

***Romulus Public Library
Circulation Desk Procedure
July 2024***



Staff Privacy

The Romulus Public Library does not share personal information with patrons regarding other patrons nor do we give out personal information about staff.

If patrons call with circulation questions and ask for staff by name and the person is not there, let them know you can help them. We do not share when the staffer will be in next nor when they can find the staff person.

For the safety and privacy of staff, staff are not to engage in personal conversations with patrons. This includes personal life, families, spouses/partners, anything the staff may deem to be personal is not appropriate to engage in conversation with patrons. Please inform supervisors.

Copier/Printer

The Romulus Public Library does not print items off for patrons via staff computers. If patrons want to print, they must do so wirelessly from their devices or from the patron computers.

If a patron uses the copy machine or printer on their own and makes a mistake it is not refunded.

If a patron requests staff help in creating copies or prints, because they are unsure, and the staffer makes a mistake, staff will ensure they are given a replacement copy/print of the item. Only when a staff member aids a patron and a mistake copy/print happens do we give a replacement copy/print at no additional cost. The mistake copy is then shredded by staff.

Patrons are not allowed to use their own paper, label paper, or any materials in our machines.

Faxes-Outgoing

The Library offers outgoing fax services for \$1.00 per page. Cover sheets and confirmation pages are free. Faxes are sent by staff.

Faxes will not be sent beginning 15 minutes before the Library closes.

Faxes-Incoming

The Library offers incoming fax services for \$1.00 per page.

- A. The name of the patron receiving the fax must be clearly stated on the cover sheet and proper ID must be shown when picking up the fax.
- B. The patron is responsible for contacting the library when an incoming fax is expected and for picking up the documents in a timely manner.

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- C. Incoming faxes not picked up the same day will be held in a folder at the circulation desk for one week and will be shredded if not picked up.

Readying the Building for Closing

The Romulus Public Library closes at 8 pm Monday through Thursday, 6 pm on Friday, and 5 pm Saturday.

To ensure staff close the building promptly, staff begin closing duties a half hour before closure.

Community and study rooms are to be vacated 30 minutes before closing.

The computers automatically shut down 15 minutes before the Library closes. This is a computer program and the staff cannot stop it.

Other services that end 15 minutes before closure are; creating a library card, copying, printing, faxing, scanning, and laminating.

All of these, depending on circumstance, can take over 15 minutes to finish and staff must exit the building promptly at the closure time.

Supplies and Other Items

The Romulus Public Library does not give out supplies. The library offers some materials to temporarily use at the Copy Station i.e. pens, stapler, tape, anything that is not there we do not provide.

The library does sell; USB drives, folders, envelopes, & earbuds.

The Romulus Public Library does not supply hand sanitizer, wipes, spray, masks, or any other hygienic products to the public. If you need a wipe there are some in the canister by the literature rack, if they are out the public restrooms are available.

Technology Checkouts & Bans

Patrons can check out technology items as long as they are 18+, Romulus or Huron Charter Township residents, have an email and phone number on file, and have an active library card with fines that do not exceed more than \$14.99.

Patrons will be emailed to return the device. Staff have to shut off devices and there will be an additional charge to shut off and restore a device.



The device will be shut off and you will be billed a deactivation fee. This email serves as a warning that if you are late again you will receive a 30 day ban, another overdue after a 30 day ban, resulting in a permanent ban from utilizing the hotspot service.

If you fail to return the device within a week of being overdue you will automatically receive a 30 day ban from the program. After two weeks of being overdue, you are permanently banned from utilizing the service.

Lost hotspots can/may be reported to the police as stolen property.

Patrons can still check out non-technology items if they receive a technology ban unless their account exceeds \$14.99 or more in fines.

If a patron says it was stolen we need a police report/incident from them.

Technology Assistance

Library staff have limited time to assist patrons. In order to ensure all patrons and all services get completed, staff may assist patrons for up to 5 minutes on a given topic. If the patron requires more time they can attend an "Ask Away Saturday," where tech walk-ins are welcome.

Staff also do not do project work for patrons. This includes cutting items, stapling materials, putting together packets, or proof-reading/editing documents.

Staff Phone Use

The Library allows their business phones at the desk to be used by patrons in the case of emergencies. Staff determine what is considered an emergency. An example would be a minor contacting a parent because they need an immediate pickup and do not have a phone. Phones are to be used for only a one time emergency and not for prolonged use. Staff will also dial the number for the patron and assist in making the call.

MeLCat / Tech Devices / LOT Items

The Library requires patrons checking out these items to have a phone number and email on file. This yields the best results to contact patrons if there happens to be an issue.

MeLCat items have an automatic \$150 charge for overdue/damage.