

STANDARD
OPERATING
PROCEDURES

Van Deusen Post Library
Building 502
Fort Monmouth, NJ 07703-5117
(732) 532-3172

STANDARD OPERATING PROCEDURES

VAN DEUSEN POST LIBRARY
BUILDING 502
FT. MONMOUTH, NEW JERSEY 07703-5117

- I. PURPOSE: To prescribe policies and procedures for effective local implementation of the Army Library Program as contained in AR 735-17 Accounting for Library Materials, AR 215-1 Morale, Welfare & Recreation (latest update) AR 25-96.
- II. SCOPE: This SOP is to be followed by all personnel working in the Van Deusen Post Library. It is an implementing directive not in conflict with any existing regulations.
- III. RESPONSIBILITIES: It is the responsibility of the Library Activity Manager and Library staff to insure that this SOP is revised as necessary, made available to all employees and is properly administered.

U.S. ARMY GARRISONDIRECTORATE OF COMMUNITY & FAMILY ACTIVITIESFAMILY SERVICES/SPORTS DIVISIONSELFM-MWR-FSS

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1. Purpose. This standard operating procedure (SOP) prescribes practices and procedures for effective operation of the Van Deusen Post Library.

2. Scope. This SOP is to be followed by all personnel working in the Van Deusen Post Library. It is an implementing directive, not in conflict with any existing directives.

3. Responsibilities. It is the responsibility of the Library Activity Manager to insure that this SOP is revised as necessary, available to all employees and volunteers, and complied with in all instances to insure proper administration of the facility.

4. Introduction.

a. There are approximately 65,000 items held at the Van Deusen Post Library. Emphasis is on meeting general reading needs, with an added emphasis on military history and leadership.

b. Terms

(1) ID Card - Valid active duty military identification card, military retiree identification card, or Fort Monmouth civilian employee identification card. A security badge may not be used as identification by any Fort Monmouth employee.

(2) Family Members - Immediate family members, formerly known as "dependents." Those who are 10 years and older will have an ID card.

(3) Hours of Operation - Hours the facility is open to the public.

(4) Borrower's Card - A 2 by 3 inch color coded card with metal clip kept on file at the circulation desk.

(5) Patron - One who uses the services available at the Van Deusen Post Library.

(6) Patron's Card - A 2 by 3 inch color coded card on which patron's name, number, and expiration date are written. This card is retained by the patron.

5. Opening of the Facility

a. The time between staff entering the facility at the beginning of the day and the opening of the library to the public provides the opportunity to prepare the building for the day; shelving, shelf reading, tidying and straightening the public rooms, putting the Circulation Desk in order and any other work that cannot be done when the public is in the library. A neat and attractive facility is most important in maintaining the Library as an inviting place to visit.

b. Procedure.

(1) Tuesday through Saturday - First staff members in library unlock back delivery entrance and inner lobby doors. Lights, copier, and security system are activated with key. Items at the book drop (vestibule) are picked up, slipped/carded and crossed off and placed on carts for reshelving. Daily newspapers are placed on display stand. The shelving (including targeting and straightening) is completed by all staff members assigned shelving. If time permits, shelf reading is also performed.

(2) By Tuesday, two copies of the New York Times Best Sellers List are posted. Titles the Library owns are noted. The newspapers are placed on the display stand. Returned books are slipped/carded, date dues are crossed off and book truck emptied.

(3) Daily - The Internet computers, printers, and equipment are turned on. Outer lobby doors are unlocked at opening time and CLOSED sign is turned to OPEN side.

6. Security System.

- a. The security system was obtained to prevent the unauthorized removal of library materials.
- b. Details of the system are never to be discussed with other than Post Library staff members and out of the hearing of the public. Patrons need to know only that it is a detection system, not how it works.
- c. Items are targeted as they are processed, slipped/carded or reshelved.
- d. The system is turned on at the beginning of the day and off at closing time with a key kept in the key box.
- e. Items are desensitized when properly charged out.
- f. If alarm sounds, staff member will immediately respond and consider:
 - (1) Were library materials properly checked out?
 - (2) Does patron carry an access card that may trigger the alarm.
 - (3) Is patron concealing library items which were not checked out?
- g. If the case is number one or two above, staff member unlocks turnstile with the remote release control and, if case one, correctly charges out the items, sending patron on his way.
- h. If case is number three, staff member will ask for library materials, and determine whether individual may check out materials. Library card or ID card will be requested. Using good judgement, staff member will analyze situation and decide whether a theft was intended. If so, person's name, sponsor's name, and social security number will be taken.
- i. After a case three incident has been reported to the Library Activity Manager, a determination will be made whether or not the patron will be penalized.
- j. The following penalties will be applied to person(s) who deliberately attempt to remove library materials in an unauthorized manner.

(1) First attempt = suspension of library privileges for 30 days. Notification of incident to Library Supervisor who advises Division Chief of incident.

(2) Second attempt = suspension of library privileges for 60 days.

(3) Third attempt = permanent suspension of library privileges.

k. Suspension of privileges applies to anyone authorized to use a library card, including sponsor if the offender is a dependent. Sponsor will be contacted by the Library Activity Manager.

7. Eligibility.

a. MWR activities, programs and facilities are intended primarily for military personnel and their families, and for other members of the military community.

b. A clear statement of policy and instructions is always available at the Circulation Desk in the Standard Operating Procedures. Active duty military personnel are not to be deprived of first priority use by other authorized patrons having a lower eligibility priority.

c. Eligible patrons, in order of priority are:

(1) Active duty military personnel and their families assigned to Fort Monmouth.

(2) Active duty military personnel and their families not assigned to Fort Monmouth, including members of the Army National Guard and U. S. Army Reserves on active duty for training, or when on active duty status.

(3) Active duty military personnel of other services and their family members not assigned to the installation.

(4) Retired military personnel and their families.

(5) DOD, APF, and NAF civilian employees and their family members.

(6) Contractors, by approval of MWR Director.

