



## UNIT - 5

### CIRCULATION

Unit -5	Circulation			
<b>Location</b> Class Room, visit to other library.	<b>Circulation Section</b>			
	<b>Learning Outcome</b>	<b>Knowledge Evaluation</b>	<b>Performance Evaluation</b>	<b>Teaching and Training Method</b>
	<ul style="list-style-type: none"> <li>• Knowledge about circulation section and its functions.</li> </ul>	<ul style="list-style-type: none"> <li>• Need and objective of circulation section.</li> <li>• Different parts of circulation section.</li> <li>• Knowledge of functions of the circulation section.</li> </ul>	<ul style="list-style-type: none"> <li>• List the objectives of a circulation section.</li> <li>• Explain the functions of circulation section.</li> </ul>	<b>Interactive lecture:</b> <ul style="list-style-type: none"> <li>• Discuss about the circulation section, its need and objective and its functions.</li> </ul>
	<b>Issue/Return System</b>			
	<ul style="list-style-type: none"> <li>• Understanding the objectives of issue / return system and different types of issue/return system.</li> </ul>	<ul style="list-style-type: none"> <li>• Define Issue/ return system.</li> <li>• Knowledge of need and objectives of issue/return system.</li> <li>• Knowledge of different types of issue/return system.</li> </ul>	<ul style="list-style-type: none"> <li>• List the answers gain from the implementation of issue/return system.</li> <li>• Explain each types of issue/ return system</li> </ul>	<b>Interactive lecture:</b> <ul style="list-style-type: none"> <li>• Discuss the issue/ return system and different types of issue/return system.</li> </ul>
	<b>Reservation of Books/Inter Library Loan</b>			
	<ul style="list-style-type: none"> <li>• Understanding the concept of reservation of books and inter library loan.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of reservation of books.</li> <li>• Knowledge of inter library loan.</li> </ul>	<ul style="list-style-type: none"> <li>• Explain the process of reservation of books.</li> <li>• Explain the importance of inter library loan.</li> </ul>	<b>Interactive lecture:</b> <ul style="list-style-type: none"> <li>• Discuss about reservation of books and Inter library loan.</li> </ul>



### Resource Material:

1. Ranganathan, S.R. (1960), Library Manual (2<sup>nd</sup> edition), New Delhi, Asia Publishing House.
2. Mookerjee, Subodh Kumar & Sengupta, Benoyendra (1972), Library Organization and Library Administration, Calcutta, The World Press.
3. Jain, M.K. (1996), Library Manual: A Practical Approach to Management, Delhi, Shipra Publication.
4. Sharma, J.S. (1978), Library Organization, New Delhi, Vikash Publishing House.
5. Godden, Irene P. (1984), Library Technical Services: Operations and Management, Orlands, Academic Press.
6. Mittal, R.L. (2007), Library Administration: Theory and Practice, Delhi. EssEss Publication.
7. Krishan Kumar (2011), Library Manual, New Delhi, Vikash Publishing House.

## Introduction

Circulation is a necessary ongoing activity in the library. The place of circulation is front end of the library because two main forces, people and books meet here. The quality of service in this area is the determining factor in the libraries success as an institution. For maximum utilization of the resources (i.e. documents) circulation service was started as every reader had no spare time to sit in the library for reading purpose.

Circulation activities involve giving assistance to users in using the catalogue, issuing and receiving books, maintaining borrower's records, keeping records and statistics, conducting studies of the use of library materials, collecting fines and formulating policies and procedures for these activities.

### 5.1 Circulation Section

The circulation section is the focal point place of a modern library and circulation of books is the pivotal role of a library.



Circulation Counter



## Need and Objective

The 2nd and 3rd laws of library science, 'Every Reader his/her Book' and 'Every Book its Reader', justify the circulation service, by which books can be borrowed by user for reading at their own convenient time at their homes or at any place outside the library.

The main objectives of the circulation section are as follows:

- Maximum utilization of the library materials.
- Develop a suitable circulation system for issue/return of library materials.
- Develop a system for generation and maintenance of records, circulation statistics and etc.

