

Public Library Manual

2005 edition



Welcome

Welcome to the NWT Public Library Services.

Your Community Library is an important cultural, social and recreational resource for the community.

This manual is intended to provide information about the basic procedures and services that you will be providing to the patrons of your library.

For help, call, or email Headquarters at any time. We are here to help you.

Headquarters

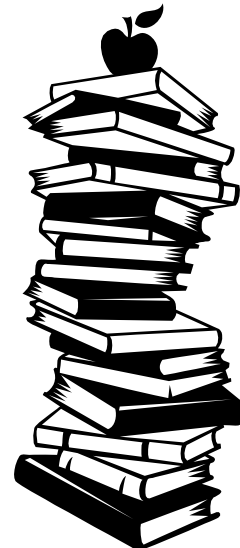
Address:

NWT Public Library Services,
75 Woodland Drive,
Hay River, NT
X0E 1G1

Phone: (867)-874-6531

Toll-Free: (866)-297-0232

Fax: (867)-874-3321



Headquarters staff

Name & Title	Email address	Contact for help on...
Alison Hopkins, Territorial Librarian	Alison_Hopkins@gov.nt.ca	<input type="checkbox"/> General <input type="checkbox"/> Complaints <input type="checkbox"/> Need Help
Brian Dawson, Head, Technical Services	Brian_Dawson@gov.nt.ca	<input type="checkbox"/> Cataloguing <input type="checkbox"/> Unicorn or Workflows problems <input type="checkbox"/> Rotations <input type="checkbox"/> Material Requests
Theresa Studney, Administrative Secretary	Theresa_Studney@gov.nt.ca	<input type="checkbox"/> General <input type="checkbox"/> Contribution Agreements <input type="checkbox"/> Not sure who to contact
Janine Hoff, Order Clerk	Janine_Hoff@gov.nt.ca	<input type="checkbox"/> Summer Reading <input type="checkbox"/> Using Workflows Acquisition
Kevin Lafferty, ILL Clerk	Kevin_Lafferty@gov.nt.ca	<input type="checkbox"/> Request and Interlibrary loans <input type="checkbox"/> Borrow by Mail <input type="checkbox"/> Children's Book Week <input type="checkbox"/> Using Workflows Circulation
Alison Kilgour, Rotation Clerk	Alison_Kilgour@gov.nt.ca	<input type="checkbox"/> Rotations <input type="checkbox"/> Book processing

Table of Contents

Orientation to the library.....	2
Organizing your library life.....	3
Library Supplies.....	4
Monthly Statistics.....	5
Giving out library cards.....	7
Signing out library materials.....	9
When materials are returned.....	10
Overdue/Late library materials.....	11
Lost and damaged library materials.....	13
Interlibrary Loans (ILL).....	15
Reference Interview.....	23
Online Public Access Catalogue.....	24
Library Collection.....	26
Organization of Library Materials.....	28
Donated Material.....	30
Collection Maintenance.....	31
Files list – Types and Contents.....	34

Orientation to the Library

A list of questions to answer your first days on the job

- 1) Who else works at the library?
- 2) What is the library telephone number?
- 3) Is there a written job description for your position?
- 4) Where is the nearest public telephone? Public washroom? Where is the Librarian's washroom? (if this is different from the Public washroom)
- 5) Go over emergency procedures – where is the fire exit? First aid kit?
- 6) What is the library PO box number? Where are the keys? How often should mail be picked up?
- 7) What are the regular hours of the library? When are you supposed to work and what do you do if you cannot come in?
- 8) Where are the keys to the library? Who is entitled to have them?
- 9) Where are the circulation records, statistics, request logs, etc. kept?
- 10) Where does the library get its' FAX mail? What hours/days is this place open?
- 11) Where are the office supplies such as pens, pencils, stapler, paper clips, note paper, library cards, etc.?
- 12) Who is the custodian and what is their telephone number?
- 13) Who else (if anyone) shares the building? What do they do, when do they do it, and how do their activities affect library activities?
- 14) Who is on the Library Committee and how do you contact them? Who is on the Literacy Committee and how do you contact them?

Organizing your library life

Every day

- Pick up and read regular and fax mail
- check e-mail twice each day
- deal with any Request Items that came in that day
- re-card and re-shelve all books returned that day
- record all required statistics on the correct forms
- tidy up after the patrons
- if the library will be used for some event, program, etc., that day or before the next official open day, make sure that all preparations are made

Every month

- prepare and submit monthly statistics and reports to Library Board and Headquarters
- send copies of monthly Library Board Minutes to Headquarters
- plan activities and events for the up-coming month(s)

As required

- if an item that a patron requested from another source has arrived, contact the patron to let him/her know that the material is available
- record and safely store any money that comes in
- make up registration cards for all new members as they join the library
- keep records of all activities, so that you will have the information for the annual report
- keep your notice board, pamphlet files, etc. up-to-date
- order supplies
- check Overdue file and contact patrons about overdue items
- change any display of library books, materials, etc.

Library Supplies

Please check your library supplies regularly and reorder before your supply is low. Some library supplies have to be specially ordered and/or custom printed. The order might therefore take 6 to 8 weeks for delivery to Headquarters before shipment to local libraries.

