

1. PURPOSE AND SCOPE

- 1.1 This procedure aims to define the procedures and workflows of the Circulation Desk from books' transactions to patrons' support.

2. DEFINITIONS

- 2.1 AIMS: Administrative Information Management Systems. This system was established in order to have an integrated management information system which adequately serves the University of Malta's dynamic demand.
- 2.2 ALMA: The Library Management System (LMS) implemented by the UM Library in July 2017.
- 2.3 Barcode number: Also referred to as accession number. It is a unique number assigned to each and every print publication.
- 2.4 External borrowers: If Library criteria are met, local residents who are reading for a degree with a foreign university can apply as external borrowers and be granted borrowing rights. This will enable them to borrow print publications, but it does not grant them access to the Library's online resources.
- 2.5 Fines: If a book is retained beyond the loan-period without renewal, or kept beyond a recall deadline, a system of fines is applicable. Non-settlement of fines will lead to the blocking of the patron's borrowing account.
- 2.6 HyDi: Library Discovery and Delivery Portal.
- 2.7 IMLI: International Maritime Law Institute
- 2.8 Library patrons: Library patrons include all users who are registered with the UM being academic or support staff, students and all external users who visit the Library for research purposes.
- 2.9 Prospective PhD students: This refers to students who are in the process of preparing a proposal in order to apply for a PhD programme.
- 2.10 SIMS: Students' Information Management System.

2.11 UM: University of Malta.

3. RESPONSABILITIES

3.1 Roles and Responsibilities of the Circulation Desk Team

- 3.1.1 The Circulation Desk team is responsible for creating the Patron's records.
- 3.1.2 The Circulation Desk team is responsible for carrying out the day-to-day transactions. These include the issuing and renewing of books to patrons, checking of returned items, receiving payments of fines, answering general queries and processing Short Loans requests.
- 3.1.3 The Head of Circulation Desk liaises with respective branch libraries on issues pertaining overdue books issued from branch libraries.
- 3.1.4 The Head of the Circulation Desk is responsible for sending notices to registered students that are still in possession of overdue books.

3.2 Roles and Responsibilities of the Registrar's Office

- 3.2.1 The Registrar's Office is responsible for taking the necessary action against those students who fail to abide by the Library regulations.

4. HEALTH AND SAFETY REQUIREMENTS

4.1. N/A

5. PROCEDURE

5.1 Creating a patron's record

5.1.1 A patron's record is created by the Main Library Circulation Desk Staff only for the following users: external borrowers, faculty external, research placement students and prospective PhD students. All other types of user accounts are created by the Registrar's Office and the Human Resources Office (students and staff respectively) whereby a UM IT Account is given to all but the 'external borrowers'. In this way the SIMS and AIMS systems are synchronized with ALMA so that all patrons' details are shown on ALMA.

5.1.1 The procedure to create a user account is as follows:

- From ALMA, select the **Manage Patron Services** screen, and click on **Register New User (Appendix 1)**.
- The following fields are to be duly filled: First Name, Last Name, Primary Identifier (User ID Card No.), User Group (to be chosen from the list of user types e.g. External Visitor), Expiration Date (the date when the account expires), Email address, Address (home address), Phone number and Mobile phone number.
- Click on **Update User** in order to create the account.
- Once the account is created Library patrons are eligible for borrowing books.

5.2 Borrowing of books

5.2.1 Issuing of books is performed at the Circulation Desk which includes the Main Library and the Short Loans (<https://www.um.edu.mt/library/departments/circulation>).

5.2.2 Patrons are asked to present their I.D. Card, or passport in case of foreign students or external visitors such as students or academics performing research in Malta, Erasmus students, foreign academics doing research with a specific UM Department and IMLI students.

5.2.3 Once the publication is issued, the patron receives an email notification, generated by ALMA, which indicates the status of one's account in terms of holdings of books and their due dates.

5.2.4 The patron is also notified by a system-generated email a few days closer to the date when the books are due to be returned.

5.2.5 The patron is also notified by a system-generated email a few weeks before his/her Library Account expires so as to return the books and settle any outstanding overdue fines.

5.3 Return of items

5.3.1 When items are returned to the Circulation Desk, the system generates an email to the patron as proof of receipt.

5.3.2 When there is an accrued fine on any overdue item, the patron is informed immediately through ALMA.

5.4 Reservation of items

- 5.4.1 Patrons can reserve items which are currently on loan. In order to do this patrons are requested to present their I.D. cards at the Circulation Desk and to indicate the barcode of the item being requested for processing by the Circulation Staff.
- 5.4.2 On reserving the item, the ALMA generates an email notification to the patron that currently has the requested item informing him/her that the item is to be returned to the Main Library Circulation Desk within seven (7) days since the publication is required to be consulted by another patron.
- 5.4.3 On receipt of the item, the next patron is notified by a system-generated email to collect the item from the Main Library Circulation Desk within three (3) days.
- 5.4.4 Online reservations for items which are on loan to another patron can also be done via *HyDi* interface using one's own UM IT Account. Cancellations of reservations can also be processed via *HyDi*.

5.5 Renewal of items

- 5.5.1 Patrons can keep renewing items for as long as needed. Unless a recall by another patron is made to the item which is on loan to the patron, the patron can renew that item online via their Library account (My Library Card feature on *HyDi*) or at the Main Library Circulation Desk. An email notification to the patron is generated by the system for every transaction made.