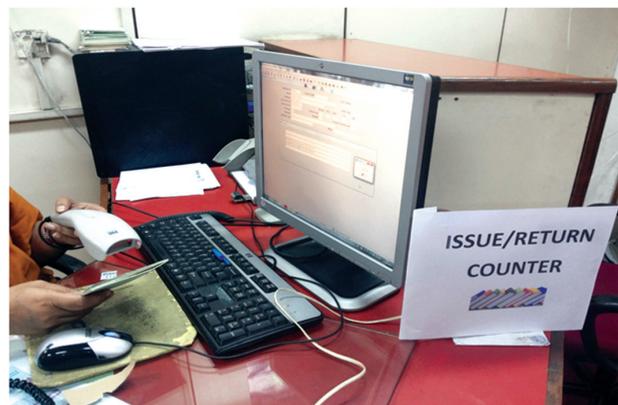
Circulation Section usually consists of three parts:

- The circulation desk where books/ documents are issued and returned, requests and general enquiries are attended to.
- The shelves, equipment area.
- The work room where routines such as sending reminders, handling inter library loans and servicing reader's requests are undertaken.

## Function of the Circulation Section:

Functions of the circulation section are as follows:

- Registration of members.
- Issue/ return of books/ library materials.
- Maintain shelf arrangement.
- Control processes like renewals, recalls, holds, overdue and notification.
- Providing inter library loan facility.
- Maintaining circulation records and statistics.



Issuing a book

- Issue no demand/ clearance certificate to the members at the time of their leaving the library membership.
- Other functions like maintaining gate register, properly counter etc.

## 5.2 Issue/Return System

Circulation (i.e. issue/ return) is an operation by which library materials are sent to borrowers and records of such transactions are kept in a systematic way. Issue/ return functions also called charging and discharging function.

An issue/ return system should be able to provide the following answer:



- Who has borrowed a particular document in loan? When it is due?
- Which and how many documents subject wise have been borrowed on any date?
- Which books are due on any date?
- How many books were returned on any date?

Any issue/return system which takes least time for issue and return of books, giving answer of the above questions and economical in terms of staff, money and materials, is the best system. The different issue/return systems are mentioned below:

- Ledger system or Register system
- Dummy system
- The Browne system
- The Newark system
- Automated system or Computerized system

In addition to the above system, the other systems are not become popular.

### **Ledger System or Register System**

Each borrower is allotted one or more pages in the circulation register and an index to the name of borrowers is given at the beginning or end of the register. At the top of the page, name of the borrowers and his address are given. This is followed by columns for date of issue, accession number, call number, name of author, title, edition, signature of the borrower, due date and date of return.

### **Dummy System**

Dummy system uses a dummy as a substitute for a book on the shelf when it is issued to a user. The name of the user, call number and date of issue are given on the cover of the dummy used for the purpose.

### **The Browne System**

The Browne System was devised by Nina E Browne, Librarian of the Library Bureau, Boston, this system is widely used in India.

### **Materials required:**

Materials required, in three parts, are as follow:

- a. For Books:** For books following materials are required:
  - (i) Date Slip:** Date slip on which the date due or date of issue are stamped to be pasted on the book or front flyleaf of the book.
  - (ii) Book Pocket:** Book pocket of size 5"x 3" is pasted on the inside back/front cover of the book. The book card is kept in the book pocket when it is not in circulation.





### **C. For the Circulation Staff:**

For circulation staff, following materials are required:

- Registration cards of borrower
- Date stamp and ink pad
- Charging trays
- Date guide cards
- Stationary items like circulation statistical sheets, reservation cards, overdue fine slips etc.

### **Issue Procedure:**

Issue of books involves following steps:

- Book(s) with borrower's ticket(s) are presented by the user to the circulation staff at the circulation counter.
- The circulation staff, after identification of the user, takes the book card out of the book pocket and inserts it into the borrower's ticket/pocket.
- The due date is stamped on the due date slip pasted on the back or front of the flyleaf of the book and the issued book is handed over to the user.
- The borrower's ticket containing book card is filed in the charging tray behind the respective due date card by the call number.
- The call number and the borrower number are recorded in the daily circulation statistics sheet.

### **Return Procedure:**

Return procedure involves following steps:

- When the book is presented at the circulation counter for return, the due date is ascertained from the due date slip.
- The book card with reader's ticket is taken out from the changing tray.
- The due date is cancelled on the due date slip and the borrower's ticket is returned to the reader.
- The book card, inserted into the book pocket and the book is thus returned and the reader is free from his responsibility.
- If the book is returned after the due date, overdue amount is computed and overdue charge slip is given. The borrower's ticket is returned only after the receipt for the overdue charge is presented.

### **Advantages:**

Following are the advantages of the Browne System:



- The issue procedure is very simple and takes very little time.
- It is very economical in terms of time and effort.
- The issue of reminders and calculation of fines is simplified
- Statistics of issue can be prepared easily.
- Reservation and recall can be carried out promptly.
- No signature is required at the time of issue or return.

