

Library Administration - Duty Schedule

All Libraries are required to carry out a number of duties and tasks. Many of these tasks involve running various reports or using Aurora to maintain your library and the RLQ network. Some activities or reports need to be run on a daily basis; others can be run weekly or monthly. Other miscellaneous reports and actions including adding magazines, deleting items or stocktake can be completed on a less regular basis or depending on demand. Below is an outline of tasks that RLQ libraries are required to perform to maintain their libraries.

Tasks for RLQ libraries include -

Daily/Weekly tasks

1. Daily report
2. Reservation notices
3. Overdue notices
4. Resource management
5. Stock arriving at your library
6. Stock leaving your library
7. User additions and updates (including tourist card)
8. Searching the RLQ catalogue
9. Reserving items for patrons
10. Getting it there (NQX and Australia post)
11. Expired trapped reserves

Monthly tasks

1. Overdue borrowers and items. How to debar and action overdue items.
2. Statistics for council

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3. Expired, debarred and inactive users
4. Item status reports i.e. missing items
5. Shelf list and low use items
6. Stock rotation

Miscellaneous reports and actions

1. Adding Interlibrary loans
2. Adding items (donations)
3. Adding magazines
4. Stock deletions
5. Changing item formats
6. Quarterly exchanges
7. Reports for RLQ libraries
8. RLQ manual for RLQ libraries
9. Online forms for RLQ libraries
10. Annual Statistics Bulletin
11. Articles in Public Libraries Connect
12. Stocktake

Each report and duties enables the RLQ library network to be run efficiency.

| Frequency | Tasks | Procedure |
|-----------------------|---|---|
| Daily / Weekly | | |
| | <ol style="list-style-type: none"> 1. Daily Reports – Report displays untrapped reserves for your library and for other RLQ libraries. <ul style="list-style-type: none"> • This report needs to be run every day the library is open. | Tip sheet – Daily reports |

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| | <p>2. Reservation notices – Email or print reservation notices for borrowers. This report enables a library to print out reservation notices for reservations that have arrived or the library can email patrons directly that their reservation has arrived at the library. Libraries that do not use the reservation notices need to contact their patrons by mail or telephone.</p> <ul style="list-style-type: none"> • This report needs to be run every day the library is open. | <p>Tip sheet - Notices</p> |
| | <p>3. Overdues notices – Email or print overdue notices. This report enables a library to print out overdue notices that can be mailed to a patron or the library can email patrons directly that their items are overdue. Libraries that do not use the reservation notices need to contact their patrons by mail or telephone</p> <ul style="list-style-type: none"> • This report needs to be run every day the library is open. | <p>Tip sheet - Overdues</p> |
| | <p>4. Resource management – Understanding the in-transit / floating/ circulation system. This tip sheet outlines the in-transit system within the RLQ network and ensuring that the correct location or in-transit information is displayed for each item.</p> | <p>Tip sheet – Resource Management</p> |

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| | <p>5. Stock arriving at your library – Items arriving at your library from patrons or from other libraries including PLD. All items being received within the library whether from outside libraries or from loan need to be returned in Aurora.</p> | <p>Tip Sheet – Stock Arriving at your library</p> |
| | <p>6. Stock leaving your library – Items leaving your library for other RLQ libraries or PLD. All items leaving an RLQ library need to be permanently transferred or have a reservation trapped for a patron.</p> | <p>Tip Sheet – Stock leaving your library</p> |
| | <p>7. Users additions and updates – covers adding new users, adding a pin, replacing lost cards, locked accounts deleting users. A tourist card user tip sheet is also available.</p> | <p>Tip Sheet –user additions and updates Tip Sheet – Tourist card user additions and updates</p> |
| | <p>8. Searching the RLQ online catalogue. There are 3 resources for searching the RLQ catalogue; 1 in-depth guide and 2 quick guides. Guides are also available for - LOTE materials Bookclub sets Literacy materials</p> | <p>Tip Sheet – Aurora catalogue guide Quick guide to RLQ catalogue RLQ tourist quick guide</p> |
| | <p>9. Reserving items for patrons – covers the different aspects of reservations – title vs item specific reservations, reserve lists and deletions.</p> | <p>Tip Sheet – Reserving items</p> |
| | <p>10. Send mail / parcels (frequency depends on volume of</p> | <p>Getting it there</p> |