Write, fax or email your order to Headquarters. Include the following information about each item:

- name of item
- quantity required

Supply List

Adult registration cards

Junior registration cards

Membership cards (Borrower's cards)

Stamp pad

Date stamp

Discard stamp

Library rate postage labels - mail out & mail return

Book cards

Book pockets

Library stamp

Item barcodes (singles & doubles)

Patron barcodes (for libraries using online Circulation)

1st and 2nd overdue notice cards

Monthly Statistics

Please fill out and submit the Monthly Statistics Report at the end of each month. It should be sent to Public Library Services.

Circulation: Circulation is how many items your patrons have checked out or renewed during the month.

ILL: Interlibrary loans refers to the number of requests your patrons have made as well as the items you have sent to other libraries.

Reference questions: Please keep a rough tally of how many questions you answer every month.

Computer sessions: How many people have used the computers during open library hours?

Programs: Please keep track of the number of programs you put on during a month as well as how many people attend.

Patron Count: How many people have used the library during a month?

A sample of the Monthly Statistics Report follows. It is a requirement of your contribution agreement that the report be filed regularly. Please call if you have any questions about it.

Monthly Library Statistics

Month/Year: _____

Library Name: _____

Circulation: Adult Books	
Circulation: Children's Books	
Circulation: Video/DVDs	
Circulation: CDs	
ILL: Requests made	
ILL: Items provided	
Reference Questions	
Computer sessions	
Number of Programs	
Program attendance	
Patron Count	

Please submit monthly to:

*Public Library Services,
Government of the Northwest Territories,
75 Woodland Drive,
Hay River, NT
X0E 1G1*

*FAX: (867) 874-3321
PHONE: (867) 874-6531*

Giving out library cards

The NWT Public Library System is a "one library card" system. Permanent residents of NWT communities may use their library card in any community in the NWT and are entitled to free public library services from any member library in the NWT Public Library System. If a NWT resident does not have their library card with them, treat them as a visitor.

Any person residing in the NWT for six months or more, or intending to do so, may register as a borrower in your library. If a library patron moves permanently to another NWT community to live, they must take out a new library card in that community.

ALL INFORMATION ON THE PATRON REGISTRATION CARDS IS CONFIDENTIAL AND IS NOT TO BE GIVEN OUT TO ANY OTHER PERSON (unless they have a valid Legal Warrant issued by competent authority)

Procedure for giving out library cards

1. Fill out Patron Registration Card. Patrons over 16 are registered as adults. Younger patrons must have their registration card signed by a parent or guardian. Use white for adults and beige for juveniles.
2. Ask the patron to read the statement of responsibility on the front of the card and to sign in the signature space. Send a completed card home with a child for signature if the parent/guardian is not with him. Do not assign a number until the child has returned the signed card.
3. Initial the completed and signed registration card.
4. Assign a "NWT Public Library Patron" barcode. Barcodes come as duplicates, one should be placed on the patron registration card and one on the Borrower's card.
5. Give the patron a Borrower's Card. Place the duplicate barcode on the space on the front of the NWTPLS library card. Ask the borrower to sign the back of the card.
6. Complete **Number File Card or Book**: For patron privacy, materials should be signed using the borrower's number, not the borrower's name. Therefore, you need to keep a file in number sequence so that overdues can be done easily. Fill in a second registration card with borrower's name, address and phone number. Put the borrower's number in the upper right corner. File this card in number order.
7. File Patron Registration Card in alphabetical order by patron's last name.

Library Cards for Temporary Residents

Temporary Resident is a term that applies to anyone who will be living in the NWT for less than 6 months or an NWT resident who cannot show their library card from their own community. Patrons who are temporary residents in your community may use the community library. When registering a temporary borrower follow the normal registration procedures for adults and children with the following additional procedures:

1. Write "TEMP" instead of using a NWTPLS library card on the registration card and the borrower's card.
2. On the registration card, include the borrower's permanent address and phone number as well as their community address and phone number.
3. Charge a refundable, one-time deposit of \$25.00, to be returned when the patron leaves the community. Give the patron a receipt. Make sure the patron has returned all materials to the library before you return the deposit.
4. When the temporary patron leaves the community throw out the patron's registration and borrower card.
5. Count temporary patrons in your statistics for the number of registered borrowers.
6. Temporary cards are not transferable from community to community. The patron must register at each new library as s/he moves from community to community.
7. If the \$25.00 fee is not returned to the temporary borrower before s/he leaves the community, this money should be sent to the person's permanent address.
8. Temporary residents unwilling to pay the \$25.00 deposit may use library materials in the library only.

Signing out library materials

How to sign library materials out to a patron

The following instructions do not apply to libraries using the automated circulation system.

For each item a patron wishes to borrow, follow these steps:

1. Ask the patron for their **library card**. If the patron does not have a library card, sign them up for one (see section on Registration of Borrowers).
2. Find the book pocket with the circulation card.
3. On the circulation card, write the patron's Borrower Number. Do not let the borrower sign the card. Stamp the date due on circulation card and the date due portion of the book pocket. The length of loan period and the number of items a person can borrow depends upon your local policy.
4. Be sure to return the Borrower's Card to the patron. Remind patrons of the due date.