### **Disadvantage:**

Following are the disadvantages of the Browne System:

- No permanent issue record is available.
- It is difficult to know as to how many books and which books have been issued to a reader at any time.
- In case of loss of ticket, misuse is possible as the signature of the reader is not necessary.
- If a wrong book card is slipped in a borrower's ticket it will be difficult to verify as to whom a particular book was issued since no other records will be available.

### **The Newark System:**

The Newark System was introduced in the Public Library of Newark of New Jersey state in the USA in the year 1900 when John Cotton Dana was the Librarian of this library.

### **Materials Required :**

Materials required, in three parts, are as follows:

- a. **For Books:** For books following materials are required:
  - (i) **Date Slip:** One paper slip of 5"x3" size is pasted on the back or front flyleaf of the book.
  - (ii) **Book Pockets:** A book pocket of slightly harder paper is pasted on the inner back side of front /back card board cover of the book in order to hold the book card. The size of this pocket is such that it can hold the book card easily. Its size is 5"x3".
  - (iii) **Book Card:** A book card is required for each book. It's size is 4"x2" and it is placed in the book pocket. It contains essential information about book.
- b. **For Borrower's:** For borrower's following materials are required:
  - (i) **Borrower's Card:** Every borrower at the time of registration is provided with a borrower's card. The specimen is given below:



Name of the Library _____			
Borrower's No. _____			
Date of Expiry _____			
The following books were issued to me			
			Signature _____
Due Date	Date of Return	Due Date	Date of Return

**For Circulation Counter Staff:**

- Registration file of all borrowers;
- Security register;
- Filing trays;
- Membership application form;
- Printed cards and forms;
- Dater, date stamp, ink pad and pencil;
- Date guide cards for filing the days circulation;
- Fine record slips;
- Circulation statistical sheets; and
- Overdue reminder cards reserve cards, etc.

**Issue Procedure:**

Issue of books involves following steps:

- Book(s) with Borrower's card are presented by the user at the circulation counter.
- The due date/date of issue is stamped on the date slip of the book by the circulation staff.
- Similarly the due date is stamped on the book card taken out of the book pocket and borrower's card.
- The borrower's number is written opposite the date in the book card and filed behind the concerned date guide card.
- The borrower's card and the book are returned to the user and the book is duly issued.

This system is more time consuming than Browne System.



### **Return Procedure:**

Return of books involves following steps:

- When book with borrower's card are presented for return, date of return is stamped on the borrower's card for cancelling the issue for the book. Then borrower's card is returned to the user.
- The book card is taken out from the filing tray and placed in the book pocket.
- If the book is returned after the due date, the fine is computed and collected. The date of return is stamped only after the fine is paid.

### **Advantages :**

Following are the advantages of the Newark System:

- There is a permanent record of the number and type of books issued and the kind of books borrowed by each reader.
- It is possible to know at any time, where a given book is, to whom it is charged and when it is due.
- As transaction is recorded on borrower's card and on the book card, the danger of lost is minimum.
- The borrowers can be easily allowed to borrow books from any branch of a larger library system, if there is a central registration file.
- The record of the number of times a book has been circulated is available even when the book is not in the library.

### **Disadvantage:**

Following are the disadvantages of the Newark System:

- The issue/return procedures are time consuming.
- During rush hour, there is possibility of inaccurate entries, especially the borrower's membership number.
- On the whole, the Newark system is considered to be foolproof and safer.

### **Automated Circulation System or Computerized System:**

In an online system, the details of transaction are entered through a terminal connected to a computer directly. One can obtain up to the minute information through the terminal.

The objectives of automated circulation system are as follows:

- Record timely and accurately the loan transaction data;
- Efficient and effective control over dues, fines and records;
- Provide information about present status of a book; and

- Provide necessary statistical and management reports.

