) to view and edit hold requests.

The item information displays in the top portion, patron information in the middle, and availability in the bottom portion. Holds can also be deleted from this screen by clicking Cancel H/R.
Holds-Discharge

During discharge, the system alerts when an item has an outstanding hold request.

Click **OK**.

- A hold slip will be sent to the printer. Attach the hold slip to the item.
- Place items ready for pickup under the counter (Student Center side) on the third shelf.
- If materials are not picked up within seven (7) days, the item(s) will be returned to the shelf.
Holds – Patron Record

Hold requests can be viewed in the patron record. The top portion is Requests Pending and the bottom lists Items Available for Pickup.
**DISCHARGED MATERIALS**

Click on the **Discharge** icon in the Voyager Circulation menu.

**Before check-in,** make sure that materials are not damaged. Open all audiovisual containers to ensure that appropriate materials are included. For example, verify that a video and container match. Be sure DVD(s) are inside cases; if it is a 2-DVD set, make sure both are inside. **DO NOT CHECK-IN ANY DAMAGED OR MISSING ITEMS. Please place these items in the Circulation Desk Supervisor’s basket with a note explaining the damage.**

If items are intact, scan the barcode for each item(s) returned. The title, item, barcode, due date, and status will display. Special Messages/Status dialog boxes may appear. Please pay attention to whether these boxes appear after each item has been scanned for discharge.

**HOLDS** – Item has an outstanding hold. Place on the hold shelf.

**CATALOGING REVIEW** – Give to Director of Library Services

**MISSING** – Give to Director of Library Services

**NOTES** – Information associated with this item. Give the item to appropriate staff member.

**LOST/REPLACEMENT** – Item marked as “Lost.” Give to the Circulation Desk Supervisor.

**CIRCULATION REVIEW** – Give to Circulation Desk Supervisor or User Services Librarian.

**Final steps:**

- Remove the blue information card from the pocket.
- Place materials under the counter (Student Center side) for shelving.
- **DO NOT** put the discharged items on a cart UNLESS you are planning on shelving them immediately.
- Shelve reserve items immediately following check-in.

When finished discharging items, click on the **X** button in the top right corner of the discharge dialog box to close the discharge screen.
DISCHARGE

Message/Status “Lost.”

Click OK then place in the Circulation Desk Supervisor’s basket with a note saying “lost.”

If the following message appears, answer NO.
• To print fines/fees owed, right click the discharged item and go to **Borrowing Patron**.
• Fines/fees will be indicated under the dollar sign. Student fees will indicate the $85 replacement cost even though only the $5 overdue fee is owed.

Click on the $ icon to view the related charges. On the Outstanding Fines/Fees screen, select **PRINT**.
• Leave all items with the lost status and the outstanding fine/fee printout in the Circulation Desk Supervisor’s basket. The item retains the “Lost” status until manually removed.
• Student assistants should not shelve materials with an item status of “Lost.”
• If a patron has previously returned a “lost” item and wants to pay their fines, pull up their record and choose the dollar sign icon. Select Print. Click OK.
• Be sure to include the amount paid by the patron (e.g. paid in full, paid $5) on the printout.
• Initial the printout and put it in the Circulation Desk Supervisor’s basket.
• Fill out the appropriate information log sheet on the Monies Deposited form, which is located in the key drawer.
• Write receipt for the patron. Be sure to give them the white copy and keep the yellow and pink copies in the receipt book.
• If fines are paid in the Business Office, notify the Circulation Desk Supervisor and post on the Business Office side of the Log Sheet.
COLLECTING FINES/FEES

All monies received in the library must be receipted and posted to the Monies Collected form.

FINES/FEES Policy

- Replacement of a library card—$1
- Overdue materials—$5 per item.