5.6 Overdue books and related Library notices

- 5.6.1 Every two months a Library notice is sent by the Head of the Circulation Desk to registered students who are still in possession of books which are overdue. The notice, which is signed by the Library Management, requests the students to return their overdue books to the Library with immediate effect. Alternatively, they can renew overdue publications online unless they are recalled by other patrons. Patrons are informed to contact the Circulation Desk staff immediately in case of lost books. Library notices are only issued to students, but not to academics.
- 5.6.2 When all attempts by Circulation Desk staff fail, then a 'Final Library Notice - Current Students' is issued. If the latter fails too, then the Registrar's Office will be informed to take the necessary action against these students who fail to abide by the Library Regulations.
- 5.6.3 The Head of Circulation Desk liaises with respective branch libraries overdue books issued from branch libraries.
- 5.6.4 In cases when students are approaching their graduation and have failed to return all books to the Library despite the reminders including the 'Library Final Notice –

List of Graduands', then a list of students is provided to the Registrar's Office stating that: "In compliance with University regulations, Registered students of the University must return all books to the Library upon termination of their course of studies. The University will preclude students who do not abide by this regulation from graduating. Please ensure that all library books borrowed during your course of studies are returned to the Main Library or its branches immediately." (<https://www.um.edu.mt/library/about/regulations>).

5.6.5 In cases of withdrawn students, only in severe cases, the list is passed on to the UM Legal Office for further action.

5.7 Fines

5.7.1 The staff at the Circulation Desk issues a non-fiscal receipt for overdue book fines that are paid.

5.7.2 Details of fines, as per UM Library Regulations / Legal Notice 141/2011 can be found at: <https://www.um.edu.mt/library/about/regulations>.

5.8 Handling of Short Loan books

5.8.1 Handling of Short Loan books is carried out at the Main Library Circulation Desk.

5.8.2 Patrons requesting books from the Short Loan section are to fill in a request form (Appendix 2). The Main Library Circulation Desk staff handles the requests and their respective transactions.

5.9 Checking patron's accounts on a regular basis

5.9.1 Circulation Desk staff check, on a daily basis, the status of patrons' records which are due to expire as well as those patrons who withdraw from the UM so as to make sure that there are no book loans or any overdue book fines that are still pending on their records.

5.9.2 A general list of students with expired account is generated at the beginning of each month.

5.9.3 A list of students who graduate in November is generated by the Circulation Staff at the beginning of September. Library notices are sent to students who are still marked as having pending items on their accounts (Appendix 3).

6. REFERENCES

- 6.1 The Library, 2017, Available at www.um.edu.mt/library [Accessed 15th November 2017].
- 6.2 Circulation and Short Loans, 2017, Available at <http://www.um.edu.mt/library/departments/circulation> [Accessed 15th November 2017].
- 6.3 External Borrowing Form, 2017, Available at https://secure.um.edu.mt/_data/assets/pdf_file/0009/153828/External_Borrowing_form.pdf [Accessed 15th November 2017].
- 6.4 Library Regulations, 2017, Available at <https://www.um.edu.mt/library/about/regulations> [Accessed 15th November 2017].

7. LIST OF APPENDICES/WORKSHEETS

- 7.1 Appendix 1: Creating a User Account
- 7.2 Appendix 2: Short Loan Section Request Form
- 7.3 Appendix 3: Student Notice Template

SOP NUMBER XLI-OP-013-01	SOP TITLE CIRCULATION OF PRINT MATERIAL
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Appendix 1: Creating a User Account

ExLibris Alma

Tasks Analytics Currently at: Main Library - Main Circula... Help Galea, Stefania

Patron Identification [Cancel](#) [Go to Return Items](#) [Register New User](#)

Scan patron's ID or search for patron * [Go](#)

Use proxy

[Cancel](#) [Go to Return Items](#) [Register New User](#)

User Details

User Information

First name * Middle name

Last name * Primary identifier * 1093852010003956

Title

PIN number [Generate](#)

Job category Job description

Gender User group

Campus Preferred language

Birth date Expiration date

Purge date

Resource sharing library

[Selected Patron Letters](#)

User Management Information

Patron has institutional record Yes No

Password

Verify password

Force password change on next login

Email Addresses

Email types Alternative Personal School Work

Email address

Addresses

Address types Alternative Home School Work

Street address

City

State/Province Postal code

Country

Phone Numbers

Phone types Home Mobile Office Office fax

Phone number

[Cancel](#) [Update User](#)

SOP NUMBER XLI-OP-013-01	SOP TITLE CIRCULATION OF PRINT MATERIAL
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Appendix 2: Short Loan Section Request Form



Short Loan Collection Request Form

Date __ / __ / __

Title _____

Author _____

Shelfmark of Publication _____

Barcode Number _____



Short Loan Collection Request Form

Date __ / __ / __

Title _____

Author _____

Shelfmark of Publication _____

Barcode Number _____

Appendix 3: Student Notice Template



11 October 2017

_ID:

Dear

RE: LIBRARY COURTESY NOTICE

In compliance with the University regulations, 'Registered students of the University must return all books to the Library upon termination of their course of studies. The University will preclude students who do not abide by this regulation from graduating.' Please ensure that all library books borrowed during your course of studies are returned to the Main Library or its branches immediately.

According to our records, you have 3 **books** to return to the respective Library (Main, Health Sciences or Valletta Campus) **by not later than Friday 20 October 2017 at 12:00 p.m.** A return receipt will be sent to you by email.

We look forward to hearing from you soon.

Congratulations on your graduation and best of luck in your career!

Yours sincerely,

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University of Malta Library
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