DRN 77, 19 APR 85

6. **SECURITY IDENTIFICATION BADGES.** All personnel who are issued a Security ID badge (including contractor personnel) WILL NOT DISPLAY the badge or use it as a means of identification outside the employing activity. This means the Security ID badge will not be used for identification purposes at any of the FM Credit Unions as well. It is suggested that driver license, or other personal identification, be used at the Credit Union to satisfy their requirements for identification.

Reference CECOM Supplement 1 to AR 190-21, dated 15 Jan 85.

(AMSEL-SS-RD/54123)

8. Registration Procedures

a. Registration often provides the patron with a first impression of the library. This is the best, sometimes only, opportunity to obtain necessary addresses and telephone numbers. Completeness and accuracy of information as well as a staff member's friendly, competent manner are major factors in registering a patron. ONLY STAFF MEMBERS ARE TO FILL OUT REGISTRATION CARDS.

b. Patron presents valid ID cards which is checked against the registration file by the staff member for a card already issued to the patron/sponsor. If a card is on file, data on card is verified and the person is given a patron's card with that number.

c. If there is no card on file and the person is authorized library privileges, the patron is registered. Authorized personnel include:

(1) Active duty military/family member. Sponsor, spouse or family member 18 years or older may sign for the card. A blue borrower's card is assigned. Active duty military carry green ID cards; reservists/National Guard normally have pink ID cards and must have accompanying orders for active training at Fort Monmouth to receive library privileges. Personnel in this group include:

(a) Military assigned to Fort Monmouth, its satellites, or nearby isolated assignments (i.e.) ROTC advisors, recruiters, full-time National Guard/Reserve personnel (sponsor has green ID card), U. S. Coast Guard personnel at Sandy Hook/Shark River, and Park Rangers at Gateway National Park (Sandy Hook).

(b.) Military TDY at Fort Monmouth. TDY period must have at least two weeks remaining in order to borrow materials. Both office telephone number at Fort Monmouth and their home number should be entered on the registration card as well as home residence address. Borrower's card is placed in the Alert File.

(c) Adds the DOD which is the anticipated date of departure or two year anniversary date. If patron will be leaving within two months or is Reservist/National Guard, ALERT is printed after DOD date and is also typed in uppercase at the top of borrower's card; borrower's card is then placed in the ALERT file.

(2) The patron

(a) Writes his/her signature on the NAME line.

(b) Provides staff member with home/work phone numbers and mailing address. At least one phone number must be supplied for borrowing privileges to begin.

(3) The staff member fills in the assigned card number, and the rest of the information on the registration card. Patron is given the patron's card and a library brochure as the staff member briefly highlights services.

(4) The staff member types information on the borrower's card. The patron's name, rank (not payroll status), and card number is typed at the top of the registration card. Staff member initials registration card after completion. Borrower's card is filed and the registraion card is placed in the box at the side of the typewriter.

(5) The next day, the circulation technician records the registrations on the monthly borrower statistics sheet, adds the information into the registration book, then proceeds to file the registration forms.

DOD: 4 SEP 2002

Nº 10900

DOE, JOHN SSG
HDQRTS CMD / CECOM SS# 000-00-0000
H: 542-0000 x27272

is entitled to draw books from the

VAN DEUSEN POST LIBRARY

2 ch Fort Monmouth, N. J.
and is responsible for all books
taken on this card.
1 Marshall Ct/E/07724

DOE, JOHN

SSG

10900

(DO NOT WRITE ABOVE THIS LINE.)

Name (in ink) Richard's Signature Date 10 MARCH 89
Date of Dep 4 SEP 8002 SS# 000-00-0000
Rank & Organization SSG HDQRTS CMD / CECOM
Home Address 1 MARSHALL CT / E / 07724
Home Phone 542-0000 Work Phone X 27272
 Active mil/ Nat'l Gnd & Res/ Ret Mil/ Civilian
Marital Status: S V M / Number of children 2
Applicant (print) DOE, JOHN Card# 10900
STAFF INITIALS MRS

DOD: 10 March 2001

Nº 10900

SMITH, RICHARD COL
USMAPS - PP x22211
H: 542-1234

is entitled to draw books from the

VAN DEUSEN POST LIBRARY

2 ch Fort Monmouth, N. J.
and is responsible for all books
taken on this card.
6 Russel Dr / FM / 07703

SMITH, RICHARD

COL

10900

(DO NOT WRITE ABOVE THIS LINE.)

Name (in ink) Richard's Signature Date 10 MARCH 89
Date of Dep 10 MARCH 2001 SS# 000-00-0000
Rank & Organization COL
Home Address & RUSSEL DR / FM / 07703
Home Phone 542-1234 Work Phone X 22211
 Active mil/ Nat'l Gnd & Res/ Ret Mil/ Civilian
Marital Status: S V M / Number of children 2
Applicant (print) SMITH, RICHARD Card# 10900
STAFF INITIALS MRS

EXAMPLE OF ACTIVE DUTY OFFICER'S
LIBRARY CARD.

DOD: 10 March 2001

No 10900

SMITH, RICHARD
USMAPS - PP
H: 542-1234

COL
x22211

is entitled to draw books from the

VAN DEUSEN POST LIBRARY

2 ch Fort Monmouth, N. J.

and is responsible for all books
taken on this card.

6 Russel Dr/FM/07703

EXAMPLE OF ACTIVE DUTY OFFICER'S
LIBRARY CARD.

SMITH, RICHARD

COL

10900

(DO NOT WRITE ABOVE THIS LINE.)

Name (in ink) Patron's Signature Date 10 MARCH '99

Date of Dep 10 MARCH 2001 SS# 000-00-0000

Rank & Organization COL

Home Address 6 RUSSEL DR/FM/07703

Home Phone 542-1234 Work Phone X 22211

Active mil/ Nat'l Grd & Res/ Ret Mil/ Civilian

Marital Status: S V M / Number of children 2

Applicant (print) SMITH, RICHARD Card# 10900

STAFF INITIALS MRS

DOD: 4 SEP 2002

No 10900

DOE, JOHN
HDQRTS CMD/ CECOM
H: 542-0000

SSG
x27272

is entitled to draw books from the

VAN DEUSEN POST LIBRARY

2 ch Fort Monmouth, N. J.

and is responsible for all books
taken on this card.