How to file circulation cards

1. Find the Circulation File. It should contain division marker cards labeled with the months and dates.
2. Arrange the Circulation Cards from the items signed out in alphabetical order. File them behind the date that they are due back.

When materials are returned

1. Check the book pocket to see the date that the item was due back.
2. Look under the same date in the circulation file to find the card for this item.
3. When you find the card, double-check to make sure that the author, title and bar code number on the card match those on the book pocket.
4. Draw a line through the borrower's number to show that this loan has been completed and return the card to the pocket. Do this for each item that is returned on the day that it is returned.
5. If you cannot find the circulation card in the correct location, you will have to check through your whole circulation file. **DO NOT PUT AN ITEM BACK ON THE SHELF WITHOUT PUTTING ITS CARD BACK IN THE POCKET**
6. Reshelve the item in its proper location.

Overdue/Late library materials

Any item that has not been returned by the date that it was stamped is **OVERDUE**. It is your responsibility to get overdue items returned as quickly as possible as other people will want to use the materials. It is important to make this part of your regular routine every week or every month.

Steps in dealing with overdues:

1. One week after the item(s) are due back, contact the borrower to remind them to return the materials. This contact may be in the form of a telephone call, a mailed notice, or a reminder when the person comes to the library. Tell them how many items are overdue and when the library will be open during the week. On the card for each overdue item, note in pencil the date and type of contact made.
2. If the item(s) are returned, thank the patron. Erase the pencil notes from the card, re-card the item and return it to its proper place in the collection.
3. If the items are not returned, wait until the item is 4 weeks overdue and then contact the person again. Remind the patron that they are responsible for the materials that they have borrowed and that if the materials are not returned, the library will have to charge the patron for the cost of the materials. In pencil note on the card the date and type of contact made for the second contact with the patron. If you send a reminder letter to the patron, keep a copy of the letter in your files.
4. If the item(s) are returned after the second notice, thank the patron. Erase the pencil notes on the card and return the item to the shelf.
5. If the items are not returned after the second notice, more serious steps must be considered. Find out from your Library Board what their policy on borrowers who do not return material is. This policy should be in writing and you should remind people who have overdues of what it will mean if the policy is applied to them.
6. If your Library Board has a policy that removes a borrower's privileges for not returning materials, send the borrower a letter informing them of the loss of their privileges when this occurs. Put a note in pencil on their registration card. If your Library Board does not have a policy on suspending borrowers, the NWTPLS guideline is that the third notice, which is also a suspension letter, be mailed to the patron. Until the patron has returned items, paid for their loss or donated a replacement copy in good condition they will not have borrowing privileges. Put a note on the borrower's registration card "Suspended date".

NOTE: It is the policy of the Northwest Territories Public Library Services that if an item is lost or so badly damaged that it is no longer useful, the

patron who had the item signed out is required to pay for it. An alternative option is that they donate a replacement copy which is in good condition.

7. Overdue materials are a constant problem. You will find that most of your borrowers will return all their materials on time and in good condition. A few people will have most of the overdues. Their names will turn up over and over. You have a responsibility to take care of the materials, but you should not let the problem of overdues take up all your time.

When items have been overdue for 1 year they should be considered lost and removed from the catalogue. To do this local librarians should send the circulation card(s) with a note to Headquarters.

Lost and damaged library materials

Public Library Services policy states that Library patrons will be charged for materials that they lose or damage. Parents or guardians are responsible for materials signed out by their children. There are 2 or 3 owners of materials in your library. All items bought by Public Library Services belong to the GNWT. All items donated to your library or bought by your Library Board belong to the Library Board. In joint community-school libraries all items purchased by the school authorities belong to the school.

GNWT policy requires that all revenue from lost or damaged Public Library Services material be sent to Public Library Services Headquarters for deposit to General Revenues. **Once a GNWT receipt has been issued and the funds submitted to the Department of Finance, you cannot reimburse the patron for any reason.** This policy covers all books, audiocassettes, video/DVD, kits, etc. and periodicals provided for library collections by Public Library Services.

Materials purchased by or donated to Library Boards or school authorities are not covered by this policy. Local Library Boards may choose to set their own policy regarding the collection of fees for lost or damaged materials that belong to them. Public Library Services suggests, for consistency, that any fees charged be at the same rate as the fees charged by PLS. Fees collected on materials belonging to the local library should not be sent to Headquarters.

The **Schedule of Fees** for damaged material is based on the cost of replacing or repairing the material, depending on the extent of damage. Costs for replacing lost or destroyed items are established on a flat rate reflecting the average cost of the item at current prices. Please add a \$10 processing fee to the replacement costs below.

	Charge
Damage	
Pocket or card torn or absent	\$1.00
Jacket torn or marked	\$1.00
Page torn or marked	\$1.00
Replacement cost	
Small paperback book	\$20.00
Large paperback book	\$25.00
Hardcover book	\$35.00
Video/DVD	\$25.00
Magazine	\$5.00
CD	\$25.00
CD-ROM	\$35.00
CD Talking Books	\$45.00

What to do with Lost Items From Library Collection?

All items in your collection are added to the online catalog. If an item is lost, please let us know so that we can update the system. Otherwise, you may get a request for that item one day.

