



Public Services Operational Policy

Contents

Introduction.....	3
Services Provided.....	3
Consulting Visits.....	3
Support & Troubleshooting.....	3&4
Interlibrary Loan Brokering.....	4
Orientation and training.....	4
Supplementary Collection.....	4&5
Annual Reports.....	5
Alberta-Wide Representation.....	5
E-resources.....	5
Marketing, Promotions, and Advocacy.....	5
Facilitation for Provision of Services.....	5&6
Conference.....	6
Appendix 1.....	7
Appendix 2.....	8
Appendix 3.....	20

Introduction

Northern Lights Library System (NLLS) is one of the seven library systems across Alberta, with a mandate to deliver comprehensive, efficient library service to all Albertans, regardless of where they live.

The directive of the Public Services Department at NLLS is to aid in the day-to-day library related operations of the member libraries we serve.

Services Provided

Consulting Visits

Each member library is entitled to one visit per year from a member of the Public Services Department. The topic of these visits will be highly dependent on the unique needs of your library, and can be highly specific or broader in nature. Topics can include, but are not limited to:

- Orientation of overview of Northern Lights services
- Your library's website
- Space planning / space reorganization
- Collection development and /or maintenance
- Professional development
- Human resource/staff management
- *The Alberta Libraries Act and Libraries Regulation*
- Policies and bylaws
- Library manager responsibilities
- Library board responsibilities
- Plan of Service
- Resource sharing in Alberta and/or TRAC, ME Libraries, and TAL
- Interlibrary Loan Software
- Polaris (staff interface)
- TRACPac (patron interface)
- Communications/advocacy/marketing
- eContent (apps like Hoopla Digital, Freading, OverDrive, etc; e-resources like Mango, EBSCO, etc; e-books and devices)
- Programming (Children's programming, ESL, senior programming, book clubs)

Requests can be fulfilled by filling out a consultation form and emailing it to the Helpdesk.

Support & Troubleshooting

Public Services Department staff are available for support and consultation via telephone, email, and the Helpdesk during the regular business hours of Monday to Friday, 8:30am to 4:30pm. The department is available for troubleshooting problems or issues relating to Polaris circulation, resource sharing via Polaris, interlibrary loan software, ME Libraries, TAL Online, e-resources, and the website.

Interlibrary Loan Brokering

The Public Services department facilitates the physical transport of material from one library to another via the van run, Canada Post, and government courier. Member libraries are provided with bins and blue canvas bags; all materials are to be packed in accordance with TRAC Operational Guidelines for Materials. They can then be placed in bins for transport with fragile material placed on the top. Each library is assigned a pick-up/drop-off day on the Van Run Schedule, which can be accessed on Northern Lights Library System website by visiting nlls.ab.ca, clicking on “Training” in the persistent navigation, and choosing “Van Run Schedule”, or by visiting the following web address: <http://www.nlls.ab.ca/Van-Run-Schedule>

The Public Services Department facilitates interlibrary loan brokering through interlibrary loan software. This allows members of our own library system to access materials not available within TRAC, as well as offers libraries outside of TRAC the opportunity to borrow books from our system that they might not otherwise have access to.

Orientation and Training

Orientation is provided to new library managers. This takes place at Northern Lights Library System Headquarters in Elk Point, and involves a day of meeting headquarters staff, familiarizing new managers with the NLLS policies and procedures of the various departments that operate within the system, and a brief introduction of the programs (Polaris, interlibrary loan software) staff employ at their home libraries.

Training for new library managers is also available in the areas of Polaris, Interlibrary Loan Software, TRACPac, ME Libraries, eContent, collection management, and the website.

Public Services also facilitates training via webinars and Go-To-Assist Software. The department also offers a special in-house training session.

Supplementary Collection

Member libraries have access to additional materials to borrow, either as single items or as blocks. The NLLS collection is designed to cover topics and formats which are not normally acquired by individual libraries due to costs and/or limited needs.

Blocks come in Large Print Fiction in general or specific genres, audiobooks, DVDs, and different languages including French, Filipino, Chinese, and Korean. Specialty blocks consisting of Non-Fiction and Graphic Novels can also be requested and made on demand. Requests to borrow a block can be made through the Helpdesk. After you are assigned a block, it will be delivered on the next van run. NLLS keeps a record of blocks and every effort will be made to ensure the requesting library receives a different block each time. Story Time Kits are also available to borrow and hold requests can be made through Polaris.