1 Marshall Ct/E/07724

DOE, JOHN

SSG

10900

(DO NOT WRITE ABOVE THIS LINE.)

Name (in ink) Patron's Signature Date 10 MARCH '99

Date of Dep 4 SEP 2002 SS# 000-00-0000

Rank & Organization SSG HDQRTS CMD/CECOM

Home Address 1 MARSHALL CT/E/07724

Home Phone 542-0000 Work Phone X 27272

Active mil/ Nat'l Grd & Res/ Ret Mil/ Civilian

Marital Status: S V M / Number of children 2

Applicant (print) DOE, JOHN Card# 10900

STAFF INITIALS MRS

DOE, JOHN

CIV

1234

(DO NOT WRITE ABOVE THIS LINE.)

Name (in ink) Signature of applicant Date 3 Apr 2001

Date of Dep April 2003 (2 yrs) SS# 123-45-6789

Rank & Organization CIV AMSEL-LC-D (mailing symbol)

Home Address 22 Jones St., Long Branch NJ 07740

Home Phone (732) 229-1234 Work Phone X 98765

Active mil/ Nat'l Grd & Res/ Ret Mil/ Civilian

Marital Status: S M / Number of children 1

Applicant (print) DOE, John Card# 1234

STAFF INITIALS CDJ

Exp date:

No 1234

DOE, JOHN

CIV

AMSEL-LC-D

x98765

H: (732)229-1234

is entitled to borrow books from the

VAN DEUSEN POST LIBRARY

Fort Monmouth, N.J.

1 ch and is responsible for all materials taken on this card.

22 Jones St., Long Branch, NJ
07740

9. Circulation Desk.

a. All staff members provide service at the Circulation Desk. It is critical to pay attention to detail and apply Library policies equally to all patrons. A staff member who presents a friendly, competent and helpful manner is our most valuable asset.

b. Desk Schedule:

(1) Under normal circumstances, there should be no more than two individuals working at the circulation desk.

(2) A desk duty schedule will be posted to inform the staff of duty hours when Library is open.

c. Tasks performed by staff while working at the circulation desk:

(1) Searching and calling reserves.

(2) Calling or sending overdues. The circulation technician will have ticketed those cards requiring patron contact.

(3) Moving carded materials to the book truck and shelving books whenever possible.

(4) Daily circulation is counted and filed about 1300 hours or by close of business each day.

(5) Public rooms kept tidied (i.e. chairs pushed in, litter picked up, reference books reshelved, and any other items left lying around returned to their proper place.

(6) Telephone answered. Staff member will greet the caller with "Good morning (or other appropriate time of day), Van Deusen Post Library. This is _____ (staff member's name)".

(7) Shelving. Timely accurate shelving provides a very significant part of circulation service. Each staff member is expected to actively participate in reshelving returned library materials so that they are available for the next patron. All items must be checked for accurate re-carding before they are taken for reshelving.

(8) Accepting restitution for lost/damaged items. Patron is encouraged to replace item with new copy or more recent edition of lost/damaged article. If item is out of

print or patron prefers to pay for item, cash only is accepted.

(9) Charging/discharging material. Patron's name is checked against card number. Charging machine must be checked to make certain appropriate date will be stamped on the due date and circulation cards.

(10) Reference/reader's advisory.

(11) Monitoring security system.

(12) Opening/closing facility.

(13) Registration of new patrons.

(14) Monitoring of equipment.

d. Borrower/s file is weeded periodically.

(1) Active duty military file is weeded every two years. Cards for which the DOD is past and which have not been used in three years are cleared.

(2) Salmon borrower's cards are weeded every two years. Civilian cards not used in two years are cleared.

(a) Military family cards, for which the anniversary date has past three months or more, are cleared.

(b) Retired military cards are weeded every two years. If card has not been used in two years, it is cleared.

(3) On a continuing basis, if and when information has been omitted on a patron application, borrower's card is noted with a request to secure that information from the borrower.

10. Circulation of Materials (Limits)

a. Item allowances and limits to the loan period are necessary to provide the library with maximum accessibility to the library.

b. The right is reserved to withdraw books from circulation at any time. Should a patron repeatedly return library materials damaged in any way, the right is reserved to limit circulation below levels noted in the following paragraphs.

(1) A two week lending period is policy for all items except reference materials and ACS change of duty station tapes.

(a) Allowances.

(1) 12 books (6 may be current)

(2) 4 back issues of magazines

(3) 4 pamphlets from vertical file

(4) 6 compact disks (CDs)

(5) 6 audio cassettes

(6) 2 videos (included in total of 6 audio
visual)

(7) All borrowers are limited to 3 books per subject (determined by call number).

(8) Individual allotments may be adjusted temporarily if approved by the Library Activity Manager.

(2) Items may be renewed twice provided there is no request or reserve for any title to be renewed.

(3) Renewals may be requested by telephone.

(4) A renewal must be done on or before the due date.

(5) Overdue items must be returned and should remain in the library for 3 days before the same patron may check them out again.

(6) All overdues must be returned before other materials are permitted to be borrowed.

(7) Circulation of parental advisory materials. With the production and sale of materials that feature explicit lyrics and post "Parental Advisory", the Van Deusen Post Library will note any materials that fall into this category. All minors must produce ID along with a note from a parent or legal guardian that states, "name, has my permission to check out library materials which contain a parental advisory".

11. Charging/Discharging Library Material.

a. Accuracy, awareness of the entire situation, thoroughness in completing transactions, tact and cooperation are the keys to a smoothly run circulation desk.

b. Checking materials out:

(1) Patron's name will be checked against that typed on the card.

(2) Correct date is stamped on the patron's card; correct date and patron's number is stamped on an item card and due date cards.

