

## *Circulation Section of a Dhanvantri Library*

The circulation section of a Dhanvantri library is a crucial hub for managing the flow of library materials. This section ensures that books and other resources are accessible to users, maintains records of borrowed and returned items, and provides essential services to support the academic needs of students, faculty and researchers.



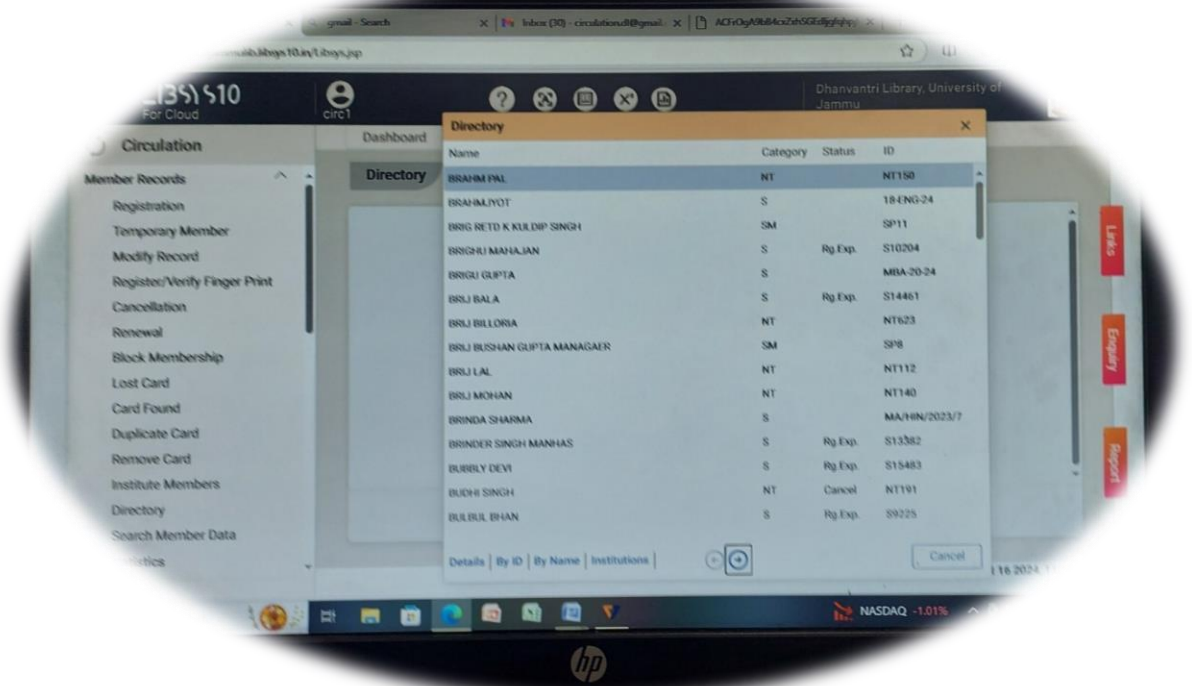
Here's a detailed look at the functions and components of the circulation section:

### *1. Purpose and Importance*

The main function of the circulation section is to manage the lending and return of library materials. This involves overseeing checkouts, renewals, and returns, as well as addressing any fines or fees related to overdue items. The circulation section ensures that library resources remain accessible and in good condition for all users.

### *2. Key Functions*

- ***Checkout and Checkin*** : Users can check out and return library materials at the circulation desk. Staff members process these transactions and update the library's inventory system to keep track of items.
- ***Renewals***: Borrowers can renew items if they require more time, depending on the library's policies.



- **Reserves:** The circulation section oversees course reserves, where professors designate specific books, articles, or materials for their classes. These items usually have shorter loan periods to ensure all students can access them.
- **Fines and Fees:** The circulation desk processes payments for fines and fees associated with overdue, lost, or damaged items, encouraging timely returns and responsible care of library materials.

### 3. Services Provided

- **User Accounts:** The circulation section manages library user accounts, ensuring that personal information and borrowing histories are up to date.

