

Fine Script

Please be sensitive to patrons regarding fines and other issues regarding their accounts. Please keep your voice down when informing a patron about their fine(s) etc. If they are hard of hearing please write down on a scrap of paper what you want to say for example the amount of their fine or turn the computer screen so they can see.

Under \$5.00

Oh looks like you have a small fine of _____, would you like to take care of that today?

If not say: Next time you are in the fine will have to be paid. Thank you!

Over \$5 to \$15

Oh it looks like you have a fine of _____, would you like to take care of that today?

If they do not have the money at the time say.

Ok but after this you will not be able to borrow any more items until your fines are paid – say: you are bound by the Library Board’s Circulation Policy and Procedures.

Procedure: A message is to be placed on their account stating this with the date and your name.

Over \$20 - \$25

Oh it looks like you have fines of _____, would you like to take care of that today?

If they do not then you will say:

I am sorry you are not allowed to borrow items until your fines are paid in full. State that you are following procedures set out by the Library Board. If you wish to discuss your account you can do so with the CEO.

If they don’t want to pay or they say they will come back another day to pay, you are authorized to place their account in the delinquent file in circulation on Mandarin. Please revise message on their account with new date and your name.

Paying for Missing or damaged items – Chronic Cases

Procedure

To cost out an item that a patron has lost or damaged go to either amazon.ca or chapters.ca.

The screenshot shows the Indigo website interface. At the top, there's a search bar with the ISBN 978-0758284945 entered. A callout bubble says "Use ISBN". Below the search bar, there are navigation links for books, ereading, kids, toys, baby, gifts, home, style, paper, entertainment, electronics, sale, and gift cards. A promotional banner for a "COLOUR BLOCK TOTE" is visible. The search results section shows "We found 0 results for '978-0758284945'" but "But here's the good news... we found 1 result for '9780758284945'". The result is the book "A Family Affair" by Fern Michaels, published April 29, 2014, in Hardcover format, priced at \$18.44 / \$17.52 (lowest price). Callouts highlight "Look for date published" and "Look for price".

Generally the cost of the book in this example would be \$18.44 plus 5% GST plus 3.00 processing fee. The total cost is \$22.36.

If a book is older and hasn't been out in a while – you can look this up under status mode - history in circulation- you can still look up on either web sites to see how much it would cost to purchase but if it hasn't been out for a while I would suggest requesting half price for item plus \$3.00 processing fee.

If you feel you cannot do this defer to me and I will take care of it. I will need the patron's name, phone number, library card number, and title of book and ISBN number.