(3) Due date cards are color coded: A yellow card for cassettes; salmon colored for periodicals; and green for CDs, videos and records. Regular books will be circulated with either pink or white due date cards.

(4) Borrower's card is then refiled. New cards are typed if there is no more room available to save time on the patron's next visit to the library.

c. Checking in returned items:

(1) Items are carded separately with care being given to note author, title and copy number.

(2) Carded items are placed on the book truck or designated shelf for return to their appropriate areas.

(3) Dates of returned items are crossed off borrower's card.

(4) If there is no open date on the borrowere's card, the notation NOD and the date the item is returned is noted on the card.

12. Circulation Statistics.

a. Accurate statistics enable the Library Activity Manager to get a more complete picture on how the Library is being utilized and are necessary for compiling many types of reports.

b. Statistics for circulated items are recorded daily in the circulation book at 1300 hours or by the close of business.

c. Circulation:

(1) Circulation counted and cards filed separately under period of circulation and date due.

(2) Figures combined for basic Dewey classifications, following dividers on card sorter.

(3) Juvenile non fiction and desk circulation is counted with adult non fiction. Juvenile fiction, mystery, science fiction, RECI and JEE items are entered under JUV.

(4) The 900s are divided into the following:

(a) 910 thru 919 (travel)

(b) 920 thru 929 plus B (Biography)

(c) Remaining 900s

(5) Fiction consists of adult fiction: YA (young adult), SS (short stories), M (mystery) SF (science fiction) and W (western).

(6) Periodicals, records, CDs, cassettes and videos are counted separately.

(7) Figures are entered into the statistics book along with the number of reserves searched, SWAP books, registrations and attendance shown on exit turnstile.

d. The statistics are compiled and entered into the Monthly Statistics Report by the third working day of each month and submitted to the Library Activity Manager. One copy is placed into the circulation and borrower statistic book, and one copy is sent to the MWR Director.

e. Statistics for number and types of patrons:

(1) The circulation technician daily counts the number of various types of registrations plus family members and enters the numbers on the monthly borrower statistics sheet, and in the registration book.

(2) Within the first three working days of each month, the Circulation Technician computes the totals and includes them on the Monthly Statistics Report.

f. Miscellaneous statistics (on programs, ILLs, displays, book lists, bibliographies, copier) are reflected on the Monthly Statistics Report compiled by the circulation technician.

g. Copier report. At the first of each month, a copy volume report must be done.

(1) Copier reports and materials are kept in file cabinet #1,

(2) Open the door of the Xerox copier and take the numbers from the counter at the top right hand corner.

(3) Add this number to the sheet marked "RUNNING TAB ON COPIER" that is clipped to the file folder.

(4) When this number is subtracted from last month's total it will give the total copies made for the month.

(5) The information is typed onto the report sheet.

(6) Three copies are made. One is for the Library file, one is for the Library Activity Manager, and the original is sent to the Copy Manager in Building 1150.

A second report is done by telephone on the 20th of each month. The Xerox Company is called at 1-800-891-8405 and the count found inside of the copier door is given to the company representative.

13. Parental Advisory Materials. With the production and sale of materials that feature explicit lyrics and post "Parental Advisory", the library is noting any materials that fall into this category, and requiring an ID which reflects a person's age of 18 or older. If the patron cannot show an ID, he or she must produce a note from the parent or legal guardian that states:

_____ (name) _____ has my permission to check out library materials which contain a parental advisory.

14. Overdues.

a. Retrieving overdue materials is a necessary, but negative service requiring considerable staff time. Insuring patrons are aware of outstanding items, when they are taking other items out, especially those almost due, aids in their prompt return.

b. All overdue materials must be returned before patron's card may be used again.

c. Overdues are ticketed as necessary.

d. Items on reserve for which someone is waiting are ticketed and patron is notified within 24 hours.

e. Tickets are filled out, a check mark is put in front of corresponding open date(s) on borrower's card, applicable remarks noted on ticket (i.e. reserve item, NOD on borrower's card, etc.), and patron notified via telephone or mail.

f. If item has not been returned, patron is notified again in two weeks. While messages can be left for a first notice, it is better to speak to the person directly on a second or third notice. The First Sergeant or Commander will be contacted for the military, if unable to retrieve material after three notifications.

g. If item cannot be located by patron or is returned damaged, patron is strongly encouraged to replace item with a new copy (hardback for hardback/paperback for paperback); if not possible, he/she is charged current price of the item.

h. If patron does not return, replace or pay for a lost or damaged item, a Statement of Charges (per AR 735-17) may be issued.

i. Abbreviations used on tickets include:

(1) NOD (no open date)

(2) WR (will return)

(3) LM (left message)

(4) BL (busy line)

15. Non-Circulating Material:

a. Although most material found in the library may be checked out by patrons, certain items may only be used in the library and cannot be charged out, unless there is an extenuating circumstance, such as a limited loan of reference materials if copier is not working.

b. Non-circulating items consist of reference books (designated by an "R" over the call number), current magazines and the back issues of the following periodicals:

(1) New York Times

(2) Consumer Reports

(3) National Geographic (bound editions {unbound editions may be checked out}).

16. Resolving Disputes Over Unrelated Materials.

a. In response to the brief publishing "life" of library materials, the staff will make every effort to:

- (1) maintain accurate records of all returned items
- (2) check pockets before returning items to the shelf
- (3) encourage patrons to participate in checking again when they feel certain they have returned all items checked out on the borrower's card.

b. It is vital that when all books due on one date are returned except one or two and those books are already overdue, that staff members note how many books were returned on a given day.

c. When a patron insists that library materials have been returned, and the following circumstances apply:

- (1) The circulation card is still attached to the patron card.
- (2) The patron card has not had the open date crossed off (which corresponds to that shown on the circulation card).
- (3) The material is still not located in the library after a thorough search is made by two staff members.
 - (a) Patrons will be asked to look again for items. They need to be reassured that the staff is not accusing them of negligence and that it is very possible that we have caused the oversight; however, it is vital that the staff makes it clear that we need to be accountable along with the determination that we be thorough in our procedures.
 - (b) Patrons cannot circulate any materials if unreturned overdue items remain on the borrower's card.
 - (c) Patron's card will then be noted: Dispute Date _____ for unreturned book. This will be carried forward on patron's number when new cards are typed so that staff will be alert to patterns should they occur.