Procedures:

1. When a patron tells you they have lost a catalogued item, follow the procedures for collecting payment. (Section 4) Pull the card from your circulation file, stamp "DISCARD" on the card and send to HQ.
2. When a card has been in your circulation file as an overdue for 1 year check your shelves carefully to see if you can find the item.
- Stamp "DISCARD" on the card and send to HQ.
3. If an item that has been declared lost and delinked is returned, it must be sent to HQ with a note asking to have it relinked.

Note: When a circulation card gets lost and you have to make a new one, it is **very important** to write or type the bar code number from the item on the card. Headquarters needs this bar code number to delink item if need be. If you have any questions about the procedures please call HQ.

Interlibrary loans (ILL)

Interlibrary loans are materials that are requested from another library. When your patrons want an item that is not in your library, you can request it from another library in the NWT, or PLS can request it from outside the NWT. You may get requests from other libraries to borrow items from your collection. This section explains how to handle these requests.

How To Send A Request

All requests should be sent and received by the request software on the NWT Public Library Services web site.

<http://www.nwtpls.gov.nt.ca>

- Give each request a REQUEST NUMBER, which consists of the following:
 - the code for your library name
 - the year (2 digits e.g. 06 for 2006)
 - the request number (01 for the first request of the year, 23 for the twenty-third request, etc.)Example: PUB-IN 06 045

- Comments: This is where you include all information that could be useful in filling the request.
 - "Patron heard about it on CBC radio on Tuesday morning, Nov. 13th 'or' patron saw a review in *MacLean's*, Nov. 10". If patron will accept a different book on the same topic, add that information under "Comments".
 - When requesting material on a specific subject describe the subject as clearly as possible. "Pets - general materials on all kinds of pets for Grade 4 student" - not just "pets".
 - Include as much detail as possible such as "House construction with lots of illustrations" or "Patron is building his own house, video/DVD would be helpful".
 - When requesting a magazine or newspaper article, please check online databases first (ie. EBSCOhost). If information cannot be located online, then forward request with as much info as possible.

- Yellowknife Public Library is to be used as a resource only if the item is not available elsewhere in NWT and only if the item was published before the current year.

How To Receive Requested Titles

- When a requested item arrives in your library, notify the patron, in the quickest possible way. As well as the lending library via the ILL software.
- Check the book out to the patron in the usual manner. There will be a Request Slip and return mailing label in the book pocket. Clip these together and file in your circulation file under date due. It is to be counted in your daily circulation statistics.
- Stamp the date due on the book. If it is an interlibrary loan item from a library outside the NWT there may not be a date due slip in it. Do not put a permanent one in. Stamp the date due on a slip of paper and paperclip this to the book cover. Check to make sure that the patron's due date is more than 7 days before of the date at the bottom of the Request Slip. The date at the bottom of the Request Slip is the date when the item must be back in its "home" library. If the item arrives less than 3 weeks before it must be back to its owners, reduce the loan period and tell the patron that they have a shorter loan period.

It is important to return requested items on time. If your library gets known as a bad borrower, other libraries will not lend materials to your library. Libraries outside the NWT charge overdue fines to HQ when items are late.

Loan Periods For Requests And ILLs

- Requests from the NWT are circulated for 6 weeks.
- Materials sent by libraries outside the NWT may have different loan periods.
- The date that the lending library or HQ expects to have the material back is on the bottom of the Request Slip.

Extension Of Loan Periods

When a patron wishes to renew an item requested from another library check the date due on the Request Slip.

- If it is an NWT item and you can renew and still put the item in the mail 7 days before it has to be back, you do not need to request an extension.
- If it is an NWT item and will be overdue the lending library must be asked for an extension. If item has been borrowed from outside NWT, HQ must ask for an extension from the lending library before the date the book is due. For example, if the book is due back July 1st, you must ask for an extension by June 23rd at the latest. HQ will notify you if the extension has been granted by the lending library.

Return Of Requests And ILLs

- Return the item as soon as the patron has finished with it. This may be before the official lending period is up.
- Put the request slip in the pocket of the item.
- Use the mailing label to address a padded mailing envelope. You will not need any stamps if you use the return-label provided with the book when it arrived. If you do not have a return mailing label use one of your mail-out labels and address it carefully.
- Write in the date returned on your Request Log.

Loss or Damage of an ILL item

PATRONS ARE LEGALLY RESPONSIBLE FOR ALL MATERIALS BORROWED FOR THEM FROM OTHER LIBRARIES. THEY MUST PAY ANY OVERDUE FINES OR CHARGES FOR LOST OR DAMAGED MATERIALS.

If a patron loses or damages an item borrowed from southern libraries:

1. Contact HQ with the information that the item has been lost or damaged.
2. HQ will contact the lending library to find out charges. The lending library will be asked to invoice NWTPLS for the amount owed to them.
3. HQ will then notify your library. You will then collect the money from the patron.
4. The patron will make the payment to Government of the NWT not to the local library. The payment must be sent to HQ.
5. HQ will pay the invoice from the Lending Library. In the event payment by the patron is delayed, HQ will pay the invoice before that payment is received.

How To Send Items Requested By Other Libraries

Requests should be handled as soon as possible and normally should be filled within one day.

