

## **Self Services and Circulation Services: Marie Thomas: Head of Circulation at Barrington Area Public Library District**

### **Notes from Speed-Dating: Circulation Style: Thursday, September 17, 2009**

- Marie explained her process in taking a conventional “fortress like” Circulation Desk and traditional Circulation Services and re-thinking it in view of self checkouts, RFID, and self serve holds.
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- Staffing was not reduced but tasks were changed. Staff rotated from the Service Desk, to behind the scenes, to assisting at the self checkout stations, and to staffing the new tiny Branch in South Barrington. No jobs were lost.
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- Reserves are held on open shelves, with the names printed vertically. No problems were reported. No wrappers, no rubber bands, simplicity works!
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- If a patron really wanted lots of assistance, it was simply given to them until they felt they were in a comfort zone or trusted the system.
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- A choice for a receipt is given when the patrons feed in the items for checkin. Although they often took them at first, after a while they did not feel the need for a receipt and simply just fed the item in for checkin.
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- A small door was cut into the back room area, opening out to the Service Desk through which holds which were trapped were immediately put onto the reserve shelves. Patron often check these shelves when they come in and even the need for notification is skipped since they already have their item.
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- Barrington will be applying the same procedures for ILL items in the near future as they do for “normal” reserves. The item will be trapped, placed on the reserve shelf, ready for pickup.
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