### Issue System:

To issue a book, Circulation Staff should have following items:

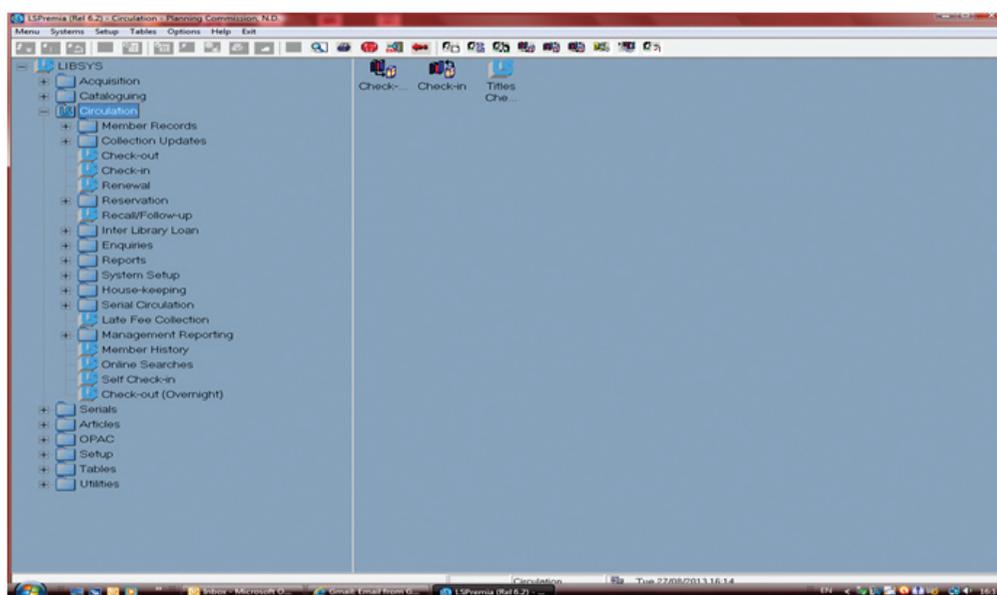
- Computer terminal connected with library server, where library software is installed.
- Library database (i.e. database of library holdings).
- Membership database (i.e. database of users).
- Stationary items, printer and etc.

For issue a document, the user identification number (from membership database) and documents identification number (from library holding database) are identified to the system which are validated by the system for their correctness. Only if both are through with the validation check, the system records the transaction and allows the user to borrow the document. In addition to validation check, the system also checks that the total number of items borrowed is within the borrowing privilege of the user.