- Upon generation of a fines/fees notice, the Voyager system indicates a maximum of $85 replacement cost of items. ($70 maximum + $10 non-refundable processing + $5 overdue fee)
- Upon return of an item, the patron owes a $5 overdue fee. Voyager system will indicate $85 per title until the amount is manually reduced.
- Lost materials—current replacement cost + $10 processing fee + $5 overdue fee (if applicable).
- Patrons owing for “lost” non-returned materials are considered delinquent with admissions until the fees are paid.
- The current replacement cost is determined when the patron inquires about the total owed. Use Amazon.com to determine the cost of the item.
- $15–$70 range of current replacement costs. If a title is not listed in Amazon.com, charge the minimum replacement fee of $15. If the cost in Amazon exceeds $70, only charge the maximum of $70.

Write a receipt

- The receipt book is kept in the key drawer.
- Receipts should include the date, patron’s name, reason (lost library card, overdue fee, lost materials), department (library), amount paid, and the staff signature.
- Give the original (white copy) to the patron. Keep the yellow and pink copies in the receipt book.

Monies Deposited form

- The Monies Deposited form is attached to a clipboard and kept with the receipt book in the key drawer.
- Fill out the Monies Collected form with the date, staff initials, patron’s name, PeopleSoft ID number, and receipt number. Indicate the amount collected in the appropriate column.
- If a check is used for payment, the patron name and PeopleSoft ID number should be entered on the check. If the person paying is not the person who owes the fine, the information for the patron owing the fine should be entered on the check and the receipt.
- Place money in the tray.
- If the item is paid for, the barcode number, title of the item, etc. should be entered on the receipt.

Refunds

- When a patron returns an item for which he/she paid the replacement costs, circulation staff initiates a refund from the business office. Patron’s name, date paid, and the amount to be refunded should be included in the refund request prepared by the Circulation Desk Supervisor.
- Patrons are entitled to a refund of replacement cost if materials are found within the same fiscal year. The overdue fee of $5 per item and the processing fee are non-refundable.
- The library is NOT authorized to refund money to patrons. The business office issues refunds.

Cash Drawer

- A $25 minimum is kept in the drawer. This money is used for fines and fees and print management.
- Change is given for making copies.
- Change is not given for the vending machines.
SHELVIN

Student assistants review the item status of materials to be shelved.

Click the ITEM icon from the circulation main menu.

- Scan the barcode of each item under the counter.
• Review the **ITEM STATUS**
  - “Not Charged” or “Discharged” items are ready to shelve.
  - “Charged” items cannot be shelved until they are discharged from the patron record.
  - **If the item has any other status besides** “Not Charged,” “Discharged,” or “Browse,” **DO NOT SHELVE.**
  - “Lost” status items must be put in the **Circulation Desk Supervisor’s basket**. Missing or Catalog Review items should go to the Director of Library Services. Circulation Review items should go to Circulation Desk Supervisor.

• Press **Shift F2** to scan the next item.

Place items on a cart, separate by section, then shelve by call number.

Please be sure that all items are shelved before the closing procedures. This will prevent unnecessary overdue and Fines/Fees notices.
REPORTS AND NOTICES  Staff will run

Reports and notices are run each morning on the C1 computer. The C2 computer can be used as a backup, but archival records would not be available.

- Open the REPORTER icon on the desktop.
- Enter a staff operator ID and password.
  1. It will say “Cannot connect to the specified e-mail server.” Click OK.
  2. It will say “E-mail server available. All student notices will be printed. Faculty and staff notices will be e-mailed” Click OK.
- Process Circulation Reports/Notices, Process Reports, and Process Notices check boxes should be marked.

- Click on Build Notices/Reports.
- Reports and notices will compile.
- Select **Run Reports/Notices**.
- Compiled reports and notices are sent to the default printer.
- It will ask if you want to archive reports. Click **Yes**.
- It then asks if you want to archive notices. Click **Yes**.
Archives

- Reports and notices are stored on the computer for 30 days.
- Choose File and select Archives. Click the appropriate folder and then follow the usual procedures to print reports or notices.
Policies and Procedures for Reports and Notices

- A staff person will run reports and notices every morning and sort and distribute them to the appropriate people.