17. Cash Collections.

a. When patrons are unable to replace items by purchasing them on the open market, they are to be instructed to bring the cash amount to the library to clear their obligation. Jeffrey Labaton or a representative of his office (named Sam) are the points of contact. (Building 206, next to the fire house). They need accounting classification in order to enter the collection back into the system. Cash collections must be taken to Building 206, Third Floor North and given to Jeffrey or Sam. While checks may be collected and must be made out to Centralized Disbursing Officer, library personnel are required to make every effort to make cash collections. Jeffrey Labaton's number is x23727. One copy of DD Form 1131 must be prepared.

b. An identical copy, a satisfactory reissue of the same lost or damaged item, or an item of the same type of equal value as determined by the Library Activity Manager will be acceptable as a replacement. Reimbursement to the government is authorized using the shelflist, publisher's distributor's or other current price of the item. Check on OCLC, CBI, or Lost/Paid Price Guide for book prices if not on shelflist. Use Schwann catalog for AV items. Only the exact amount of cash can be accepted as monetary reimbursement. In handling a cash collection:

(1) A receipt is prepared and given to the patron. Stub is filled in.

(2) Item is crossed off patron's card and PAID and date are written after the date on the borrower's card.

(3) Entry is made in the register of receipts.

(4) Book Card showing name of payee, cost, date, receipt number, and initials or name of collector is placed in box with money.

(5) A Cash Collection Voucher must be prepared every 60 days or when sum collected reaches \$50.00, whichever comes first. A voucher number is assigned (next open number in voucher register). DD Form 1131 is filled out (1 original and 4 copies), money is counted and taken to Finance and Accounting Office. One copy is returned to the person making the turn-in.

LOST/PAID BOOKS

Price Guide

) When a patron advises that a book is lost, the first step is to:

a) check the shelf list card for the price. If the price is not listed on the card, use the following guide:

hardcover book published prior to 1970 average price 7.95

softcover book published prior to 1970 average price 3.95

Between 1970 and 1980, average hardcover 12.95

" " " " " softcover 5.95

After 1980 to 1990 average hardcover 18.95

average softcover 9.95

2) Try to have the patron pay in the exact amount. The agency we have to deliver money to for lost books is not favorable about checks.

TO THE STAFF:

In order to facilitate reimbursement to the library for books that have no prices listed on the shelf or union, we're going to use the following formula :

If the book was published prior to 1970: Average price 7.95

If the book was published prior to 1980 " " 12.95
(after 1970)

If the book was published after 1980, up to 1990 18.95

Take the average price listed above and add it to \$22.95, the going rate of books at the present time.

Divide the total by 2 and that is the price we're requesting for payment of a lost book.

Example:

Book lost. Publication date 1964. Average price	7.95
Current book price	<u>22.95</u>
Total	30.90
Divided by 2	15.45

CASH COLLECTION VOUCHER

DISBURSING OFFICE COLLECTION VOUCHER NO.

4652

RECEIVING OFFICE COLLECTION VOUCHER NO.

8563

RECEIVING OFFICE

ACTIVITY (Name and location) (Include ZIP Code)
 POST LIBRARY, BLDG. 502, FORT MONMOUTH, NJ 07703-5117

RECEIVED AND FORWARDED BY (Printed name, title and signature)
 CAROL RIPPETOE Post Librarian *Carol Rippetoe*

DATE
 28 September 1993

DISBURSING OFFICE

ACTIVITY (Name and location) (Include ZIP Code)
 FINANCE & ACCOUNTING OFFICER, FT. MONMOUTH, NJ 07703

DISBURSING OFFICER (Printed name, title and signature)
 DANA MC CRAW JOHNSON *Dana McCraw Johnson*
 DEFENSE ACCOUNTING OFFICER

DISBURSING STATION SYMBOL NO.

DATE RECEIVED SUBJECT TO COLLECTION

PERIOD: FROM 4 August 1993 TO 28 September 1993

DATE REC'D	NAME OF REMITTER DESCRIPTION OF REMITTANCE	DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	AMOUNT	ACCOUNTING CLASSIFICATION
84/93	Albert Yee	Newsweek 2/22/93 issue	2.95	21R3019 (93019)
8/14/93	Cynthia Forman	New American Handbook of Letter Writing	4.58	" "
9/22/93	Linda Axline	The Quiert End of Evening	6.95	" "
		A White House Diary	10.95	" "
		A Seasonx of Mists	3.95	" "
		Piano Concerto #5 in E Flat, Op. 73 "Emperor" Beethoven CD #8	12.95	" "
		Daphnis et Chloe by Ravel CD #16	12.95	" "
		Te Deum Op.22 Berlios CD #44	14.95	" "
		London Symphony by Haydn CD #96	14.95	" "
		CHECK 77.65		
		CASH 7.53		
		<u>\$85.18</u>		

TOTAL \$85.18

DD FORM 1131
1 APR 57

REPLACES EDITION OF 1 APR 56 WHICH IS OBSOLETE.

Form approved by Comptroller General, U.S.
24 January 1958

(6) Library copy is placed in the voucher file indicating on the form in front of each title "A" for accountable book, "E" for expendable. Total number of each is entered on bottom of form. Only accountable number is deducted from total on voucher register.

(7) Shelf list cards for books are pulled. If there is only one copy, the catalog cards are pulled and destroyed along with shelf list cards. If there is more than one copy of the book, draw a line through the number being dropped.

18. Current Books.

a. Selected new books will be designated by the Library Activity Manager or the Technical Services Librarian as "current books". Included are best sellers, fiction, non-fiction of general interest appeal, and books dealing with military topics.