Users can check their accounts to see what items they have checked out, due dates, and any fines owed.

- **Library Cards:** Issuing and renewing library cards are another important service. A library card provides users with access to borrowing privileges and other library services.
- **Hold Requests/Reserves:** Users can place hold requests on items that are currently checked out. When the item is returned, the user is notified and can pick it up at the circulation desk.

#### **4. Technology Integration**

Modern circulation sections incorporate technology to enhance operations and user experience:

- ***Automated Checkout Systems:*** Circulation Section offer self-checkout stations equipped with barcode scanners and RFID technology, allowing users to borrow items swiftly and independently.
- ***Online Renewals and Requests:*** Users can conveniently renew items, place hold requests, and check their account status via the library's website or app.
- ***Inventory Management:*** Advanced inventory systems help library staff monitor materials, organize shelving, and carry out regular audits to ensure accuracy.

#### **Library Policies**

- ***Borrowing Policies***
  - ***Eligibility***
    - Define categories of patrons eligible to borrow materials: undergraduate students, graduate students, faculty, staff, other special members with library cards.
  - ***Types of Materials Available for Borrowing***
    - ***General Collection:*** Standard books, e-books, journals, and multimedia items.
    - ***Special Collections:*** Items that may have restricted access or unique handling requirements.
- ***Loan Periods and Renewals***
  - ***Standard Loan Periods***
    - General books: 14 days to Students and 30 days for Faculty/ Non Teaching with an option to one time renew and a grace period of 3 days.
  - ***Renewal Process***
    - Patrons can renew items through the library's online system, or in person.

- Items on hold for another patron cannot be renewed.

- ***Fines and Fees***

- ***Late Return Policies***

As per amended statute passed by the university council at its meeting held on April, 1999 and notified by the University vide notification no.2 of 1999 (No Cord/Adm. State/99/2385.2534 dated. 10-09-1999) regarding charging of fine overdue books which read as under:-

- Rs.10/-per day for 1<sup>st</sup> 10 days.
- Rs.10/- per day for next 20 days.
- Rs.20/-per day beyond 20 days (not exceeding cost of book +10% and any penalty imposed by the library).

### **Circulation Procedure**



- ***Check-Out Process***

- Greet patrons and assess their borrowing needs.
  - Use the library management system to scan the item's barcode/Tag and the patron's ID.
  - Confirm the due date and any applicable holds or restrictions.
  - Print and provide a receipt with due date and renewal information.

- ***Check-In Process***

- Scan returned items to remove them from the patron’s account.
- Inspect each item for damages; report any issues per library policy.
- Place returned items in designated reshelving area and update the inventory system.
- ***Holds and Reserves*** 
  - ***Placing Holds*** 
    - Explain the process for placing holds on checked-out items via the library catalogue or at the circulation desk.
    - Notify patrons when items are available for pickup.
  - ***Managing Reserve Items*** 
    - Coordinate with faculty to ensure timely processing of reserve materials.
    - Maintain a log of reserve requests and track circulation statistics for these items.

**Category of Users**

**Borrowing Privileges of University Library Borrowing books Loan Period**

<b>S.NO</b>	<b>Categories of Users</b>	<b>Total No. of Books Issue</b>	<b>Book Issue time Period</b>	<b>Grace Period</b>
1.	Students	2	14 days	3 days
2.	Phd Scholars	5	14 days	3 days
3.	Teaching/ Faculty	10	30 days	3 days
4.	Non Teaching	2	30 days	3 days