1. Locate the item.
2. Remove the book card from the pocket and write the request number on it. Make it due back 6 weeks from the date that you sign it out.
3. File the Book Card in your circulation file under the date that the item is due back.

4. Count the request as part of your daily circulation statistics.
5. Complete a Request Slip. Be sure to remember: request number, date sent, date due back in your library.
6. Put the Request Slip and a return mailing label in the pocket.
7. Use a padded envelope for mailing. Address clearly and put "Library Rate" in lower left corner. All NWT library addresses are in your directory.
8. Mark the proper request columns on your daily statistics sheet.
9. Post the book to the borrowing library so that it goes with the next mail out.
10. Postage should be at "Library Rate". This is much cheaper.
11. If the item has not been returned by the due date, send an overdue notice to the borrowing library. Include the request number and the author and title of the item borrowed.

If a requested item is not available, send a status report. Explain if the item is lost, damaged or out on loan and you have put it on hold. (an item is put on hold when you locate the card in your circulation file and clip a Hold Slip to it, noting that there is a request on file for this item) As soon as the item is returned send it to the requesting library.

Multiple Requests For The Same Item

When an item is requested by more than one library, or by more than one patron, the requests will be handled on a "first come/first served" basis at HQ or by the community that has the material.

1. Number the requests for an item as they are received.
2. Keep all requests for a given item together.
3. The item must go to the next request in the queue, when the first request has finished.

NO EXTENSIONS ARE POSSIBLE IF THERE ARE MULTIPLE REQUESTS FOR AN ITEM

4. If the patron wishes to borrow the item again but an extension is not possible, send the item on to its' next stop. Make another request (new request number in your log). It will be placed in the lineup for the use of the item. The library that owns the item should send a status report back, telling where the request is in

the line-up (4th or 5th, for example) and when the item is expected to be sent to the patron making this request.

Keeping Track Of Requests

1. Regularly review the status of request in the NWT Public Library Services request software.
2. If a requested item has not been received after 1 month, contact the lending library. Be sure to give them the request number and, where it applies, the ILL number.
3. If a requested item has not been received after 2 months, ask the patron if the request should be canceled or extended. When a patron cancels a request this information should be sent to the lending library.

Kinds of Requests

You will receive requests of three types: (1)author/title requests, (2)subject requests and (3)magazine article requests.

Author/Title (specific item) Requests

When a patron asks you for books by Mary Higgins Clark or for the video "White Dawn" this is an author/title request.

1. Check the NWT Public Library Services catalogue. But remember not everything in your library is listed in the catalogue.
2. Check your shelves. The patron may already have looked but look again; sometimes a second person can find the item. If it is in the library sign it out to the patron. **Mark it as a Reference Question in your statistics.**
3. If you know your library has the item but you cannot find it on the shelves, check your Circulation Files. If the item is out on loan put a hold note on the card (use a post-it or write in pencil). Leave the card in the circulation file. **Mark this as a Reference Question in your statistics.** When the item is returned notify the patron who asked for it. Hold the item for one week and if it is not picked up by then, put it back on the shelves.
4. If the item is NOT in your library you will have to request it.

2. Subject Requests

When a patron asks you for information about dogs or for a bannock recipe this is a subject request. Subject requests are a challenge. Don't be afraid to ask the patron questions about the request. By asking questions you find out what is really wanted. Someone who starts by asking for "something about dogs" may really want information about training sled dogs for races. Finding out what the patron really wants will help provide the best service possible.

1. Check the NWT Public Library Services online catalogue. That will give you the Dewey # area to look in.
2. Check your shelves. Is there any information in books which are not completely about the subject the patron has asked for? Is there anything in the encyclopedia or the vertical file? If you find enough information to satisfy the patron, **mark it down in your statistics as a reference question.**
3. If the patron needs more information than you can provide or if you have no information at all, you will have to request information from NWT Public Library Services. Provide as much information as possible. **Mark it down in your statistics as a request and as a reference question.**

3. Magazine Article Requests

When a patron asks for a story about the Holy Land that was in *National Geographic* December 1989 or for an article in *News North* about the capital of Nunavut this is a magazine request.

1. Check your magazine shelves and magazine file boxes. If the patron has asked for a specific magazine by title and your library has that title you may find it on your shelves. Sometimes patrons will have the wrong month so check several months around the date. If you have it, **mark it down in your statistics as a reference question.**
2. Check to see if you can locate the article using electronic databases such as EBSCOHost.
3. If you still cannot locate the article wanted you will have to request the article from NWT Public Library Services. Provide as much information as possible.

What materials can be requested

Reference works - Reference books are non-circulating. They may be requested but used only within the library. The Northern Collection is a reference collection. Lending northern and reference material is at the discretion of the holding library. Photocopies of specified small portions of reference books may be requested.

Genealogical materials - Genealogical source materials are not generally available through the request service. Occasionally however, microfilm copies are available and the request should indicate specifically if microfilm is acceptable.

Periodicals and serials - Issues of journals, magazines, or other periodicals are not available through the request service. Single subject issues of journals may be treated as reference material. A patron may request photocopies of specified portions of periodicals.

Best-sellers/high demand titles - Any book currently on bestseller lists, such as those published by *MacLean's*, *Globe & Mail*, *New York Times*, etc. will not generally be loaned between Yellowknife and other libraries in the NWT. Purchase of a second copy will be considered.