19. Reserves.

a. Circulating items listed in the card catalog or other Post Library source may be requested by eligible patrons. Items should be searched within two working days of the request. Requests are limited to three at a time per patron. Items must be in the library collection (not on order).

b. Searching: Patron fills out reserve request (one item per card). Only requests complete with patron's name, phone number, and library card number will be honored. Staff member adds mil, ret or civ in upper right corner, then checks Union shelf list for copies and to ascertain item is held by the library.

c. If an item cannot be located because...

(1) the item is not listed in the public catalog, the patron should be notified and interviewed to determine where he/she saw it listed. The patron should then be advised that the Post Library does not own the item requested.

(2) the item is not on the shelf, although owned by the library. A thorough search of the entire circulation should be made including repair shelf. An attempt to borrow the requested title(s) through InterLibrary Loan will then be processed. A ten

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day disposition date should be noted on the request card within which the patron will be notified about the status of the request.

d. When there is more than one request for the same title, active duty military is filed in front of ret and civ requests, then filed by the date submitted.

e. Notifying patron: When a flagged item is returned the next reserve request is placed in the book. The same day the patron is notified by mail or phone that material requested is now ready for pickup. Patron will be given hours and advised that the book will be held for two working days if patron is notified by phone. If patron is notified by mail, book is held for 5 working days. If a patron cannot be reached for two days, the request card will be returned to the request file and the next request will be honored.

f. Charging out: The red flag remains on the book card. The request is crossed out and a clean side of the request form is filed face up. Items not picked up by the "hold until" date is refiled at the bottom of reserves for a specific title. If, after being contacted again, patron does not pick up reserve card is noted "reserve not picked up" and filed at the back of reserve card filing.

20. Materials Placed on Hold.

a. As a service to library patrons, items may be held at the circulation desk for designated periods of time.

b. The types of materials held are:

(1) RESERVES - Items are held for two operational days from the date the patron is notified (if patron is notified by mail, book is held for five operational days). Items are removed from reserve shelf at closing on the "hold until" date; reserve card is dated and filed under "reserves not picked up". Next patron on the list is then notified.

(2) INTERLIBRARY LOAN ITEMS - Item is charged out by Public Services Technician to patron's card, patron is notified, and item is placed on reserve shelf. Item is held until picked up by patron or due date, when it is placed on ILL shelf under the circulation desk.

(3) ITEMS SELECTED BY PATRON (however, patron cannot borrow item due to having overdues, limits on various types of materials having been reached, family does not yet have a library card, etc.). Such items are held until closing the following operational day, after which they are returned to the shelf.

(4) AV CASES RETURNED WITH NOTHING INSIDE - The patron is telephoned, note with patron's name, telephone number, date and details of problem attached to empty case then placed on the windowsill. The AV card is refiled in circulation. Brief notation is added to borrower's card. Weekly contact is maintained with patron until problem is resolved.

(5) ITEMS WHICH CANNOT BE PROPERLY CHECKED IN (due to book card mix ups, missing cards, damage to item, etc.) In the case of damaged materials, the procedures described in (4) above is followed. For card mix ups, etc. a note with details of problem and date is attached to the item, a thorough search of circulation files, office shelves, etc. is made, and progress indicated on note. If a missing book card does not surface within two months, the Public Service Technician will type a duplicate card and record author, title, call number, copy number, and date on a listing kept of duplicate cards.

(6) LOST/FOUND ARTICLES - All such items are put in the lost/found box kept in room off the circulation desk. Items are tagged with date they were left at the facility. Exceptions are ID cards and items of value which are turned over to the Provost Marshal's Office. Items in the lost/found are held for two weeks.

21. InterLibrary Loan Service.

a. InterLibrary Loan (ILL) service, consisting of borrowing and lending materials not available in the library is provided for patrons by staff trained to perform ILL, using specialized resources, including the OCLC ILL subsystem. Materials are loaned to other libraries requesting items from our collection as well.

b. All materials, except the following, will be available for lending/borrowing:

- (1) Current books
- (2) Best Sellers
- (3) Microforms (we will print a reasonable number of pages free of charge)
- (4) Periodicals (we will print a reasonable number of pages free of charge)
- (5) Phonograph records
- (6) Compact discs
- (7) Cassettes
- (8) Videos
- (9) Reference books
- (10) Test guide books (will be considered on basis of individual requests)

c. Borrowing:

(1) Registered borrowers of the Post Library, including active duty military/family members, retired military/family members and Department of the Army civilians are eligible for ILL service.

(2) Requestor will fill out an InterLibrary Loan Request Form for each item needed.

(3) ILL Library Technician or Librarian will evaluate requests and accept those complying with ILL guidelines (e.g. no current books), and copyright laws.

(4) Requests for "free" ILLs will be placed, unless patron indicates willingness to pay fee when charged for loan of materials.

d. Lending:

(1) Requests from any library will be considered (requests from individuals are not honored).

(2) Items are loaned for 2 weeks; two renewals are permitted.

22. Swap Rack.

a. A swap rack is available for use by military (especially those in transit), retired military, family members of both, and civilian employees.

b. Patrons are encouraged to bring in paperbacks, standard size and in good condition with front and back covers.

c. Patron shows the paperbacks to the circulation desk attendant and places them on circulation desk alongside registration box.

d. Staff member records the number of books brought in by patron on the Swap Log.

e. Patron then selects an equal number of paperbacks from the rack, indicates to staff member the exchange, and retains the newly exchanged items as personal property.

f. Books may be re-exchanged in the future.

23. Equipment.

a. Equipment (microcomputer, internet computers, microfilm and microfiche reader/printers, copier, electric typewriter, etc.) are available for patron use.

b. For the use of the equipment, patrons must show their ID card. Staff will fill out usage list at the circulation desk. Information requested will be date, patron's name, type of ID, time in and telephone number.

c. INTERNET COMPUTERS AND MICROCOMPUTER:

(1) Students wanting to use the computers must be 17 years or older. Anyone younger must be accompanied by a parent or guardian who will stay with the student for the duration of the time.