Overdue Notices/Fines and Fees Notices

- An overdue notice is printed 7 days after the due date.
- A Fines/Fees notice will be printed 21 days after the due date.
- Verify that items are still charged to the patron in Voyager.
- Check the shelves to make sure items were not returned and shelved without being properly checked in.
- Notices for students are placed in window envelopes and mailed to their home address. Faculty/staff notices are emailed.
- For Fines/Fees, a delinquency flag is added in PeopleSoft.

Item Available Notice

- When the library discharges an item with a pending hold, it becomes available for use by the next patron in the hold queue. The following day, a Hold Available Notice is sent.
- Verify the material is on the hold shelf before sending the notice.

Reports

- Circulation Statistics – daily charges, renewals, discharges, and fines/fees collected. File daily reports and compile monthly.
- Transaction Related Exceptions – each time staff overrides circulation transaction, the data is compiled and extracted to this report. Review the reports to resolve problems with patron or item records after the transaction has occurred.
- Item Related Exceptions – view the item record for each entry. Entries marked “Lost Item Discharged” are items for which the Fines/Fees notice was sent. Select Item and Outstanding Fines to see current charges on Voyager. Current student fees will pull up, but faculty/staff will indicate “No Outstanding Fines for the Item.”

After items are returned, remove the “Lost” status. If student returns materials but does not pay the fee, adjust charges down to $5 by forgiving $80 of the $85.

- Patron Related Exceptions – The “Exception Description” will indicate the type of override. These may include fine limit or charge limit. View the patron record and reason for override. For each exception, make sure that the exception has been dealt with in the appropriate manner.
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<th>Date Range</th>
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</thead>
</table>
Dear Patron:
The following item(s) need to be returned to the locations indicated as soon as possible:

**Library Location:** Matheson Library  
**Phone:** (270)534-3197

<table>
<thead>
<tr>
<th>Notice Number:</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Due Date:</td>
<td>9/13/2004</td>
</tr>
<tr>
<td>Title:</td>
<td>Beautiful mind [videorecording] / Universal Pictures, Dreamworks Pictures, Imagine Entertainment present a Brian Grazer production, a Ron Howard film; producers, Brian Grazer, Ron Howard; screenplay, Akiva Goldsman; director, Ron Howard.</td>
</tr>
<tr>
<td>Author:</td>
<td></td>
</tr>
<tr>
<td>Item ID:</td>
<td>3211910998089</td>
</tr>
<tr>
<td>Item Call #:</td>
<td>PN1997.B43</td>
</tr>
</tbody>
</table>

If you are liable for overdue fines, remember that the fine increases the longer you keep the item. You may also be charged for the replacement cost if the item is not returned.

If you have any questions, please contact us at the indicated location.

Matheson Library  
West KY Community & Technical College  
P. O. Box 7380  
Paducah, KY 42002-7380 USA
Fines and Fees Notice

Dear Patron:

The following is a list of current fine(s) or fee(s). More detailed information is available at the library. Payments should be made at the location(s) indicated below.

**Library Location:** Matheson Library

<table>
<thead>
<tr>
<th>Item Title</th>
<th>Item ID</th>
<th>Item Call #:</th>
<th>Fine/Fee Date:</th>
<th>Fine/Fee Amount:</th>
<th>Net Due:</th>
</tr>
</thead>
<tbody>
<tr>
<td>War on drugs: opposing viewpoints / Neal Bernards, editor.</td>
<td>3211910086840</td>
<td>HV5825 .W36128 1990</td>
<td>8/24/2004</td>
<td>$61.00</td>
<td>$61.00</td>
</tr>
<tr>
<td>Fine/Fee Description: Lost Item Replacement</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Author:</td>
<td></td>
<td></td>
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<td></td>
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</tbody>
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<th>Item ID</th>
<th>Item Call #:</th>
<th>Fine/Fee Date:</th>
<th>Fine/Fee Amount:</th>
<th>Net Due:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drugs: should we legalize, decriminalize, or deregulate? / edited by Jeffrey A. Schaler.</td>
<td>3211910098194</td>
<td>HV5825 .D88 1998 c. 2</td>
<td>8/24/2004</td>
<td>$61.00</td>
<td>$61.00</td>
</tr>
<tr>
<td>Fine/Fee Description: Lost Item Replacement</td>
<td></td>
<td></td>
<td></td>
<td>$0.00</td>
<td></td>
</tr>
<tr>
<td>Author:</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Location Total:** $122.00

Previously Billed Fines and Fees: $0.00

Total of all Fines and Fees: $122.00

If you have any questions, please contact us at the indicated location.