**5. Inventory Management**

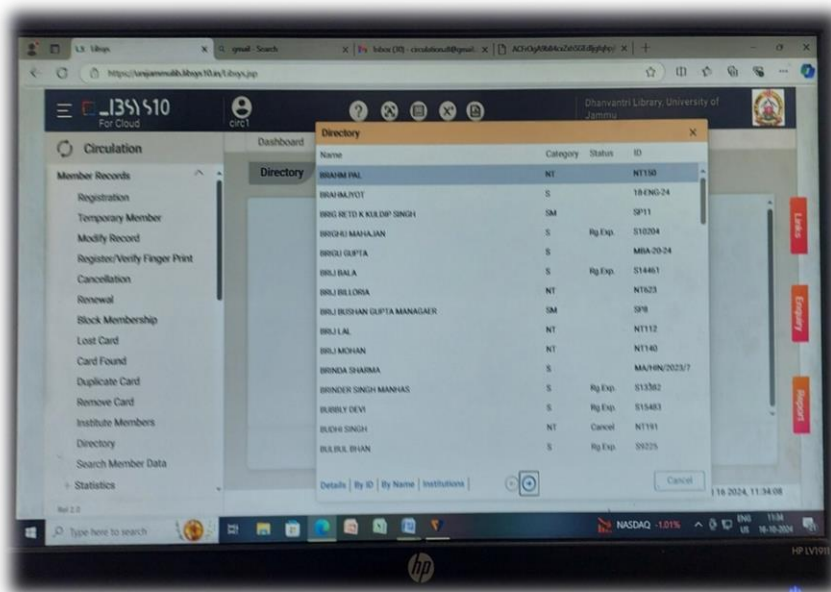
- **Tracking Circulation Statistics**
  - Monthly reporting on metrics such as total check-outs, returns, fines collected, and trends in item usage.
  - Use data to inform collection development and service improvements.
- **Procedures for Inventory Checks**
  - Schedule regular inventory audits to reconcile physical items with catalog records.

- Document discrepancies and take appropriate action to resolve issues.
- ***Handling Missing or Misplaced Items***
  - Implement a lost item report form for patrons.
  - Establish a protocol for searching the library for missing items and updating records.

## 6. Technology and Equipment

- **LIBSYS VERSION 10 is used**
- **Overview of Circulation Software**
  - Provide training on the library management system for all circulation staff.
  - Ensure staff are familiar with all functionalities, including patron management, circulation reports, and inventory management.
- **Use of Self-Checkout Machines**
  - Offer training sessions for patrons on using self-checkout stations.
  - Monitor self-checkout usage and assist patrons with any technical difficulties.
- **Troubleshooting Common Issues**
  - Create a quick-reference guide for common issues (e.g., scanning errors, account lockouts) with steps for resolution.
  - Ensure staff know how to escalate more complex technical issues to IT support.

## 7. Customer Service Guidelines



- ***Best Practices for Interacting with Patrons***
  - Use positive language and body language to create a welcoming environment.
  - Be proactive in offering assistance, particularly during busy periods.
  - Reprographic Services are also provided to the Patrons in the **Reprographic Section**.
- ***Conflict Resolution Strategies***
  - Utilize active listening techniques to understand patron concerns.
  - Offer solutions or compromises where possible, always following library policies.
  - Document any serious conflicts or complaints for follow-up and improvement.
- ***Resources for Assisting Patrons with Disabilities***
  - Familiarize staff with the library's accessibility policies and available resources.
  - Offer assistance with locating materials, using adaptive technologies, and accessing services.
- **Membership Guidelines**
- **Library Membership & guidelines:-**
  - All the Students, faculty Members and employees of the constituents are entitled for the membership of the Library.
  - An employee of the university shall required to fill up the membership form available at the Dhanvantri Library website.
  - The record of the new Students and employees of the university shall be uploaded on the LIBSYS Software.
  - Smart Cards are Provided to the Students as well as employees for avail Library Facilities and Services.

**For the External Users**

**Private Membership is provided to the members other than the members of Jammu University (Faculty/Administrative Staff/ Scholars/Students).**

**9. Training and Development**

- ***Staff Training Programs***

- Schedule regular staff meetings for ongoing training and discussion of best practices.
- ***Continuous Professional Development Opportunities***
  - Encourage participation in external training, webinars, and library conferences to keep staff updated on trends and technologies.

## **Conclusion**

- **Summary of Key Points**
  - The circulation section is crucial for facilitating access to library resources and enhancing the overall user experience.
- **Importance of the Circulation Section**
  - By following this manual, staff can ensure effective service delivery, contribute to the library's mission, and foster a welcoming environment for all patrons.