(2) After patron shows his/her ID card and is signed in by a staff member, he/she must fill in information and sign the following statement.

(a) "I will not open any Internet sites considered pornographic, lewd or unsuitable for reading at a public facility."

(3) Patrons are to report any irregularities in the computer as soon as they are noted.

(4) Disks may not be used in any of the computers.

(5) Patrons may print ten free pages. After that, the cost is 10c a page. Payment should be made to a staff member. Library personnel are required to provide only the ten sheets for free copies.

d. MICROFILM AND MICROFICHE READER/PRINTER

(1) Users must be in ninth grade or above; a younger child may use equipment in the presence of a parent or guardian only.

(2) Instructions and information for troubleshooting machines are stored in a folder in the top drawer of the file cabinet in the workroom off the circulation desk.

(3) If a machine will not work properly, always check for paper difficulties first.

(4) The reader/printer may be used only for material from the library. The only exception to this is the military who bring in their personnel records which they receive on microfilm.

e. PHOTOCOPIER:

(1) The fee for copies is 10c per copy. The money is used to purchase supplies for the copier and to support FMMWRF if a profit is made.

(2) Patrons requesting assistance will receive it as soon as a staff member is available.

(3) Patrons who indicate lack of knowledge about the copier will be instructed in the proper manner of placing original copies. After a patron has been shown how to use the copier, refunds will not be provided for "unsatisfactory" copies.

(4) If the copier malfunctions and produces an unsatisfactory copy, library staff member will assist patron in reproducing the same number of copies made with the pass key.

(5) Patrons are restricted from making two sided copies.

g. TYPEWRITER:

(1) Patrons requesting typewriter time must present ID card and sign in. Users must be in ninth grade or above.

(2) Patrons must bring their own paper.

(3) Patrons are guaranteed one hour on the typewriter and may continue after the hour until "bumped" by another patron. Patron who has had the equipment for one hour, will be given 15 minutes more to finish.

(4) Only staff members will change typewriter ribbon and correction tape.

24. CD ROM Equipment.

a. CD ROM equipment will be turned on and off daily by library staff only. The monitoring of all patrons using this equipment is the responsibility of the entire staff. During school holidays, it is especially critical that staff members observe students making copious print outs. Staff members are to request information from the user about the purpose of that person's research.

25. Book Donations.

a. Books less than five years old will be accepted by the library to be used at their discretion.

b. Per AR 735-17, "persons donating materials accepted by the library will be given a receipt if they request it. The receipt should show author, title, publisher and date of publication of books plus other comparable data for other types of materials. No dollar value will be assigned donations by library personnel."

c. Books that meet the less than five years old criteria and are clean and in good condition would be shown to the Technical Services Librarian and then placed in the "Book Sale Room" to be sorted.

d Books older than five years cannot be accepted by the library unless approved by the Activity Manager or Technical Services Librarian.

e. It is recommended that the patron check the card catalog under the subject heading "RARE BOOKS" where several books are listed, both circulating and reference that will help them to ascertain the value of the hard cover books.

f. It is recommended that the patron consider visiting a used book store to sell the book. Local stores are listed in the telephone directory under "BOOK DEALERS - USED & RARE".

26. Safety Program.

a. Building is checked daily by building custodian or designated alternate for unsafe items and hazardous situations.

b. Library staff is briefed periodically on safety and potentially hazardous practice, as well as emergency and disaster preparedness.

c. Exits are kept clear and exit lights are checked to see that they are lit and clearly visible.

d. Fire extinguishers are checked for viability periodically and kept clear of furniture.

e. Flammable items are not stored in the building.

f. Evacuation plan for emergency situations is posted in entrance way and on official bulletin board.

g. Parents are instructed not to leave small children unattended at the library. Children six years and under must have a parent with them in the Children's Room. Library staff will counsel parents when a potentially dangerous situation exists (such as allowing children to sit on circulation desk or to climb on book shelves, etc.).

h. Unsafe conditions are promptly reported to the Safety Office.

27. Telephone Usage.

a. The telephone is a primary contact with the public. A courteous, businesslike and friendly manner conveys the feeling of competency.

b. When answering the phone, the Van Deusen Post Library and self are identified. If requested information can be provided, it is done. If there is doubt as to type or extent of information, caller is referred to appropriate staff member. If no one is available, a message is taken including caller's name, office and telephone number and request is passed on to appropriate staff member as soon as possible.

c. Whenever communicating, it is standard practice to obtain the name, correctly spelled and telephone number of the person with whom you've been speaking.

d. Personal calls, especially off Post numbers, will be kept to a minimum (i.e. emergencies, special situations, etc). A pay phone is located outside of the Post Library and throughout the installation. Further guidance on authorized personal calls is provided as follows:

(1) Personal calls (such as calls to speak to spouse/minor children or to arrange for emergency repairs to residence or automobile) that must be made during the working hours over the commercial local/long distance network are authorized as necessary in the interest of the government provided the call is consistent with the following criteria:

(a) It does not adversely affect the performance of official duties by the employee or the employee's organization.

(b) It is of reasonable duration and frequency.

(c) It could not reasonably have been made at another time, i.e. from a non-government telephone during lunch, break or other off-duty periods.

(d) It is not used for activities related to the operation of a personal business enterprise.

(2) In the case of toll/long distance calls, it must be:

(a) Charged to the employee's home phone number or other non-government number (third party call).

(b) Made to an 800 toll-free number.

(c) Charged to the called party if a non-government number (collect call).

(d) Charged to a personal telephone credit card.

(3) The following are examples of calls which are authorized to be made on DOD telephone systems even if a local toll charge is incurred if consistent with the above criteria:

(a) Emergency calls such as calls to notify family, doctor, etc. when an employee or an immediate family member is injured or seriously ill.

(b) Calls within the local commuting area (the area from which the employee regularly commutes) to advise family of a change in schedule or to make alternate transportation plans or child care arrangements when an employee is required to work overtime without advance notice.