Materials can be requested individually and are available to borrow through TRACPac. These include: Professional books and journals, Large Print, Romance, Western, Non-Fiction, DVDs & Blu-Ray, audiobooks, and graphic novels. Northern Lights Library System participates in government-funded accessibility services, including the National Network of Equitable Library Services (NNELS), the Centre for Equitable Library Access (CELA), and the Canadian National Institute for the Blind (CNIB). DAISY readers are available for borrowing to member libraries, who can then check that item out to their patron.

Annual Reports

Libraries are expected to complete an annual report. The Public Services Department offers assistance and training to library managers should they wish for guidance on how to fill out their annual report via LibPas.

Alberta-Wide Representation

The department coordinates provincial and/or national library initiatives for Northern Lights Library System by:

- Participating in committee activities, representing NLLS and member libraries
- Acting as liaison with partner agencies on behalf of NLLS and member libraries

It also cooperates as a team member in performing any duty that contributes to the achievement of NLLS' goals and objectives. NLLS has a representative present for TRAC, ME Libraries, and other Resource Sharing meetings and for various circulation, marketing, and advocacy matters.

E-Resources

The ordering and procuring of Overdrive material is done through the Public Services Department; the department is also responsible for all statistics and content management relating to e-resources that NLLS subscribes to including, but not limited to: Zinio, Hoopla Digital, 3M Cloud, and Library Press Display.

Marketing, Promotions, and Advocacy

The Public Services Department provides promotional and training brochures and posters, as well as advice on local promotions. It also compiles an annual book of statistics for all member libraries, for use of local advocacy. It work closely with other systems in TRAC and organizations as representatives of our libraries. The Public Services Department also publishes the *Aurora*, a

quarterly newsletter that includes member library stories and information, and is responsible for the upkeep and maintenance of the Northern Lights Library System Facebook page.

Facilitation for Provision of Programs

The Public Services Department implements, coordinates, and offers support to all member libraries in regards to the Summer Reading Program, Winter Reading Program, Author Tours, and similar programs and opportunities. The department's role in these programs includes, but it not limited to:

- Organization of funding, if applicable
- Organization, purchase, and disbursement of all materials that may be associated with any program
- Scheduling
- Writing and publishing of relevant materials such as reading program manuals and promotional materials
- Support for member libraries
- Liaison between member libraries and any speaker or tour guest

Conference

The organization of the annual Northern Lights Library System conference is spearheaded by the Public Services Department. Leading a group of staff members who make up the Conference Committee, the department makes decisions regarding all aspects of the conference, including keynote speakers, conference sessions, themes, entertainment, catering, and promotional design and production, as well as managing and staying within a predetermined budget.

Acting Librarian for two Member Library Outlets

Myrnam Community Library and Edmonton Garrison Community Library both operate as outlets of Northern Lights Library System; as a result, NLLS is acting board to both. Members of the Public Services Department are considered the librarians to both libraries and are, therefore, responsible for implementation and execution of programming at said outlets, as well as fulfillment of the annual report.

Appendix 1

Acronym & Terminology Chart	
TRAC	The Regional Automation Consortium.
ILL	Interlibrary Loans.
TAL	The Alberta Library.
ME Libraries	An initiative across the province of Alberta through which a library card holder can access physical materials from other participating libraries.
Go-to-Assist	Computerized support software that allows headquarters staff to remotely access member library desktops as a method of assisting them from a distance.
TRACPac	The Regional Automation Consortium's public access catalogue through which patrons can browse TRAC's catalogue and request materials.
Polaris	Content Management System software through which libraries can write reports, place holds, catalogue, etc. It is also used in managing day-to-day library operations such as check-ins and check-outs, and has web 4.0 functionality.