Recently published books - Books published within the last twelve months and in high demand may not be available for request. Purchase will be considered.

Prescribed texts for school, college, or university courses - These materials are not generally available through the request service.

Rare books and costly items - These materials may be requested and will be considered on an item-by-item basis. If available, they will be treated as reference materials and can be used in the library only.

Ephemeral or bulky materials, including large maps - These materials will not be available through the request service.

Audiovisual materials (video/DVD, CD, CD-ROM, etc.) - These materials may be requested if they are in the NWT Public Library Services library system but may not be requested through interlibrary loan from libraries outside of the Northwest Territories. Purchase will be considered.

Multi-volume sets - Books published in sets of more than three volumes may not be available through the request service, or may be available only a few volumes at a time.

Thesis and dissertations - These materials are not normally available through the request service but may be requested if available in microfilm.

Overdue Fines and Charges for Damaged or Lost Materials - Patrons are legally responsible for all material borrowed for them from other libraries. Patrons must pay any overdue fines or charges for damaged or lost materials. If the borrowing library cannot obtain payment from their library patron the borrowing library is obligated to make payments to the lending library for the expense of such fines and/or charges.

The Reference Interview

Many patrons who ask for information will know what it is they need and will be able to state their request clearly and simply so that you will be able to give them an appropriate resource quickly and easily.

Sometimes, however, you may have difficulty in finding out what the patron needs to know. Make sure you understand what exactly it is the patron is asking before you respond to the request. Ask questions about the request. How much information is needed (a lot? just a little?), what level of information (introductory? advanced?), what is the information needed for (school report?, personal interest? - this is often especially important in dealing with children).

If the information is not available in your library and the patron still wishes to pursue the matter, send the request to Public Library Services. They will search for the required materials and send the answer back.

Remember, the patron in front of you is always more important than the one on the phone. If you must interrupt your service, please excuse yourself to the patron.

Online Public Access Catalogue

Use the Online Public Access Catalogue (OPAC) to locate materials in your library or in other libraries in the Northwest Territories. The OPAC contains information about materials located in NT public libraries, Aurora College libraries, the Legislative Library, as well as the Research Institute Library and PWNHC Reference Library.

Rootbar:

The Rootbar is located directly underneath NWT Library Network on the first page of the OPAC.

Search/Home – Click Search/Home from any window to return to the iBistro/iLink Home page.

Find it Fast – Find it Fast displays a window of categories represented by picture icons. Click each picture to narrow the search until a hitlist of bibliographic record displays.

Kids' Library – Kids' Library is a kid-friendly preconfigured search tool for the library's catalogue. It is also represented by picture icons.

Knowledge Portal – Accesses online databases, search engines, and Web sites selected by Public Library Services Headquarters.

Navigation Toolbar:

Help – Opens the ibistro/iLink context-sensitive Help file in a separate window.

Go Back – Redisplays the previous screen.

New Search – Redisplays the Quick Search box.

Previous – Displays the previous page of a multi-page hitlist.

Next – Displays the next page of a multi-page hitlist.

Kept – While reviewing a hitlist, click Keep next to those records that you want to add to a personal hitlist. When you've completed your review, click Kept to display the personal hitlist. Then you may print or e-mail the list. *** The list is maintained over multiple searches.

Logout – Click this link to logout and exit program.

Content Enrichment:

Best Sellers List – Clicking on a list will display the book on the list that are in your library’s catalog. If the title is available from any of the libraries, you can display the Full Details for additional info.

Recommended Reading List – iBistro/iLink displays award-winning and book-group titles that are in your library catalogue.

Library Info – Features library information on the Home Page that Public Library Services maintains.

Quick Search:

By typing a search term or phrase in the search box and clicking search, will determine a hitlist. May narrow your search by the following options: keyword, author, title, ISBN, subject or series.

You may search entire database by selected ALL or search by specific branch.

Click Power Search to limit your search further.

Hitlist Information:

You should see the following information appear on the list:

Titles, Author, Publication Year and Edition

Also appearing for each title should be the Cover Art, a Summary, possible Chapter or excerpt, possible review or publishers review, the related URL (only on entry’s of 856 field), and the Children’s Literature Comprehensive Database (CLCD) review.

Eg. Search: Recycling Cans

Boolean Operators:

AND – Locates records containing all the of the specified terms. Eg. A subject search on “Oil and Gas” will locate records that contain information on both.

NOT – Locates record containing the first search item but not the second. Eg. A subject search on “Oil NOT Gas” locates records only about oil and excludes records that contain information about both.

OR – Matches any or all of the specified terms. Eg. “Oil OR Gas” locates records about only oil, about only gas and that contain information on both oil and gas.

Library Collection

The Library Collection consists of all the materials in the library that can be used for information, recreation or entertainment by library patrons.

Suggestions and requests

Public Library Services is always happy to receive requests and suggestions for developing the collection, both from librarians and the public. Please provide as much information as possible (title, producer, format, etc.) and send to Headquarters.