(4) Guidance for telephone calls while at a temporary duty station is reflected in the Joint Travel Regulations.

(5) Employees should be particularly sensitive to the use of DOD telephone systems under the conditions outlined above. Whenever possible, personal calls should be made from a non-government telephone during lunch, break or other off-duty periods. Abuse of DOD telephone systems, including the abuse of privileges listed above, may result in disciplinary action.

(6) Use of library phones is restricted to library staff. There is a courtesy phone for duty extensions above the copier for patron's use.

28. Clearance Procedures.

(a) There are two ways of clearing people from the library. They are as follows:

(1) BY TELEPHONE

(a) The patron's name is checked against the registration cards.

(b) If the patron does not owe the library any material, we tell them they are clear and give our initials.

(c) If the patron does owe the library any material, we request that the material be returned and no initials are given.

(2) IN PERSON

(a) The patron's name is checked against the registration cards.

(b) If the patron does not owe the library any material, we fill in the appropriate information and sign with our initials.

(c) If the patron does owe material to the library, the material must be returned or if lost, paid for before their papers are signed.

29. Children in the Library.

a. Dependent children under the age of 14 must be accompanied by a parent or responsible person over the age of 16.

b. Dependent children are required to show their ID card to the staff when requested. It should be suggested to them that they have their ID cards in their possession when using the library.

c. Dependent children are expected to act responsibly. Failure to heed warnings from staff members concerning conduct will result in notification to sponsor or parent. No longer will that child will be able to visit the library independently. A second cause for notification from library personnel will result in the child's being requested to leave the library. Since it will be difficult for a variety of personnel to identify child, borrowing privileges (on family card) will be suspended for one month. Total disregard of library policies and staff will result in personnel contacting the Military Police.

d. Children who are visiting the library with their parents and cause unnecessary noise or disruption (throwing books on the floor, causing shelving to be left in disarray, etc.) will be cautioned by library personnel to behave. Parents of those children will be asked to keep child/children with them until they
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leave the library. Library personnel on duty (if possible) are to check the area that unruly children were in to determine if any suspension of borrowing privileges is in order. If parent cooperates with library personnel, then no punitive action will be taken. If parent disregards personnel, note library card with description of what occurred and suspend borrowing privileges on family card for one month.

e. Children must be suitably dressed at all time. Shoes, shirts, etc. are always required. No bathing suits.

f. The Children's Room is limited to use by children of military, retired military and DOD civilian workers.

g. Children who ride bicycles to the library will park them in the bicycle rack in front of the building.

h. If it is noted by library staff that children are being dropped off and left at the library and the children become a supervision problem for the staff, a letter will go to the parents advising them that while we welcome their children at the library,

they are required to be accompanied by a parent or guardian. If a second notice seems to be necessary, the content will focus on request that parents contact the library to determine if we may be able to resolve this problem together. If the problem persists, library personnel will gather documentation of problem and take it to the next level of supervision.

i. If a youngster is not picked up by the time the facility is closed and the staff member is ready to leave:

(1) Make one more phone call to the child's home to determine when pickup can be expected. If pickup can be accomplished within 10 minutes, staff member is to wait with child until parent arrives.

(2) A follow-up letter will be sent to the parent by the Library Activity Manager requesting that the practice of leaving a child past library hours be discontinued.

(3) If the parent cannot be reached, staff member calls x21112 (Military Police) to take child to Provost marshal's office. Staff member will post sign at front door with child's name and location, and time child was taken to wait at PMO office.

30. Closing/Securing the Building.

a. The closing/securing of the library is a serious responsibility. Failure to do so may result in the loss or damage of government property and disciplinary action.

b. DAILY; Personnel on night duty responsible for checking security counter and recording the count in the Daily Circulation Statistics. Before leaving, staff members will:

- (1) Secure all windows.
- (2) Make certain all lights are off in back areas.
- (3) Make certain all electrical equipment is off.
- (4) Check all computer equipment to make sure all terminals and printers are off.

c. PRIOR TO CLOSING: Approximately 15 minutes prior to closing, staff members on duty should:

- (1) Announce that the library will be closing in 15 minutes.
- (2) Determine the number of patrons still in the building. This will enable desk personnel to maintain awareness of how many people have to vacate the premises before the building is clear.

d. CLOSING;

- (1) With key, lock outer doors first and make certain they are fully closed. Position library sign to "closed". Lock inner doors and make certain they are closed. Turn off security alarm with key. Record number on security counter and enter it in daily statistics book. Walk around library to make sure all patrons are out. Enter and check each stall in rest rooms to ensure that they are empty and clean.

- (2) Make certain all electric and electronic equipment is OFF in Main Room, at Circulation Desk and in the Office Area. This check is to include all printers.

- (3) Turn off photocopier.

(4) Close and lock all windows in Main Reading Room, in Children's Room, Kitchen and Office/Workroom areas.

(5) Remove daily newspapers from racks and file them in appropriate locations.

(6) Turn light out in rest rooms; prop open doors; make certain switch for exhaust fan is off. (Switch is in custodian's closet adjacent to rest rooms.)

(7) Turn lights out in children's room.

(8) Straighten furniture and tidy public areas.

(9) Cover circulation desk. Turn main light out.

(10) Check and initial checklist posted at rear of workroom. Indicate time of departure.

(11) Lock doors and check their position after you are outside the building.

31. Crime Prevention.

a. Library staff are to familiarize themselves with both Fort Monmouth Regulation 190-7 and the Library's SOP on Closing/Securing the building and security system.

b. Staff will ensure valuable personal property (i.e. purses, wallets, jewelry) is secured, by placing them in closet, desk or file cabinets when not being carried or worn.

c. Lost and found box will be kept in workroom off circulation desk to prevent unauthorized removal of property.

d. Deficiencies noted in security system, outside lighting, windows or doors will be reported to the Library Activity Manager or a work order called in to remedy situation within 24 hours.

CAROL Z. RIPPETOE
Library Activity Manager