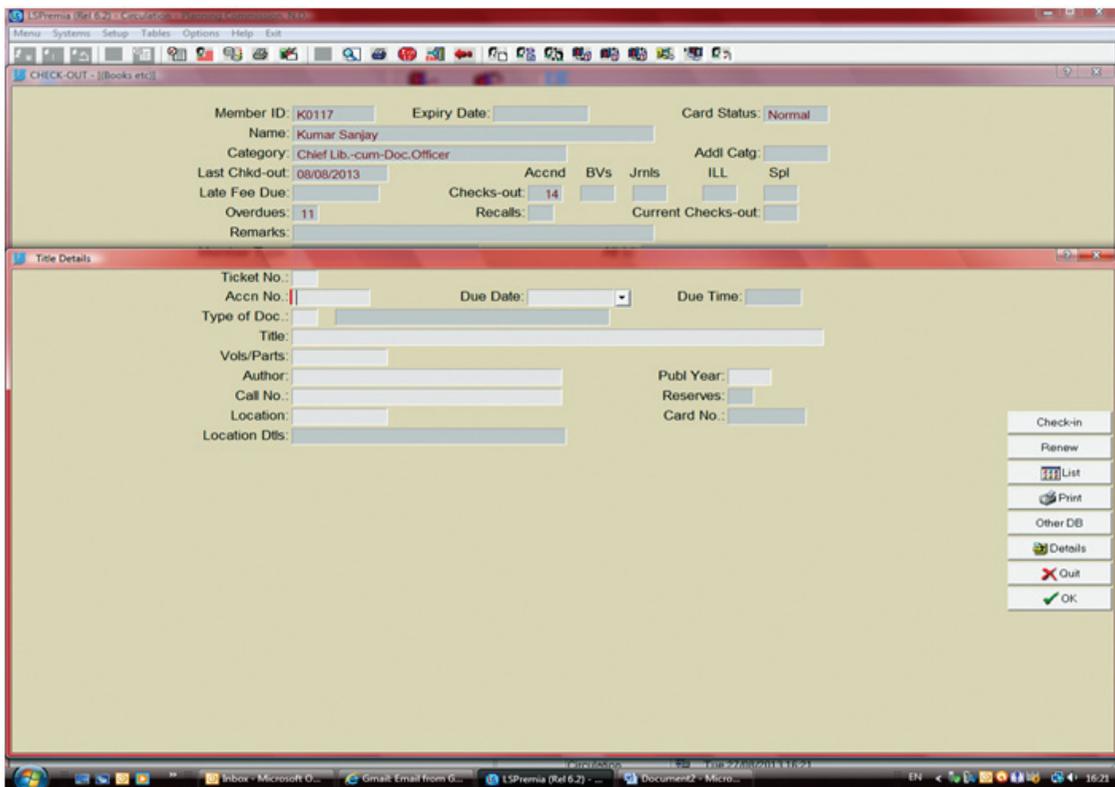
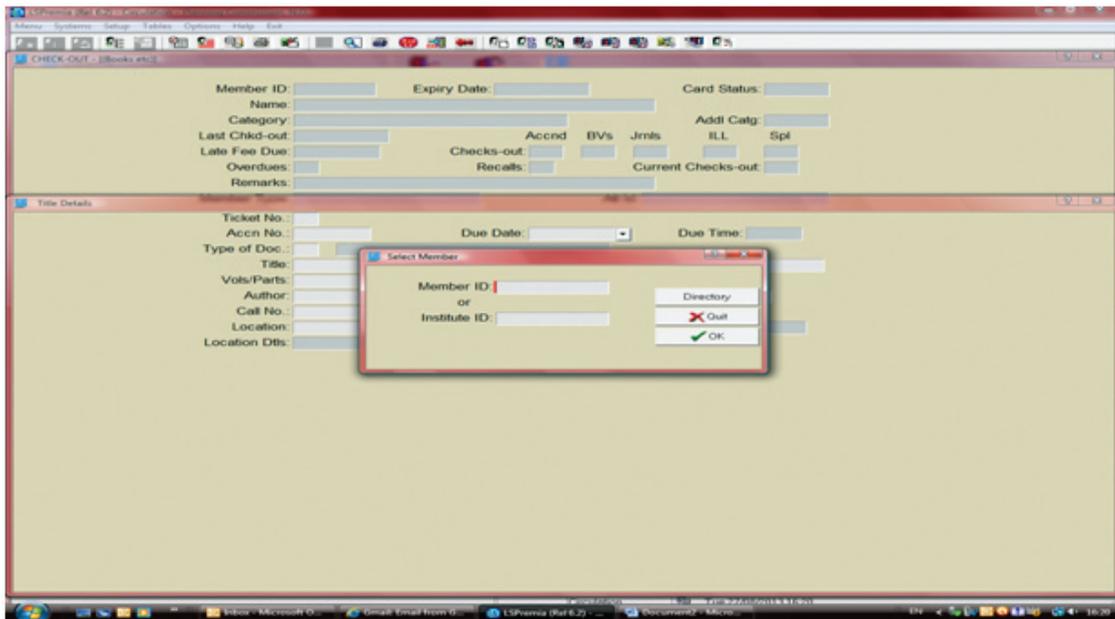
A good system allows multiple books to be borrowed in a single transaction which save the time required for each transaction. The due date slip may be printed through the system.

**Return system:** Receiving the document back into the library and updating the user's record to reflect the returning of the document. The system after validation of document identification number and user identification number, updates the concerned records.

The following print screen shows the issue/ return process through a library software ( i.e. Libsys):



For Issue a Book





**Member Details:**

Member ID:	K0117	Expiry Date:		Card Status:	Normal	
Name:	Kumar Sanjay					
Category:	Chief Lib.-cum-Doc.Officer			Addl Catg:		
Last Chkd-out:	08/08/2013	Accnd	BVs	JmIs	ILL	Spl
Late Fee Due:		Checks-out:	14			
Overdues:	11	Recalls:		Current Checks-out:		
Remarks:						

**Title Details:**

Ticket No.:		Due Date:	17/09/2013	Due Time:	
Accn No.:	135726	Type of Doc.:	B	Books	
Title:	Library manual				
Vols/Parts:					
Author:	Jain, M K	Publ Year:	1996	Reserves:	
Call No.:	025.02 J25L	Card No.:			
Location:					
Location Dts:					