Matheson Library
West KY Community & Technical College
P. O. Box 7380
Paducah, KY 42002-7380 USA

Page 1 of 1
Item Available Notice

James Bond
Secret Way
Secret City, MI 57087

Dear Patron:
The item(s) that you requested are now available.

Please pick up item(s) before the indicated expiration date.

Library Location: WKCTC Matheson Circ Desk
Phone: (270)534-3197

Title: Sams teach yourself to create Web pages in 24 hours / Ned Snell.
Author: Snell, Ned.
Item ID: 3211910888768
Expiration Date: 9/30/99
Item Call #: QA76.76.H64 S66

If you have any questions, please contact us.

WKCTC Matheson Circ Desk
West KY Community & Technical College
P.O. Box 7380
Paducah, KY 42002-7380 USA
Cancellation Notice

Dear Patron:
We regret that your request has been cancelled for the following item(s):

<table>
<thead>
<tr>
<th>Library Location:</th>
<th>WKCTC Matheson Circ Desk</th>
<th>Library Phone:</th>
<th>(270)534-3197</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>So you want to be a psychic intuitive? : a down-to-earth guide / Alexandra Chauran.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Author:</td>
<td>Chauran, Alexandra, 1981-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item ID:</td>
<td>321191115328.</td>
<td>Item Call #:</td>
<td>BF1040 .C44 2012</td>
</tr>
<tr>
<td>Title:</td>
<td>So you want to be a psychic intuitive? : a down-to-earth guide / Alexandra Chauran.</td>
<td></td>
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<tr>
<td>Author:</td>
<td>Chauran, Alexandra, 1981-</td>
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<td></td>
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<tr>
<td>Item ID:</td>
<td>321101115328.</td>
<td>Item Call #:</td>
<td>BF1040 .C44 2012</td>
</tr>
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</table>

In most cases cancellations occur because the item was not available by the "not needed after" date you specified in your original request.

If you still have a need for this item, please check the library catalog for the latest status of the item. You may also ask the library staff about borrowing the item from another institution.

If you have any questions, please contact us at the indicated location.

WKCTC Matheson Circ Desk
West KY Community & Technical College
P. O. Box 7380
Paducah, KY 42002-7380 USA
CASH HANDLING POLICIES AND PROCEDURES –

https://publicsearch.kctcs.edu/policies/Admin%20Policies/5-4-5.pdf#search=cash%20management%20program

MLRC Vending Machines Refunds

Snack machine hosted by Pepsi.

Drink machine is hosted by Coke.

When a patron loses money in the snack or drink machine, the circulation supervisor (Anita) can refund their money. If the circulation supervisor is not working, fill out the “MLRC Vending machine lost money form.” The form is located on a clipboard by the DVD boxes T-Z. Please be sure to put what machine the patron lost money in and send the circulation supervisor (Anita) an email that money has been lost in one of the machines so she can take care of as soon as she returns.
PRINT MANAGEMENT POLICY

Enrolled students are given a printing account of 400 free black/white type print pages at the beginning of each semester. Students may print in color at the Grisham Lab in Rosenthal Hall at a charge of 20 cents per page. Each color page is deducted from the student’s account at the rate of four black and white pages.

Any balance left in the account at the end of each semester will “not” be reimbursed.

Students who go over their printing allowance may purchase vouchers for additional pages from the Business Office at the Anderson Technical Building. Additional pages may be purchased in the following increments:

Voucher increments of:

$1.00 (20 pages)
$5.00 (100 pages)

Students must enter their KCTCS student login information to release a print job. When the account drops below $2.50 a message displays notifying the student that additional pages should be purchased. Students may not transfer any portion of their print account to another student’s print account.

