

# Standard Operating Procedure (SOP): Circulation Desk Procedures

This SOP details **circulation desk procedures**, including the check-in and check-out processes, handling renewals, and managing holds. It ensures efficient and accurate transactions, maintains proper record-keeping, supports patron access to library resources, and enhances customer service at the circulation desk.

## Scope

- Check-in of returned items
- Check-out of materials to patrons
- Processing renewals
- Managing holds and reservations

## Responsibilities

- Circulation desk staff are responsible for carrying out these procedures accurately and courteously.
- Supervisors oversee compliance and address escalated issues.

## Procedure

### 1. Check-Out Procedure

1. Greet the patron promptly.
2. Ask for the patron's library card or identification.
3. Scan the patron's card into the library management system (LMS).
4. Scan each item to be checked out.
5. Verify due dates and inform the patron.
6. If any items have restrictions (e.g., reference, holds), notify the patron and process accordingly.
7. Confirm transaction completion; provide a receipt if requested.
8. Thank the patron.

### 2. Check-In Procedure

1. Collect returned materials from the patron or designated return area.
2. Scan each item's barcode into the LMS.
3. Check for holds, damages, or overdue status:
  - If on hold, route the item to the hold shelf and notify the requesting patron.
  - If damaged, follow library policy for damaged items (set aside and inform supervisor).
4. Reshelve or route items to their respective locations.

### 3. Renewals

1. Accept renewal requests in person, by phone, or online.
2. Verify eligibility for renewal (item is not on hold, maximum renewals not exceeded).
3. Process the renewal in the LMS.
4. Communicate the new due date to the patron.
5. If renewal is not possible, inform the patron of the reason.

### 4. Holds Management

1. Accept hold requests and enter them into the LMS.
2. When items on hold are returned or become available:
  - Retrieve item from return or shelf.
  - Label and place on hold shelf by patron's preferred method (last name or confidential code).
  - Notify patron of hold availability (email, phone, or LMS-generated notification).
3. After the hold period expires, return the item to the regular collection or offer to the next patron in the queue.

## Record-Keeping

- Ensure all transactions are accurately recorded in the LMS.
- Update patron and item records in real-time.
- Report discrepancies, inventory concerns, or system errors to a supervisor.

## Customer Service & Confidentiality

- Interact with all patrons professionally and courteously.
- Maintain confidentiality of patron records and transactions.
- Seek assistance for unusual or complex situations.

## Related Documents

- Library Card Policy
- Lost/Damaged Item Procedures
- Incident Report Form

*Revision Date: [Insert Date]*

*Approved by: [Insert Name/Title]*