Appendix 2



TRAC Operational Guidelines For

Member Libraries

Resource Sharing

Update Approved by TRAC Directors

June 17, 2014

- a. All TRAC libraries are part of the Alberta Public Library Network. The network is coordinated and supported by Alberta Municipal Affairs through Public Library Services Branch (PLSB). Libraries will adhere to the *Resource Sharing Operational Policy for Public Libraries* and the *Public Library Network Policy* established by the PLSB with each library providing the same level of access to their collections to ensure effective and consistent reciprocity.
- b. Reference materials, periodicals, oversized books, oversized kits, CNIB items, vinyl and electronic devices are exempt from the resource sharing guideline.
- c. Any items a library will not lend must not be displayed in the PAC; these items *must* not be circulated on the ILS using a fast add procedure.
- d. Not all school libraries are required to resource share, therefore most school library holdings will not display in the PAC. If a library wishes to request a school library item they need to contact their regional headquarters.

Operational Guidelines for Materials

Packaging

- a. Securely wrap materials to prevent damage.
- b. For audiovisual materials, wrap in bubble wrap or other protective material and secure; Affix a label to the outside of the package stating "Fragile contains A/V materials."
 - do not use packing tape to secure the bubble wrap; use removable tape or elastic bands
- c. Do not put audiovisual materials in the same bag as books. When possible, put audiovisual materials in a box/bin with other materials to reduce damage; put the audiovisual items on the top to avoid damage by heavier items.
- d. Clearly label items with proper labels if using Government courier.

Delivery

- a.** Where possible, use delivery methods such as Government courier, or your regional library system delivery service for audiovisual materials.
 - some libraries in Peace Library System only receive materials via Canada Post and need to be sent to them using this delivery method.
- b.** There is no guarantee that specific shipping packaging purchased by the owning library can be returned by the transacting library, such as special boxes for audiovisual materials.
- c.** Each regional library system has different internal delivery methods; please contact your regional library system for more details or clarification.

Receiving Materials

- a.** Items should be checked in promptly upon receipt.
- b.** Libraries receiving misdirected items should forward the items onto the library waiting for them, rather than returning them to the sending library.
- c.** Check the condition of items upon receipt at the transacting library. If the condition of the item is questionable, apply a Damage Note either electronic, or paper (see Appendix A) to the item, and depending on how severe the damage, either return the item to the owning library, or place it on the holds shelf for patron pickup. The Damage Note will indicate that the item was received damaged so that neither the transacting library nor the patron is held responsible for the damage. If items are not checked for condition when received, the transacting library is held responsible for any damage and can be invoiced by the owning library.
- d.** If an item is received damaged, add a concise note explaining the condition and its impact on functionality. Do not duplicate an existing damaged note.
- e.** If an owning library allows the circulation of an item that is damaged, the owning library should add a note acknowledging the damage and give permission to circulate the item anyway.
- f.** Do not delete Damage Notes from other libraries' item records.
- g.** Refer to the Notes Procedure for proper use of notes fields. Only the Owning library is permitted to use the Public Notes field and only in appropriate circumstances, as such notes display in the PAC. Transacting libraries may only use the Free Text field to enter damage notes, as these pop up when the item is scanned.
- h.** If the item is received quite damaged, e.g. if one of its discs is unplayable or if pages are falling out, do not forward the item to satisfy a hold. This is unfair to the patron and does not permit the owning library a chance to repair the damage before it becomes irreparable. Return the item to the owning library with a Damage Note (Appendix A) attached. Do not attempt to repair another library's item.
- i.** When an item is not lendable, send the item back to the owning library with a Damage Noted to Item form to let them know that the item was damaged when the transacting library received it.
- j.** Patrons are responsible for paying for damaged materials if they have caused the destruction or damage.

- k.** Patrons are not responsible for paying for damage to materials that occurs during shipping.

Loan Periods

- a.** Loan periods are based on local policy and item type within TRAC.
- b.** Loan periods will vary in libraries outside of TRAC.

Barcode Placement

- a.** Moving forward, all item barcodes will be placed on the outside of the item away from the item's ISBN/UPC barcode.

