

## CIRCULATION DEPARTMENT

### MISSION

To check library materials in and out for patrons, keeping track of fines, overdues, lost items, etc. Register patrons and enter data into the computer.

To serve as welcoming and general information destination for Library patrons, providing outstanding customer service.

### SERVICES

- Provided high quality service to patrons.
- Broke previous year's circulation record by checking out 733,902 items
- Continued to troubleshoot Workflows on a daily basis.
- Attended SIRSI training on Workflows Java Client.
- Continued providing free bags for patron checkouts.
- Continued providing automated voice notification for reserves and troubleshooting this service with CCS.
- Increased number of telephone rings before terminating call attempt for automated reserve notification.
- Continued providing e-mail reserve notification for patrons and staff.
- Continued self-serve reserves program, allowing patrons to check for, and pick up their own reserved items.
- Reduced hold duration period from 7 to 5 days in order to increase room on self-serve shelves.
- Continued school courtesy card program for non-resident students with participating local schools.
- Continued accepting donations of eyeglasses for Lions Club.
- Re-designed library card applications to provide more writing room and clearer distinction between adult and juvenile applicants.
- Worked with CCS and participating libraries on changes to patron thresholds in Workflows.
- Offered improved library card keycards to patrons.
- Worked with Library Director and Staff Artist to design new color and logo for plastic bags.
- Worked with public service departments to change their method of processing call in holds for on shelf items so that location of item is reflected in Workflows and iBistro.

### FACILITIES

- Purchased new weather alert radio for back room.
- Purchased and installed new cash register at front desk.

### PERSONNEL

- Mourned the passing of 29 year veteran staff member, Virginia Kohlmeyer.
- Welcomed Sue Kelly as part-time staff member.