

CIRCULATION QUICK TIPS

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ADULT or STUDENT

Adult-Any borrower age 17 or older

Student-Borrowers under age 17. A first-time user can check out no more than 2 books without a parent's or guardian's signature on the back of the card. A signature is required at the next visit.

PRIMARY SERVICES

Reside in Oklahoma County or Oklahoma City.

Own real estate in Oklahoma County or Oklahoma City.

If a customer owns real estate in our area, write on the application "Owns property. " If customer lives in Okla City but on the application it looks like he does not, write on the application "Lives in Okla City"

Note: Paying OKC Utility does not guarantee they live in Oklahoma City

Employed by the Metropolitan Library System

RECIPROCAL SERVICES

Reside, work or attend school in Cleveland County, McClain County or Pottawatomie County.

Attend school in the Blanchard School District. (Pioneer's policy)

<http://www.pioneer.lib.ok.us/get-a-library-card>

SCHOOL CARD

Adults or children who do not qualify for primary or reciprocal service may be eligible for service based on the school they attend. Cards issued under this provision are valid for only one year and eligibility must be verified annually. School card service includes all MLS services except interlibrary loan. Customers eligible for school cards must attend school or teach in Oklahoma City or Oklahoma County. Example: a student at the University of Central Oklahoma in Edmond who lives in Logan County and commutes to school in our Primary area. A school card is issued to anyone (child OR adult) who lives outside the Primary area but who attends or teach in a school located in the Primary area. A new library card must be issue yearly. Teachers (Regularly teaches a classroom of students who attend a school that is in our primary service area) must bring in a signed "Teacher Verification" or letter from the principal or dean stating that the customer is currently teaching at that school, both must be on school letterhead.

ANNUAL FEE

Annual fee cards are issued to persons not eligible for primary, reciprocal, or school cards. The customer must pay a \$40.00 fee and show acceptable identification. They must also fill out an annual fee application. Holders of annual fee cards may use all MLS services and materials. Additional cards for other members of the immediate family (husband/wife, parents, or children) may be obtained upon request at no additional cost. Once purchased, the annual fee card cannot be returned to the library system for a refund. The card expires in 1 year and must be renewal annually.

Note: When a customer renews an Annual Fee card they do not need to fill out a new library application unless the information has changed. After the customer pays the \$40.00 fee call Information Technology "IT" (631-2210) with their Library card number and any family member's card number and they will update the date of issue. Please make sure that the payment is posted under the Annual Fee tab, not in other. This ensures that customers received their Annual Fee renewal letter.

CASH DEPOSIT

The cash deposit card was designed so that out of town/out of state customers who are not eligible for another type of card can still use the library. An individual may borrow items by making a cash deposit equal to the price of each item to be checked out plus a processing fee per item to defray part of the processing cost if the item is not returned. Checks are not acceptable for this purpose. The full cash deposit, minus any fines incurred, is refunded to the temporary borrower when the items are brought back

If an item is not returned, the library will keep the deposit and the processing fee. Cash Deposit cardholders are not eligible for interlibrary loan

Other Information:

The processing deposit is \$10 per item. Cash deposit money is kept separate in the safe.

When the items are returned, check them in like any other materials. (The customer should bring back the Cash Deposit card when he brings back the materials.) Return the cash to the customer, minus any fines.

If the customer does not bring back the Cash Deposit card, be sure to set it LOST. The customer is not charged.

Note: Use the blue Cash Deposit tab (under the red Checkout tab) to check out all items using a Cash Deposit Card. The processing fee is added automatically.

If a customer uses a PO Box as a primary address you need to see proof they qualify for a Primary or Reciprocal card

Sample: University Addresses

UCO

(line 2): MURDAUGH HALL # 158
(line 3): 100 N UNIVERSITY DR

OCUSA

(line 2): OCUSA SB 222
(line 3): BX 11000

SNU

(line 2): SNU BX 922
(line 3): 6612 NW 42

OCU

(line 3): 2501 N BLACKWELDER

OBU

(line 3): 500 W UNIVERSITY

HBBC

(line 2): HBBC BX 52
(line 3): 4700 NW 10

Special Mail

ADDRESS (line 2): %SMITH HARDWARE
ADDRESS (line 2): STEVENS, ELIZABETH B.
Use the % sign
Do not use C/O.

Line 2 of Special mail on a student
Cards - Put guardian's name with no %

Note: Make sure the "MAILING ADDRESS IF DIFFERENT" is where
the customer wants to receive mail from us. Customer sometimes
thinks they need to have another address.

Entering names

LAST NAME, FIRST NAME, MIDDLE INITIAL.

Examples:

SMITH, DAVID H.
SMITH, DAVID H. JR.
SMITH, DAVID H. III

John Q. Customer
CUSTOMER, JOHN Q.

LAST NAME – COMMA – SPACE – FIRST NAME – SPACE – MIDDLE INITIAL – PERIOD

When issuing a student card, if the student is not initially selected as Customer type, go to Flags and manually change the
"Under 17" status to set. If someone has a student card and needs to change it to an adult card, you will need to manually
change it to clear flag.

Do not use staples on Library Application and Internet agreements because we
scan all applications and the scanner does not like the staples.

Helpful web sites:

Zip code- <http://zip4.usps.com/zip4/welcome.jsp>

Map quest- <http://www.mapquest.com/maps/main.adp>

Oklahoma County Assessor Public Access System

<http://www.oklahomacounty.org/assessor/Searches/DefaultSearch.asp>

Spell out all cities except Okla City

Examples:

Wrong: OKLAHOMA CITY,

Wrong: OKC,

Wrong: OKLA. CITY,

Right: OKLA CITY,

Address

Examples:

Wrong: 8125 F WHITE CT

Right: 8125 WHITE CT # F

Wrong: 1234 D HAPPY ROAD APT 3

Right: 1234 HAPPY RD # D3

Wrong: PO BOX 245

Right: BX 245

Wrong: 3682 ST PATRICK

Right: 3682 SAINT PATRICK DR

Number Streets

On numbered streets do not use
TH, RD, ST, etc.

If the number streets has PL, CIR,
TER, etc. in the name use it.

Examples;

Wrong: 123 S.W. 5th ST

Right: 123 SW 5

Wrong: 123 S W 5th ST CIR

Right: 123 SW 5 CIR

Service Road

Examples;

1234 South I 35 Service Rd apt 56

WRONG: 1234 S I 35 SEV RD APT 56

RIGHT: 1234 S I 35 SERVICE # 56

Hyphenated names:

Mary Jane Smith-Jones

Examples:

Wrong: Jones-Smith Mary J.

Wrong: Jones, Mary J.

Right: Smith-Jones, Mary J.

If you need help or have any questions, please feel free to call Circulation Control,
Cheryl Mann - 606-3779