Damaged and Lost Materials Payment

Payment for Damaged and Lost Materials

- a. If damage to an item is caused by a patron, or if a patron has lost an item, the patron is responsible for paying for the item.
- b. If the transacting library is unable to collect money from the patron, the transacting library is responsible for compensating the owning library for the lost or damaged item.
- c. The library that checks an item out to a patron is the transacting library, regardless of whether the patron then renews the item at another library. If the patron subsequently damages or loses the item, the transacting library to invoice remains the original check-out library not the library that had renewed the item.
- d. When sending an invoice for a damaged item to the transacting library, please send the damaged item as well.
- e. If the owning library's item becomes lost through ILL outside of TRAC, that library must contact and invoice the ILL library directly.
- f. Patrons and the transacting library are not responsible for damage or loss that occurs during shipping.
- g. Items assigned the status of "claim returned/claim never had" can be considered "lost" after six months. Restitution will be made to the owning library; the owning library will invoice the transacting library for the replacement of the material. The transacting library can decide whether or not to recoup the cost from its patron/wandering patron.
- h. The amount charged for a damaged or lost item will be the price of the item stated in the item record. If the owning library wishes to charge a processing fee, the processing fee must have been incorporated into the item price at the time the item record was created. No charges above the price stated in the item record should be charged.
- i. If the item record does not include a price, then the locally defined default fee should be levied.
- j. The owning library must invoice within a year of an item becoming lost if they want to receive compensation. If the owning library has not sent an invoice within a year the library is not obligated to pay.
- k. After a reasonable time if the owning library has any concerns about an unpaid invoice from a library, they can contact their Regional Headquarters.
- l. The library receiving the patron's payment will go into the patron's record and mark the charge paid.
- m. A cheque from the transacting library should be sent to the owning library; the item barcode, title of the item, and the patron's name, should be included with the cheque.
- n. Cheques from patrons should not be sent to the owning library.
- o. It is the owning library's decision to repurchase or delete the item.

Identifying Overdue and Lost Items

- a. Libraries need to post to the database (overdues and billing) weekly in order to change the

status of long overdue items to lost.

- b. Overdue items will be assigned the status of lost within 45 days of the item becoming overdue.
- c. Libraries run reports each month to determine items that have a lost status.
- d. It is the owning library's responsibility to identify items that are lost and to invoice the transacting library. Run the custom Lost Items report to get this information.

<p style="text-align: center;">Operational Guidelines for</p> <p style="text-align: center;">Missing Items, In-Transit Items and Unclaimed Holds</p>
--

- a. Libraries run reports each month to determine items that have a status of missing or in-transit.
- b. It is the owning library's responsibility to identify items that are missing or in-transit and try to locate them.
- c. Items that have been in-transit or transferred for over two months can be manually converted to missing.
- d. Missing items will automatically be deleted after one year.
- e. Libraries run reports each week to identify holds that have become unclaimed. When an item reaches the unclaimed period a library must send the item on to the next library.
- f. If an unclaimed hold is lost, the transacting library has one month beyond the unclaimed hold date to find the item, after which the owning library may consider it lost and invoice the transacting library for it. The owning library must invoice within one year of the item becoming an unclaimed hold.

<p style="text-align: center;">Operational Guidelines for</p> <p style="text-align: center;">Contacting Patrons</p>

- a. When conducting interlibrary resource sharing, the owning library should never contact patrons from the transacting library.
- b. Patrons adhere to local lending policies and may be subject to collection agencies for delinquent accounts through in-person transactions at libraries in TRAC.
- c. Library staff have access to all TRAC patron records. In keeping with points a. and b., libraries shall not place any sort of note—blocking or non-blocking, library assigned, free-text, or charges—into the record of a patron not their own, EXCEPT when the patron is a wandering patron to their library.

- d. Wandering patrons adhere to local lending policies at each library where materials are borrowed.
- e. The transacting library may identify its wandering patrons who have overdue or lost items by running the Polaris custom Wandering Patron Notices report.
- f. It is the responsibility of staff at the transacting library to ensure that the patron is in good standing. If a wandering patron has checked out an item from a library that is not their registered library, it is the transacting library's responsibility to track the item down should it become overdue or lost. This is true whether the item belongs to said library or it is an intra library loan item that was checked out to the patron by the transacting library.
- g. With lost items, it is the owning library's responsibility to invoice the transacting library. The owning library can run the Polaris custom Lost Items report to find out who the transacting library was in order to send an invoice. Once the invoice is paid, the lost item should be deleted promptly so that it does not continue to appear on the lost items report.
- h. Due to Polaris functionality, all libraries in TRAC have the ability to place messages into the My Account of any patron on TRACpac. Therefore, libraries must not place messages into the My Accounts of patrons not their own. When placing a message in the My Account of your own library patron (or your Wandering Patron), appropriate etiquette and professionalism is to be observed. Libraries are responsible to train their staff and volunteers to use the functionality responsibly.
- i. Libraries are not to renew titles or extend the due date for any items with holds. If there are no holds, libraries can renew items once over the renewal limit. If a patron asks to renew more than once over the limit or to extend the due date beyond one additional week, then the transacting library is to contact the owning library about the extenuating circumstance(s).