Community users are allowed to print 10 pages per day.

Below are some helpful tips that can maximize your print allocation, reduce costs, and reduce your environmental impact.

Printing Tips
Below are some helpful tips that can maximize your print allocation, reduce costs, and reduce your environmental impact.

Print only what you actually need. If your instructor posts a 97 page excerpt to Blackboard and asks you to read pages 35-60, then only print those pages.

Choose your font carefully. Ink/toner costs can be reduced just by using the right font. A recent study estimates that the Century Gothic font uses 31% less ink/toner than Arial.

Print multiple pages of a document on a single sheet of paper. Here are some instructions to make this easy:

Microsoft Word
To print several pages per side:
At the Office button, click Print.

Under Zoom, select the number of pages per side of the sheet by clicking in the “Pages per sheet” drop down menu.
To selectively print certain pages

Choose the Office button, then Print.

Under “Page range”, click on Pages to enter the print ranges you want for the document and separate by commas, as in “1-3, 5-12, 14, 20-23.”

Microsoft PowerPoint
To print more than 1 slide per page:
Choose the Office button, then Print.

Under “Print what,” select Handouts.

Under “Slides per page,” choose to place 2 slides on 1 page, 4 slides on 1 page, etc.
Microsoft Excel

To print more than 1 sheet on a page:
On the Page Layout tab, choose “Print Area” and highlight the area you wish to print.

Under the Office button, choose Print and then Print Preview.

Click Page Setup, and then under “Scaling” choose “Fit to 1 page wide by 1 tall.”
Click Print, and then click the Properties button.
Under the “Multipage printing” dropdown arrow, choose to place 2 pages on 1, 4 pages on 1, etc.
**WIRELESS PRINTING** Bring Your Own Device (BYOD)

A station is setup in the Research Room with surge protection outlets and two USB connections to assist you in charging your devices while using them for your academic needs.

You can also print from your device by following the print information below when using this station.

**WIRELESS PRINTING INSTRUCTIONS**

1) Open your e-mail application.
2) Compose a new e-mail.
3) **From:** yourusername@kctcs.edu (use your KCTCS e-mail account)
4) **To:** wk-lib-paper@kctcs.edu
5) **Subject:** is not required but you can put the name of the document.

(You can ignore the body of the e-mail)

6) **Attach** your document. Our wireless print supports documents in the format of: PDF, XPS, Word, Excel, PowerPoint and “picture files”.
7) Send the e-mail.
8) Your will receive an e-mail with a web link. **Click** on the web link.
9) Your PaperCut Mobile login request will pop-up. **Enter** your KCTCS username and password.
10) The PaperCut Mobile client will display a jobs list showing you the status of your print.
11) Choose the Sign Out button at the bottom left to exit the PaperCut Mobile client.
Interlibrary Loan (ILL)

**Borrowing Policy** – Interlibrary loan (ILL) service is available to patrons in good standing in student, faculty, staff, and special patron categories. Matheson Library requests materials from other Kentucky Community and Technical College System (KCTCS) libraries and Kentucky Virtual Library (KYVL) Network libraries for all patron categories except Community, Adult Education (Adult Ed), Lindsey Wilson, and MSU patrons. The library requests materials for Paducah Junior College Foundation and WKCTC Board of Directors members and retirees also in the state of Kentucky only. For faculty requests, materials will be requested outside of Kentucky, if not available in the state. Student requests are filled in the state of Kentucky only. Requests are transmitted using the most expedient and cost-effective means available.

The library charges no fee for ILL borrowing services; however, if the lending library charges WKCTC for materials borrowed or photocopied, WKCTC passes that fee on to the patron. The library requests first from libraries that do not charge or those willing to establish reciprocal agreements, then from other sources. Items that can be requested are books, articles, or microfiche.

