

Blended Services: Circulation - Trial Assessment

WRITTEN ASSESSMENT – UNIT 1

This practice assignment will give you an idea as to the type of questions you'll be expecting on the day of your Assessment. The setup will remain the same; part I - multiple choice, part II – matching and part III - a choice of short answer questions, and part IV – the Circulation simulation.

Part I: Multiple Choice (10 – 15 Questions on the actual Assessment)

Which statement is the most accurate? Students can pay fines...

- a) In person
- b) Through the McMaster Libraries website
- c) Through Financial Services
- d) a & c
- e) b & c
- f) none of the above

The following items can be found on Reserve.

- a) Calculators
- b) Lyons Media Collection
- c) Projectors
- d) Dry erase board markers/erasers
- e) All of the above

In-Process request forms are used by the patrons when the item is...

- a) On loan
- b) In the process of being returned to the owning library
- c) Waiting to be received in Acquisitions
- d) Owned by the library but is waiting to be catalogued.

The fee for a general public/community External card is...

- a) \$100/year
- b) \$10/month
- c) Free
- d) \$60/year

Which of the following is true? The Libraries have access to this type of confidential patron information.

- a) Address/phone number
- b) Email address
- c) Shoe size
- d) b & c
- e) a & b

Part II: Matching (one question)

From this list match the circumstance to the appropriate request form by writing the number next to the form name.

1. The item is checked out by another patron
2. McMaster Libraries does not own a book a patron is looking for.
3. The Library has placed a request to purchase this book. We may or may not receive it.
4. The item is between the Library where it was returned & the Library which owns the book.
5. The item is held in an off-site facility or in a staff only accessible area.
6. A McMaster instructor would like items added to his course readings.
7. A patron can't find a book on the shelf which has a status of "checked in".

6 Course Reserve

4 In-Transit

7 Unable to Locate

5 Storage

1 Recall

3 On-Order

2 Racer

Part III: Short Answer (2-3 questions to choose from on the Assessment)

A. List the steps you would take in issuing a Guest Account.

- Ask the patron if s/he is affiliated with McMaster or what school they attend. You can find out whether they are in high school by asking them this question.
- If they are not affiliated with McMaster & they are not in high school they are eligible for a Guest Account.
- Ask them to fill out a Guest Account application form & sign/date the form.
- Ask them for photo ID (driver's license, Health Card, student ID card from their home university).
- Record this ID on the application form & sign/date the form.
- f5 to add a brief patron record.
- Type *guest*
- Type last name
- Type the ID & barcode located on the form.
- Save & close
- Keep page 1 & give the patron page 2 of the application form pointing out the instructions on how to set up an account. Assist them if they need help.

B. Describe how you would sign out a book (from regular book stacks).

- Make sure you are on the Checkout screen.
- Wand the patron's barcode from their ID card.
- Wand the book/item.
- Ask patron if s/he would like a receipt. If yes, select F11 to print a receipt.

C. List the steps in editing the time on a Reserve item.

- the book/item must be signed out in order to edit the time.
- Highlight the item you wish to edit.
- Select "Edit Item".
- Change the time & AM or PM if applicable.
- Save & Close.

CIRCULATION SIMULATION: UNIT 2

Part IV: Simulation (2 Circulation scenarios)

Role play with your mentor the following situations:

- A. A student comes to the desk to sign out a book. When you wand the barcode on their card a block comes up; "Book Has Been Recalled". What would you say to the patron?

-You tell the patron a book they currently have signed out has now been requested by another person.

-Give the patron the name of the book & inform them of the new recall due date.

-Tell the patron s/he must return the book by the new due date or a fine of \$2.00 per day will begin to accumulate.

- B. A student wishes to renew a book. The "Book Has Been Recalled" block appears on their card. The block pertains to the book they wish to renew. What would you say to the patron?

-Tell the patron they will not be able to renew the book since it has been requested by another person.

-Inform the patron of the new recall due date & tell them they must return it by this new date or a fine of \$2.00 per day will begin to accumulate.