

### **Circulation Services**

Policy Number: LS 101

Effective: March 2018

#### Purpose

To support Tampa-Hillsborough County Public Library's (THPL) mission of providing customers with open, focused, responsive service in a welcoming environment, THPL provides a full range of circulation services that facilitate registration of qualified library customers and enable their use of library materials and resources, while maintaining borrower confidentiality as required by law.

#### Policy

Circulation services are provided to all Hillsborough County residents and property tax payers, and fee-paying non-County residents without discrimination. Specific qualifications for registration and use of library materials and resources are determined by library administration with approval of the Library Board and specified in LS 103 Library Card Registration and Renewals.

To facilitate optimum service, categories of users (Adult, Juvenile, Resident, Corporate, etc.) may be established. Confidentiality of circulation records is maintained in accordance with [Florida Statutes, Chapter 257.261](#) and LS 102 Customer Record Privacy. These services are essential to the library's mission and to measure them statistical tallies of circulation activities are compiled and reported as directed by library administration.

Any monetary transactions are handled in accordance with BOCC Accounting directives and Chapter 1500 Monetary. Circulation services are provided to customers through a range of convenient, efficient methods including in-person service at all library locations, as well as through correspondence and electronic means (telephone, fax, online), as appropriate. Circulation services are provided by friendly, helpful, and knowledgeable staff. Staff are expected to consistently demonstrate positive customer service skills and are expected to:

- Treat customers as the first priority.
- Greet and assist customers in a friendly, courteous, and professional manner.
- Attempt to resolve any customer problems that may arise.

Branch and department supervisors are responsible for maintaining service standards and procedural applications.

## Procedure

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Customers should present their library card or must present a photo id, and the account must be in good standing in order to check out materials. The following circulation services are offered in person:

- Library card registration and renewal
- Check out or check in of materials
- Renewal of materials
- Payment of fees for lost materials is done only online or by mail
- Operational/directional information
- Pick up of requested items placed on hold
- Voter registration of voter information services
- Application for corporate cards
- Other services as appropriate

For service by telephone customers must provide their library card in order for staff to provide information about their records in accordance with LS 102 Customer Record Privacy. The following types of circulation services are offered to customers by telephone:

- Answering questions about notices received by a customer
- Checking the status of a customer's record and the items checked out
- Checking the status or changing the pickup location of requested items placed on hold
- Answering operational/directional questions
- Renewing library materials
- Courtesy 30-day library card renewal
- Placing requests for library materials
- Setting library card status to lost
- Other services as appropriate

Staff are to handle all telephone transactions in accordance with Administrative Directive #AD-05, Hillsborough County Telephone Policies and THPL Telephone Scripts.

- Telephones in the public areas are to be used for library business only
- Telephone lines are to be kept clear when not in use and never left off the hook
- Callers are never to be placed on hold without first being given the opportunity to speak

The following circulation services are provided to customers through correspondence:

- Payment of fees for lost materials
- Procession of Patron Claimed Return items
- Change of address notification
- Processing of Corporate Library Card applications
- Appeals for fees assessed for lost materials
- Other services as appropriate