Patrons may provide the ILL staff member printed citations on the material they want to request, send the request through email, or use the online order form on the library homepage at [https://secure.westkentucky.kctcs.edu/illrequest/](https://secure.westkentucky.kctcs.edu/illrequest/)

**Lending Policy** – The library lends materials to any library in Kentucky, members of the McCracken County Information Network (McNet), and to academic U. S. libraries outside of Kentucky. The library lends books from the circulating collections. Articles (PDF file) are uploaded through OCLC Article Exchange to the borrowing library. Items from Reference or Special Collections, items newer than 6 months, items costing in excess of $100, and non-print materials in the AV Media area may only be loaned with the approval of a librarian. Circulation audiovisual materials may be loaned to faculty and staff at Kentucky academic libraries.

**Kentucky Virtual Library Courier Service (ILL)** - The KYVL Ground Courier service provided by Professional Business Couriers (PBC) is to be used for general statewide delivery of library materials among KYVL libraries and for the delivery of materials relating to KYVL activities. The courier service is for sending and receiving interlibrary loans that have been officially processed by a participating library’s Interlibrary Loan Department. The courier comes Monday, Tuesday, Wednesday, and Thursday. Monday’s stop is in the morning after 9:30am and the rest of the days are in the afternoon after 2:30pm. When there are no items to pick up the driver will sign the Ground Courier Signature Sheet putting the date and time along with driver’s signature. On major holidays and WKCTC’s institutional closings, there is no courier service.

**Courier Procedure for Inclement weather** – (for a librarian or ILL staff)

1. Call one of the following phone numbers:
   - 859-263-1657 (Main Office number)
   - 877-722-2697 (Toll Free)
2. Ask for dispatch.
3. Provide the name of your library and the town.
4. Tell them you are closed for inclement weather and will not require courier service.

**The contact information above is only to be used for inclement weather closures.** If you have other questions, please contact via our Ask a Question form. This form will automatically direct your email to the correct KYVL staff member based on your choice from the Topic drop-down menu.
Interlibrary Loan Procedures

TAKING A REQUEST

To request an ILL, the patron must bring their library card and a printout of the material to be requested to the circulation desk. If the request is for an article or microform and the patron does not have a printout, ask the patron to complete the ILL request form located in the Circulation Signs and Forms notebook on the second shelf by Circ 1. Each request should have a patron status printout, which can be obtained by going into the KCTCS Library Catalog, clicking on the “My Account” tab, entering patron’s last name, and enter or scan the patron’s campus ID/library card barcode. Attach the patron status information to the printout of the material being requested. Put your initials and the date on the patron status printout. Place the request in the ILL Requests basket at the ILL Desk. Only four ILL requests are allowed per day for each patron (student, faculty, or staff). Let patron know that it may take 7-10 days to receive the ILL item. Patrons will be notified by email, phone (if local) or mail when their ILL arrives, or they can check on their request by calling 270-534-3197 or coming to the library.

BOOKS

ILL books are located on the Reserves shelves under circulation printer.
1. Patron must sign and date each form stapled and taped to first book. Be sure to keep this form and put in the ILL basket.
2. Show the patron the due date on the book strap for each book. Tell the patron to renew the material, they must bring it back and leave it for at least 24 hours. If the lending library does not renew, “No Renewals” will be written next to the due date. When patrons ask to renew a book or any ILL item, make sure to take the item and keep it. On a post-it note, write renewal request and stick to the book strap on each item. Place in the ILL Requests basket.
3. If there are any fees attached to the ILL book, there will be a note on the book with the amount due. The patron must pay the full amount with a check made payable to the lending library in order to pick up the ILL book. DO NOT accept cash. Initial, date, and write “paid” on the note and attach it to the check. Put check and note in an envelope with ILL Fees written on it and place in cash drawer. When patron is finished with the ILL item and it is ready to be returned, place it in the ILL basket.

