

On March 16th, 2022, the staff of the Circulation and Information Services department spent the day recording their work so that we could share a day in the life of Circulation and Information Services.

### **The Circulation Desk**

Circulation Desk staff assist patrons by checking out and returning library items, collecting fines and fees, assisting with the fax/copier/printer units, and many other tasks.

On March 16 patrons of the Central Library checked out 386 items, returned 600 items, renewed 37 items, and paid \$48.25 in fines and fees. Staff issued new library cards to 11 patrons and updated existing cards for 18 patrons.



Clerk Typist Melisa Miranda empties the book drop in the morning.



Clerk III Alison Bieber counts the daily deposit.



Library Circulation Specialist Stephanie Penns issues cards to patrons who live outside Monroe County. Patrons apply online and are e-mailed library card numbers. On March 16th cards were issued to patrons in Middlesex, Lima, and Byron. Cards have been issued as far away as Indonesia, Australia, and South Africa.



Bieber and Penns work on items that need to be returned. Once these items have been returned, they will be put on trucks for pages to shelve.



Penns demonstrates the Prize Drop for a patron. Patrons can play the Prize Drop once every two months to have their fines reduced or waived.

During the day, Circulation staff also gave out information about the CASH program, handed out Covid test kits, looked up the meaning of the word milagro, searched to see if Central had an English-Hebrew dictionary, gave out parking passes, looked for tax forms, and helped a patron staying in a shelter obtain a library card.

### **Pages**

Our pages work on both shelving returned items and pulling items that have been requested to fill holds at other libraries.

Shelving a truck of books involves checking the books for condition, putting them in alphabetical or numerical order, and shelving them. Pages also make sure shelves look neat and that all books on the shelf are in order.

There are anywhere from 8 to 15 trucks full of books waiting to be shelved at any given time. Shelving is the foundation of circulation; without pages shelving books quickly and correctly our patrons would not have easy access to the items they are looking for.



Library Page Onisha Pradhan shelves books in the Literature division.

Our pages also pull the daily Router list. The Router is a list of items on the shelf that patrons at other libraries have requested on hold. Pulling the Router can be an involved process, and our Router pages have a strong working knowledge of where everything is in both buildings of Central.

On March 16th there were 346 items on the router. It took five pages most of the day to pull the items on the router.



Library Page Julie Batista pulls items on the Router list.

### **Information Desk**

Information Desk staff answer reference questions, hand out newspapers, assist patrons with the fax/copier/printer units, and refer patrons to other divisions for assistance.



Library Assistant Jim Montione at the fax/copier/printer station.

On March 16th the Information Desk handled 30 reference questions and helped patrons with everything from book sale dates to printing an obituary to finding a biography of Alicia Keys to explaining the origin of St. Patrick's Day. Information staff also handed out information about shelters and meal programs, issued an RRLC Access Pass, and listened to a patron as he sang his way through the library.

### **Behind the Scenes**

Chad Cunningham and Kathy Sochia are the Circulation Services Supervisor and Assistant Supervisor. In addition to working on the floor at both the Circulation and Information desks, they work on Circulation related tasks for both Central and the Monroe County Library System.

On March 16th, Kathy worked on the weekly turnover of patrons to our collection agency, Unique Management Services. She checks each turnover to make sure that the information on the patron's account is correct and contacts member libraries who have asked to have accounts on hold while they work with their patrons.

Kathy also counted the money in the morning, did cash register reads throughout the day, and settled the cash book. Circulation is responsible for cash handling at the Central Library.

Kathy also gave a patron information about an overdue DVD on their account, counted the money

in the morning, and performed 16 notarial acts. Notary services are one of the services that patrons are pleasantly surprised that Central Library provides.

Cunningham spent his day working on a revision to our Out of County Card procedures. He also worked with several patrons individually: arranging refunds, answering questions, and negotiating fines.

March 16th wasn't a particularly busy day, but it showcased the variety of experiences that our staff encounter as they do what they do best: provide excellent customer service, work for our patrons, and maybe have a fun time or two along the way.

Cunningham has worked in libraries for more than 30 years and can say with great certainty that the staff of Circulation and Information Services combine the highest ideals of library work with the deepest compassion for public service. He is grateful for their work, their insight, and their laughter every day.