Operational Guidelines for Patron Registration and Renewals
--

- a. When creating a new patron record the library must see some form of government issued identification and must enter the name exactly as written on the identification (including middle name) into the patron's record.
- b. Libraries must make sure to designate a notification option in the patron registration record in order for items to convert to lost and for the reports to function properly.
- c. Libraries will not do blanket renewals of expired patron cards, but will confirm that each individual patron card is appropriate to renew (e.g. the patron has not moved to another municipality; the patron wishes to be renewed at your library; the patron is not deceased; etc.).
- d. Extended memberships (more than one year) and/or lifetime memberships may not be transferrable to other libraries, should the patron become registered at a library in another community.

NOTE 1: The *TRAC Operational Guidelines for Member Libraries* will be reviewed annually at the spring TRAC Advisory Council meeting.

NOTE 2: Also see the *TRAC Resource Sharing Principles* attached.

Appendix A

TRAC Operational Guidelines for Member Libraries

Damage Noted to Item

(Tuck the notice into the item or use REMOVEABLE tape.)
This item needs repair, please return it to the home library.

When received at _____

Date _____ Initials _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
- ☐ Case missing
- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn
- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

Damage Noted to Item

(Tuck the notice into the item or use REMOVEABLE tape.)
This item needs repair, please return it to the home library.

When received at _____

Date _____ Initials _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
- ☐ Case missing
- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn
- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

Damage Noted to Item

(Tuck the notice into the item or use REMOVEABLE tape.)
This item needs repair, please return it to the home library.

When received at _____

Date _____ Initials _____

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
- ☐ Case missing
- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn

- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

Damage Noted to Item

(Tuck the notice into the item or use REMOVEABLE tape.) This item needs repair, please return it to the home library.

When received at

Date _____ **Initials**

- ☐ Barcode / Spine label
- ☐ Broken Spine
- ☐ Case damaged
- ☐ Case missing
- ☐ Contents damaged
- ☐ Contents missing
- ☐ Cover
- ☐ Loose pages
- ☐ Mismatched materials
- ☐ Needs cleaning
- ☐ Pages cut / missing
- ☐ Pages stained
- ☐ Torn
- ☐ Wet / water damage
- ☐ Writing / scribble
- ☐ Other _____

Owning Library _____

Appendix B TRAC Operational Guidelines for Member Libraries

Definitions

Owning Library: The library that owns the item.

Transacting Library: The library that circulates (checks out in person) an item to a patron, whether it is a patron registered at your library or a patron from another library who has come to your library.

Wandering Patron: A patron that is registered at one library may go to a different library to check out and drop off materials, or select a different library as a pickup location for intra library loans.

Resource Sharing Principles

Approved at the TRAC Advisory Council meeting on November 20, 2009

Resource Sharing Principles

Access to information by all libraries is strengthened through sharing information and resources within this organized system in which the roles and responsibilities of all participants and the fundamentals upon which sharing takes place are common and understood. The following principles adhere to the *Resource Sharing Operational Policy for Public Libraries* and the *Public Library Network Policy* (approved Dec 2012) as well as to the CLA/ASTED Interlibrary Loan Code (revised in 1995).

- 1. Interdependence** – with the global information explosion and limited resources of local libraries, no library can meet all customer needs. Libraries must, of necessity, share their resources through some kind of organized system to assist every public library in Alberta to meet the needs of its clientele.
- 2. Local responsibility for self-sufficiency** – the local public library is primarily responsible for providing library services to its customers and should develop its collection to meet as many of the community's needs as possible. The intra-library loan service is a supplementary service and is not meant to be a substitute for local services.
- 3. Reciprocity** – the key to current resource sharing is the exchange of resources and services for the mutual benefit of all participants in the resource sharing network. It implies a negotiated agreement whereby resource sharing partners are obligated to lend those kinds of resources they or their clients wish to borrow. Libraries that resource share practice reciprocity by being responsible at all stages of the process including: maintaining correct client (patron) information, packaging & shipping items, tracking missing or

lost items and ensuring that payment for items lost or damage is provided to the owning library by the borrowing library. Reciprocity also implies that all public libraries that participate in the resource sharing process abide by the guidelines as developed from time to time.