MICROFICHE

These are for IN LIBRARY USE ONLY!! The microfiche box is located on the shelf next to the ILL Requests Filled. Microfiche will be filed alphabetically by patron’s last name.
1. Take the microfiche out of the box marked “ILL Microfiche.” There will be a form outside each fiche envelope or attached to the fiche.
2. Each time a patron views the microfiche the form must be signed and dated (on back). Keep the form in the file box while the patron has the microfiche.
3. If the patron wishes to view the fiche at a later time, put the form back with the fiche and refile in the box.
4. If the patron is completely finished with the microfiche and is ready for it to be returned, leave it in the ILL basket. Be sure to attach a note stating that it is ready to be returned.

PHOTOCOPIES

Photocopies are located in the ILL copies ready for pickup basket on the ILL top shelf. There are no forms for the patron to sign because photocopies are not returned.
1. Copies with fees attached will have note or bill form attached to the front of them stating how much the patron owes. The patron must make a check payable to the lending library BEFORE receiving the photocopies. DO NOT accept cash.
2. Initial, date, and write “paid” on each note removed from a photocopy.
3. Put check and note in an envelope with “ILL Fees” written on it and place in cash drawer.
REQUESTS

- To request Interlibrary Loans, a patron must have a current library card. Refer to Patron Registration for issuing and updating library cards.
- Requests are usually printouts from Voyager or electronic periodical indexes. For other sources, make a copy of the citation/bibliography information and fill out an ILL form. The form is also available in electronic format in the Find Resources section of the library homepage.
- Library patrons may request up to four items at one time.

Minimize Voyager Circulation and choose Find Books from the homepage then KCTCS Library Catalog.

When asked to enter the patron information, type the Last Name and then scan the patron’s barcode or enter the Institution ID.

![KCTCS Library Catalog](image)

Items charged to the patron appears. Click View Personal Information.

Make a printout of the Patron Information screen. Initial and date. Cut off below patron blocks (right above items checked out).

Attach the Patron Information printout to the request(s) and place in the Circulation Desk Supervisor’s basket.

You can also direct students to the interlibrary loan online form by following these steps.

- Go to the library homepage and choose About Us.
- Then choose Interlibrary Loan Request Form.
**Pickup Procedures**

- Patron must present library card at the Circulation Desk to pick up Interlibrary Loan materials.
- Photocopies, microfiche, and books are filed in baskets or on the shelf by the patron’s last name.
- The patron must sign and date the paperwork accompanying books and microfiche. Place the paperwork in the Circulation Desk Supervisor’s basket.

**Renewals**

- Patrons requesting renewal of Interlibrary Loans must leave the material for 24 hours.
- Place requested renewals in the Circulation Desk Supervisor’s basket.

**Returns**

- Place all Interlibrary Loan returns in the Circulation Desk Supervisor’s basket.
COMPUTER USAGE POLICY
https://publicsearch.kctcs.edu/policies/Admin%20Policies/4-2-5.pdf#search=information%20technology

FAX POLICY

Fax service (up to 10 pages) is available to all WKCTC students, staff, and faculty, UK Engineering students, and MSU-Crisp students upon proof of enrollment status. The user will be charged $1.00 per page for any fax (sent or received) after 10 pages. WKCTC alumni or community users who wish to send or receive faxes will be referred to local companies that offer this service.

Sending a fax to a number outside the United States (an international fax) will cost $5.00 for the first page and $1.00 for each additional page.

Procedure: Fax service may be requested at the Circulation Desk. A library staff member will be glad to help. Please contact Matheson Library at 270-534-3197 if you have any questions.

FAX MACHINE OPERATING INSTRUCTIONS

1. Place document(s) face down in front of the paper feed location.

2. Ensure the ‘FAX’ button is lit up. If it is not, simply press the button to enable it.

3. Dial the destination fax number.

   a. If local; dial ‘9’, followed by ‘270’, and then the fax number.

      Example: 92705551234

   b. If not local; dial ‘9’, followed by ‘1’ and then the proper area code, and then the fax number.

      Example: 918005551234

4. Press start. The fax machine will scan each document before dialing the fax number. If it connects after dialing, transmit each page electronically.

5. Check the confirmation page. Once the transmission is complete the fax machine will print a confirmation page showing whether the fax was successful or not.