These materials can be described according to various criteria:

1. Ownership of materials

- **Core Collection** items are those which form the permanent collection of the library.
- **Rotating Materials** are those items which are sent out to the library for a period of 4 months and then are sent back to Headquarters. They are part of the NWT Public Library Services collection but not the property of an individual library. (Exclusive of 10% held back)
- **Locally Purchased Materials** are those items purchased by the Library Board or Librarian using funds that they have raised themselves. These items are the property of the local library and should be stamped with the library's ownership stamp.
- **Donated Materials** are those items given to the library as gifts, usually by local residents. Depending on the type and value of the items, they may be treated in different ways. For more information see "Donated Materials" further on in this section of this Manual.

2. Type of Media

- **Print Media** is anything on paper - books, periodicals (magazines and newspapers), pictures, pamphlets, etc. Books are described according to their bindings such as hardcover or paperback and according to their contents such as fiction or non-fiction.
- **Audio-Visual Media** includes CDs, and video/DVD.

3. Age of Users

- **Easy materials** are for children up to grade 3 (approx. 8-9 years old).
- **Junior materials** are for patrons who are in grade 3 to 9 in school (approx. 9-16 years old).
- **Adult materials** are for patrons over the age of 16 years.

These divisions are meant as a guide for the convenience of patrons looking for materials that they will find appropriate and interesting. **Any patron can use materials from any section of the collection that he or she finds useful.**

4. Circulating and Non-Circulating Materials

- **Circulating materials** are those which can be signed out by a patron with a library card. Almost all materials in the library fall into this category.
- **Non-circulating materials** are those which can be used only in the library and cannot be signed out by patrons. Reference books and rare books are usually the only non-circulating items in the library collection. Non-circulating materials should be marked with a stamp that says "Reference" or "For Library Use Only".

5. Fiction and Non-Fiction

- **Fiction** includes stories, picture-books, novels, feature video/DVD, and similar materials.
- **Non-Fiction** includes factual materials such as sciences, history, biography, technology, geography, and documentary as well as instructional video/DVD.

Organization of Library Materials

- Library materials are usually stored according to their particular function or physical characteristics. This makes it easier for the patron to find the particular type of material most suitable to his or her needs.
- Thus, periodicals, reference books, audio and video/DVD materials, French and Native Language materials and uncatalogued paperbacks will each have their own place in the library.
- In some libraries, all NORTHERN materials are also given their own shelf section.
- Fiction and non-fiction books will be sub-divided by age groups of the users: Easy Fiction, Junior Fiction, Adult Fiction, Junior Non-Fiction, and Adult Non-fiction.
- Fiction books are shelved in their group alphabetically according to the author's last name on the SPINE LABEL.
- Non-fiction items are shelved according to the numbers and letters on the SPINE LABEL.

Non-Fiction Materials

- Non-fiction materials are shelved according to Dewey Decimal Classification system (DDC). The DDC places all information in a category with a number.
- The DDC numbers are assigned by the NWTPLS cataloguers and are printed on the card, pocket and spine label of each book.
- Under the Dewey Decimal Classification Number, are the first three letters of the author's last name. If the item has no known author, the first three letters of the title are used.
- Items are always shelved in strict numerical order. For example: 907.19 910.723 917.123 917.2 957.1 etc.

Magazines, Newspapers

- These can be circulated to patrons unless they are designated as reference.
- Check each magazine or newspaper to see that it is not the most recent one. The most recent issue stays in the library. If the item can be taken out, make a temporary circulation card listing the title and date followed by the borrower's number. File this under the due-date in the circulation file. Attach a date due slip to the back cover of the magazine. Stamp the due date on the book pocket.
- Check each item to see if it is marked "Reference" or "For Use in Library Only". If it is marked this way, it can only be used in the library. If it is not marked "Reference" or "For Use in Library Only" it can be signed out to the patron. Make a temporary circulation card, listing the title of the item, and date or copy number if it is available..

Public Information Display

- This display should be kept tidy and up-to-date at all times.
- Worn, shabby or out-dated information should be discarded regularly.
- Maintain contact with community resources for new information. Good sources are just a phone call away. Displaying this type of information provides the community with access to timely, useful information that is relevant to their daily lives.

Classification of Videos/DVDs

Videos and DVDs are classified differently from books. The classifications used by NWTPLS are:

DOC - Documentary - these are educational or non-fiction videos/DVDs, such as NOVA, National Geographic, or National Film Board videos/DVDs.

FEA - Feature - these are movies

INS - Instructional - "How-to-do-it" materials

NOR - Northern - videos/DVDs about the NWT

PER - Performing arts - concerts, opera, ballet,

J - Junior - indicates children's materials. May be J DOC, JFEA, etc.

Storage of Videos/DVDs and CDs

These items must be kept in a secure location, often behind the library desk. Only the display cases (the empty boxes that show the name, contents, etc. of the tape) should be available to the patrons for selection. This gives the patrons an opportunity to make their choice, while providing security for the items. While the video/DVD is out on loan, put the display case in the space where the tape is stored when it is in the library.