Resource Sharing Loan Periods

1. Loan periods are established by the lending library and will vary throughout TRAC.
2. If a library lends material to another library outside of TRAC the lending library should extend the loan period for at least two weeks to allow for shipping.
3. If an item is borrowed from a library outside of TRAC, renewals must be authorized by the lending library prior to changing the date within the ILS.
4. The lending library has the right to recall their item at any time provided the allowable loan period has been afforded (original sign out plus two renewals with the exception of materials that do not allow renewals, i.e. high demand items).

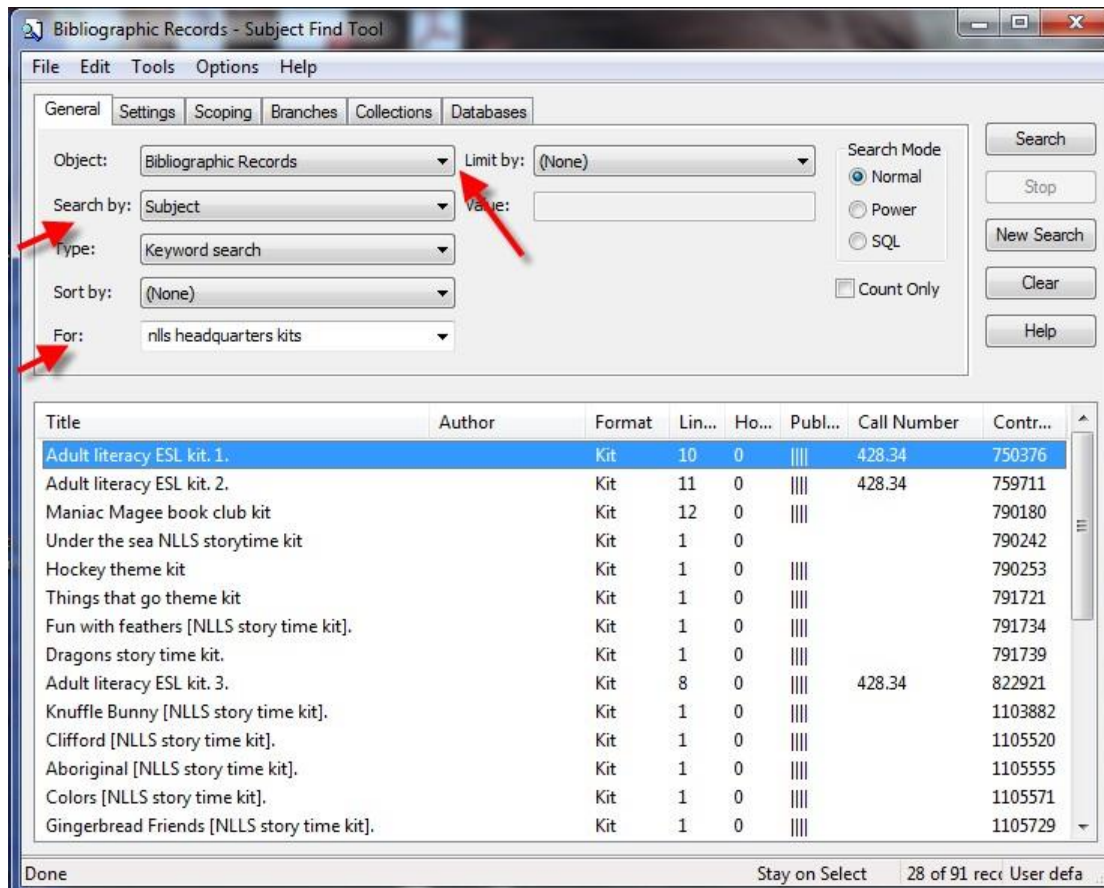
AV Materials

Due to the fragile nature of audiovisual materials, special care is required during the resource sharing process.

