

Hales Corners Library Operations Manual Closing the Library Policy

Library policy:

Due to time limitations and a desire to give the best and most accurate service possible to all our library users, some services will not be provided during the last 15 minutes of operations. Library staff will notify every person in the library 30 minutes before closing and 15 minutes before closing.

Services provided during last 15 minutes before the library closes:

- circulation transactions that can be completed before the library closes (e.g. routine checkouts and checkins, payment of simple overdue fines)
- reference assistance that can be completed before the library closes (e.g. placing routine holds, locating information using the Hales Corners Library collection)
- routine photocopier service

Services not provided during the last 15 minutes before the library closes:

- checking and collecting payment for extensive overdue fines
- checking and collecting payment for lost and damaged materials
- library card registrations and renewals
- reference assistance that requires more than 15 minutes and / or resources held at other libraries (e.g. checking and completing interlibrary loan requests)

Service issues and patron concerns:

The librarian-in-charge is responsible for ensuring the library closes on time and that all library users leave the building at the time of closing. If a service issue develops during the last 15 minutes of operations, the librarian-in-charge may offer to set aside material so that the customer can come back the next day when the service transaction can be completed. The librarian-in-charge may also offer to take the person's name and a phone number. The appropriate staff person will contact the customer to complete the service transaction.