
Date: 12/10/2009 10:38 AM
From: Kay Bauman
To: All Correspondents
Subject: Self Reserve Pickup
Attachments: self_service_slip.jpg

Self Reserve Pickup Service to begin as a pilot project at Ralph Ellison Library on Tuesday, December 15, 2009.

Earlier this past summer a committee met to discuss a new process for self reserve pickup. The committee members were: LaVetta Dent (Manager of Library Operations at The Village), Patty Rivas (Circulation Clerk at Southern Oaks), Jim Welch (IT), and me (Library Operations). We solicited feedback from Library staff and determined a process for this pilot project.

The issues that were identified as most important to address included:

1. Customer privacy. We designed a code to use to shelve the materials on the public service floor making it easy for customers to locate their materials and maintain a customer's privacy regarding what s/he has reserved. That code is the first 4 digits of the customer's last name and the last 4 digits of his/her library card number. IT conducted some simulations and learned that the number possible collisions (where two or more customers have the same code) is minimal. If a staff member learns that there are two customers who have the same code, offer one of them a new card.
2. Ensure the correct reserve is borrowed by the correct customer. The software that IT developed will ensure this. Additionally, there will be a message on both the Express Checkout and V-Circ that shows a message when someone attempts to check out material that does not match the card number that reserved the item(s). The message will say something like: Not yours. Please return materials to the staff desk.
3. That staff and customers are aware of this service. We have also discussed this process with staff beginning in June 2009. In the December issues of *Info Magazine* and *ShelfLife* are articles about the renovated Ralph Ellison Library and this new service is discussed. The Ralph Ellison staff will receive training this Friday on the specifics of the process. We have signage that is being made and will be in Ralph Ellison Library.

Some notes about the process:

- The reserves slips for Ralph Ellison will look slightly different than those going to other agencies. I've attached an example reserve slip that is for a customer with the last name of Someone and with a card number of 06995153.
- The pull list that Ralph Ellison will use will be in order by the customer code.

Kittredge, Mary,

Kill or cure:



342/00140

From: VI

To: RE

Sent: 12-08-2009 12:43 pm

CUSTOMERS: Please remove this label.

**RE
SOME 5153**

**BK/MYS
MYSTERY
KIT**

0471/9878
5490/5347
08-29-2009
01:08 pm