Appendix 3

NLLS PROGRAMMING KIT REQUEST PROCEDURE

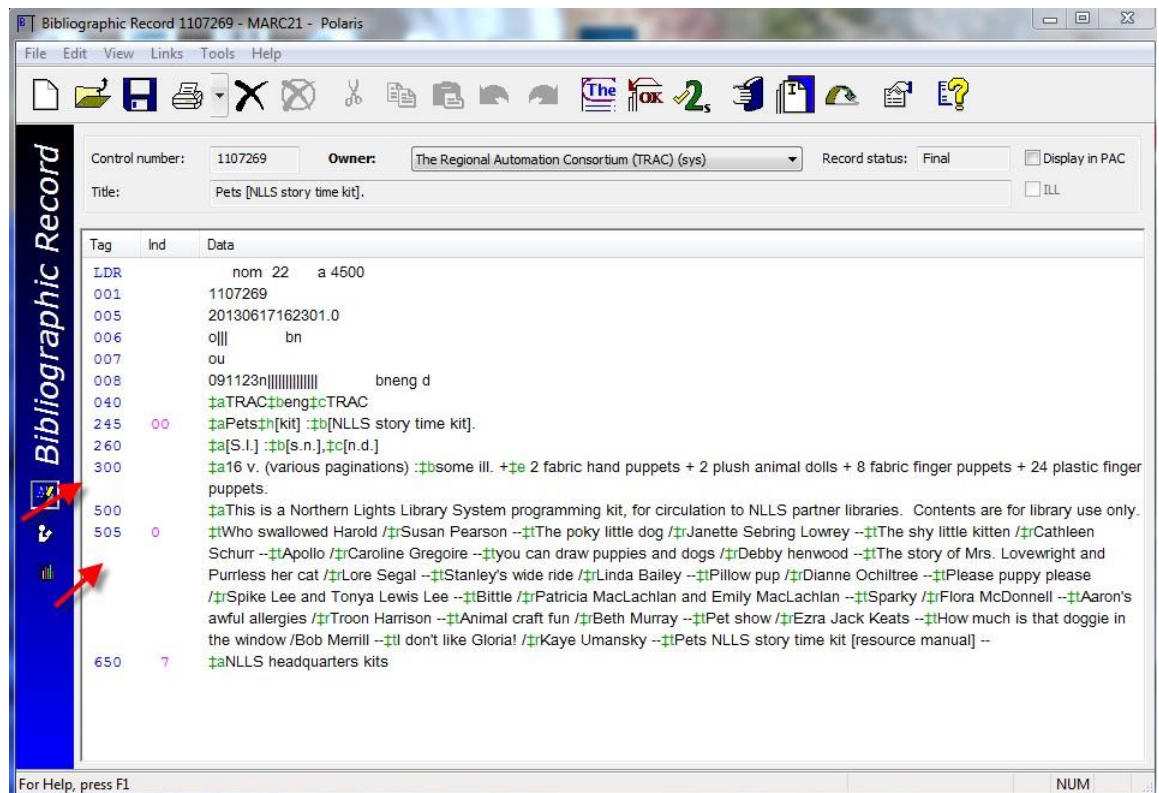
To find the NLLS program kits, search bibliographic records by subject: NLLS headquarters kits:



Perform a Polaris “karate chop” to (ctrl-shift-A) to bring all of the records into one viewable screen.

The list includes story time kits, multi-generational kits, ESL kits, tween-teen book club kits, murder mystery kits and senior sing along kits.

To view the contents of a kit, double click on a title that you would like to borrow.



The contents of the kit are listed in the **300** field.

The specific titles are available in a **505** note field.

If this is the kit you would like to borrow, **place a hold on it**. If the status is “in”, it will be sent out to you on your next van run. Otherwise, the hold will act like any other hold in Polaris and come to you when it is your turn in the queue. We ask that you only take one kit out at a time, so that there are enough for anyone who wishes to borrow a kit. The maximum check out period is 84 days. Upon arrival at your library, we ask you to check the item in and then out to the account the hold was placed (this should be the library account in Polaris). When finished with the kit, check it in. It will go into transit to the next library in the queue, or be transferred back to NLLS.

These kits are for **library use only**, and will only be available to NLLS libraries to borrow (this is in compliance with TRAC Operational Guidelines).

The TRAC Operational Guidelines for interlibrary loans should also be followed. Upon receipt, please check the contents of the kit. If there is something missing, please contact the last library who had the kit. If it is missing upon receipt at NLLS and your library was the last to have the kit, you may be held responsible.