Donated Materials

Libraries often receive donations of books and other materials. Donations do not automatically become part of your collection. You can do one of three things with donations:

1. make them part of your collection
2. keep them for a book sale
3. dispose of them

If you are unsure of what to do with particular donated materials, call Headquarters for advice. Donations should only be put into the collection if they meet the following criteria:

- the donated items meet a community need
- the items are in good condition - not dirty, torn, mildewed, etc.
- the items are **up-to-date**, useful and on a topic that might be of some interest to your community
- the items are not duplicates of material already in your collection

Materials of local, regional and territorial interest are particularly valuable donations and should never be turned away.

What to do with a donation when you have decided to accept it for the library collection

If the item is to be added to the permanent collection it must be added to the catalogue. Please read and follow the procedures in this section which apply to you.

Paperback exchange and book sale

If the item is NOT to be permanent (i.e. with a call number) you may choose **EITHER** to put it in your paperback exchange or book sale box.

Collection Maintenance

Adding items to your permanent collection

For libraries that catalogue and link their own materials, please follow your internal procedures. Other libraries please follow the instructions below.

You may purchase or have donated items that you wish to add to your permanent collection. Headquarters will add the items to the database for you – just send in the information that is needed in order to catalogue the materials.

In order to get Headquarters to catalogue materials for you, photocopy the part of the item that includes cataloguing information – see below for specifics.

You should have sheets with barcodes on them. Each barcode should be repeated twice on the sheet. Attach one barcode to the item itself and attach the other bar code with the exact same number to the photocopy sheet(s) of the item that you send to HQ for cataloguing. This enables HQ to link the item (using the barcode) to the record created on Unicorn.

Here is a list of the information that HQ needs in order to do cataloguing of local libraries' material.

For Books - Photocopy **title page** and **verso** (back of title page) of book. As well, please photocopy any other page containing publishing information. Also include number of pages (include roman numeral pages that are at the beginning of some books), mention if there is any illustrations or maps (colour or black & white), size (height in cm.), is there an index or a bibliography, and ISBN if not on photocopy sheets.

For Videos/DVDs - Photocopy **front and back cover** of case plus the label on the item **itself**. The information supplied on these photocopy sheets should include the length of viewing time, is there sound, color or black & white, list of cast, director, producer, etc., name and place of company producing the video/DVD and dates.

For CD/CD-ROMs - Photocopy **the case** plus the label on the **CD/CD-ROM itself**. Please include any additional information you have on this item.

To ensure that all information required by HQ is supplied with the photocopy sheets sent to HQ, libraries should refer to the next page. Any relevant

information that is missing should be added to the photocopy sheets before being sent.

Title:

Author:

Illustrator:

Editor:

Place of publication:

Publisher:

Publishing date:

Copyright date:

Number of pages (include roman numeral pages at the beginning of some books):

Illustrations (colour or black & white):

Maps:

Size (height in cm.):

Length of viewing time:

Sound:

Colour or black & white:

Series statement:

Index:

Bibliography:

ISBN:

Cast:

Director & Producer:

User category: It is not always easy to determine from just the title page etc. who the user of the item might be - is it an **Easy Item** or a **Junior Item** or an **Adult Item**? Please indicate.

Subject content: It is not always easy to determine from just the title page etc. what the subject matter of the item is and if it is fiction or non-fiction. **Write down the subject matter and if it is fiction or non-fiction.**

- Remember to put the name of your library on the photocopies so that cataloguing/linking can be done correctly.
- Complete processing and put items into your collection once cataloguing is completed and labels have been sent back to your library.

If you do not find a match on Unicorn a record has to be created. Items without existing records will be catalogued by HQ only if they are published within the last 5 years, with the exception of "Northern" and "Aboriginal" material which may be older.

Weeding

When you run out of room on your shelves for new items, it is time to “weed” or get rid of old items.

What to get rid of?

1. Non-fiction materials containing inaccurate, outdated information. For example, most health books should be no more than 5 years old.
2. Consider materials than no one has read in several years.
3. If the item is worn, shabby, badly marked, etc. it should be removed from the collection.
4. If you have more than one copy of a book, and the book is not being read often.
5. Reference items such as yearbooks, almanacs, directories, phone books, etc. Keep current year in REF and put last year's copy in CIRC if you wish, weed the rest.

If you are running out of space and are not sure what to do, please email or call Headquarters, we can help!

What to do if you want to “weed” an item?

All items in your collection are added to the online catalog. If an item is weeded, please let us know so that we can update the system. Otherwise, you may get a request for that item one day.

1. Remove circulation card from each item you weed. Make sure the barcode # is on the circulation card. Stamp DISCARD on each card and send cards to HQ.
2. Stamp DISCARD on each item to ensure it does not come back to your library collection.

If you have any questions please contact us.

Files List

As Librarian you will be responsible for maintaining a number of files which record activities in the library. Below are a number of suggestions for dealing with information that should be kept in organized files. All files must have appropriate identifying labels.

You will probably have files in the following three categories:

Circulation Files

- a wooden box kept at the circulation desk
- includes cards for items out on loan, items overdue, items lost & not paid for
- filed alphabetically by first word of first line on the card
- file cards for items on circulation behind the divider card showing the date they are due
- file cards for "problem" items (overdue, lost, etc.) according to type of problem, with a separate file for each kind of problem

Membership Files

- located at the circulation desk, there should be a special box for these records
- includes all information on borrowers

Administration Files

- can include statistics, Library Committee minutes, Local policies and procedures, and records of requests and rotations