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| | <p>mail & your opening hours). Information on – postage labels, exchanges and postage information.</p> | |
| | <p>11. Circulation – Run expired trapped reserves. This report indicates which items have been reserved by patrons but have not been picked up after 14 days. Items are to be removed from shelf, reservation removed and returned in Aurora before shelving.</p> <ul style="list-style-type: none"> • This report needs to be run every day the library is open | <p>Tip sheet – Reports for RLQ libraries – reserves (Page 2 : (4) Trapped and expired)</p> <p>Tip Sheet – Reserving items (p. 9 Deleting reservations)</p> |
| MONTHLY | | |
| | <p>1. Overdues – View overdue users. Overdue borrowers should be debarred immediately.</p> <ul style="list-style-type: none"> • Overdues – View overdue items and lists. • How to debar overdue borrowers and action overdue items. • These reports should be run weekly/monthly | <p>Tip sheet – Reports for RLQ libraries – User (expired, debarred, last active) Page 4 section 3. Report on users with circulation exceptions (including loans and overdue)</p> <p>Tip sheet – Reports for RLQ Libraries - Key reports (Page 9 : Item status report - Overdue items)</p> <p>Tip sheet – overdues and user maintenance</p> |
| | <p>2. Statistics for council or for annual reports – loans,</p> | <p>Tip sheet – Reports for RLQ Libraries -</p> |

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| | <p>borrowers, stock figures etc. These reports give a snapshot of your library and its progress.</p> | <p>Statistics</p> |
| | <p>3. Expired, debarred and inactive users – This report indicates which borrowers have these statuses applied to them. Inactive and expired borrowers may be deleted.</p> <ul style="list-style-type: none"> • Expired borrowers should be deleted immediately. • Inactive borrowers need to be deleted if they are inactive after 2 years. | <p>Tip sheet – Reports for RLQ libraries – User (expired, debarred, last active) Page 2. (2) Report on user types (expired borrowers, debarred and inactive)</p> <p>Tip Sheet – User additions and updates. (p. 12 deleting users)</p> |
| | <p>4. Item status reports – report displays missing, lost damaged items within your library. This report will display all items have an associated item status; these include missing, lost and damaged etc. Items which have a missing or lost status and cannot be accounted for need their item status to be removed and deleted.</p> <ul style="list-style-type: none"> • Item status items should be actioned after 180 days. If the item is not on loan, in-transit libraries may delete the item. | <p>Tip sheet – Reports for RLQ Libraries - Key reports (Page 9 : Item status report)</p> |
| | <p>5. Shelf list and low use reports – report displays all items held within the library. This report can display the shelf list of a library, how many loans the item has had and the last time the item was used. The shelf list can be broken down into item format.</p> | <p>Tip sheet – Reports for RLQ Libraries - Key reports (Page 5 : (7) Items – call number list)</p> |

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| | 6. Rotation of stock in multi-branch services (mid-month). Libraries in multi-branches can move stock between each library on a regular basis. | Tip sheet – Permanent transfer |
| Miscellaneous reports and actions | | |
| | 1. Adding Inter-library loans. Tip sheet covers the correct means in which to add an ILL. Including correct title, item status, call number, message as well as deletion of record. | Tip sheet – Adding Inter-Library Loan Records |
| | 2. Add items (including donations). Donations may be added to the RLQ catalogue. The tip sheets cover the correct means of searching the catalogue and following the call number. Items that are not in the catalogue may be added via RLQ title addition form if they conform to the donation guidelines. | Tip sheet – Adding Items to your library Tip Sheet – Donation Guidelines |
| | 3. Add magazine issues. Tip sheet covers adding magazine and correct call numbering. | Tip sheet – Adding Magazine Issues |
| | 4. Delete stock (Damaged/worn materials, magazines should only be held for 2 years) | Tip sheet – Deleting Items |
| | 5. Changing item formats. Items which need item format changes i.e. Ref to ANF are covered in the procedure. | Tip sheet – Changing item formats |
| | 6. Quarterly exchange or sending stock to another branch library | Tip sheet – Permanent transfer |

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| | 7. Reports for RLQ libraries. Each Tip Sheet covers a range of reports for an RLQ library. | Reports for RLQ libraries – Key reports Reports for RLQ libraries – Statistics Reports for RLQ libraries – Reserves |
| | 8. RLQ manual is an online resource covering the basics of how to run your library | RLQ manual |
| | 9. Online forms – LOTE, Audiobooks, Storytelling, Interlibrary loan (ILL) requests, Exchange refreshment and title addition form etc. These forms request stock or provide information to PLD. | RLQ forms |
| | 10. Annual Statistical Bulletin questionnaire | Information on the annual statistical bulletin |
| | 11. Article for Public Libraries Connect | Subscribe, Submit an article, Send feedback |
| | 12. Annual stocktake | RLQ Manual Appendix 6 |