**Select Menu:**

- Modify
- Out
- Process

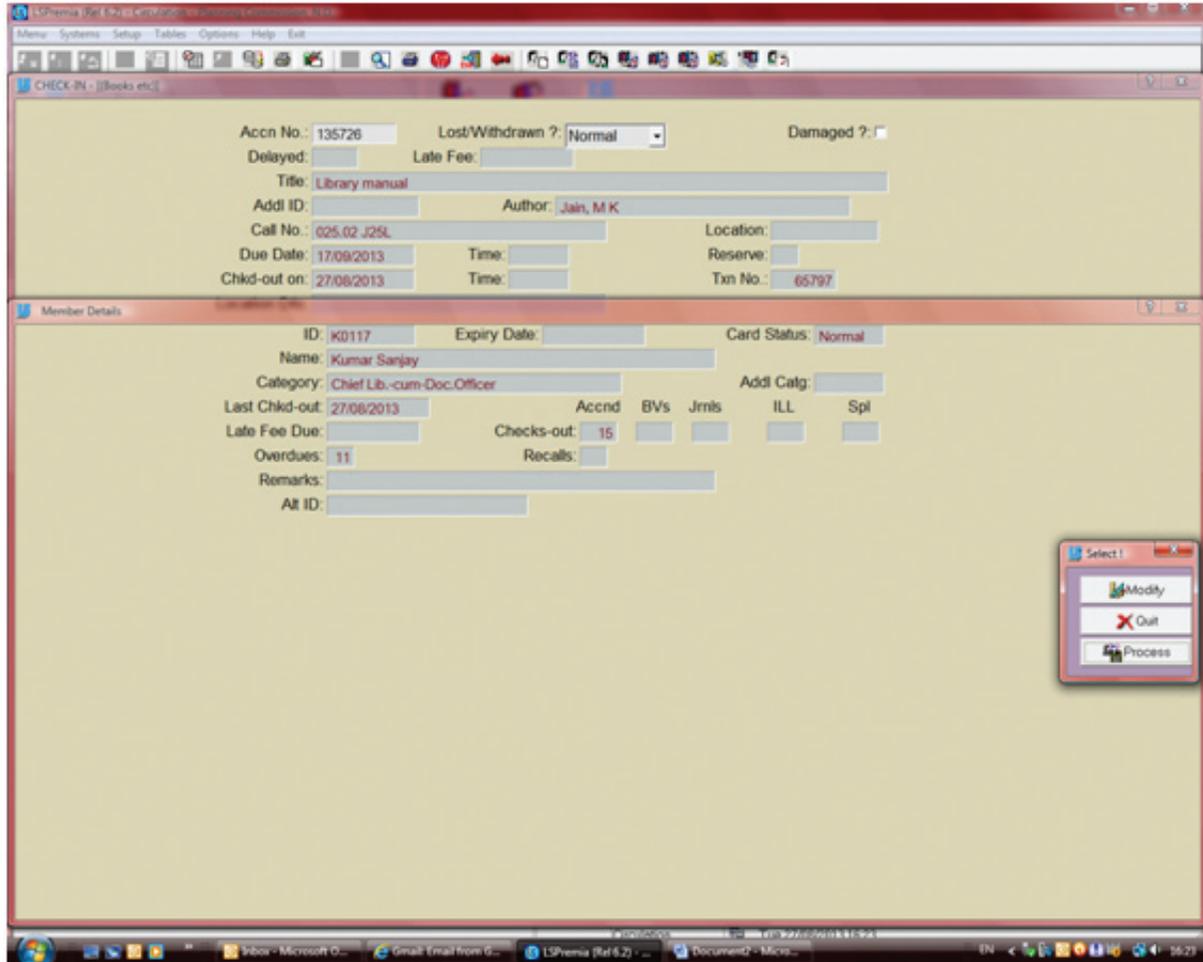
For Returning a Book :

**Form Fields:**

Accn No.:		Lost/Withdrawn ?:	Normal	Damaged ?:	<input type="checkbox"/>
Delayed:		Late Fee:			
Title:					
Add ID:	Author:				
Call No.:	Location:				
Due Date:	Time:	Reserve:			
Chkd-out on:	Time:	Txn No.:			
Location Dts:					

**Toolbar:**

- Late Fee Colln
- Check-out
- Renew
- List
- Print
- Other DB
- Out
- OK



## 5.3 Reservation of Books and Inter Library Loan

### Reservation of Books

Many books are in great demand. To control this situation, a method of reservation of books is adopted. The procedure is also known as 'hold procedure'. Dr. S. R. Ranganathan call it 'Bespeaking work'. With this procedure, Library materials that are currently borrowed by one user but wanted by another can be identified and held or reserved upon request. A record is then made at the circulation desk that serves to identify the patron making the request, the book in question, and often a period of time during which the user can wait for the book. The next step occurs upon the return of the book. The circulation staff alerted from circulation record that the book is now "on hold" for another user, segregates the book and takes necessary steps to notify the requesting user that the book is available and being held. If the user does not turn-up for getting issued the book or his request for extension of time is not accepted, the book, if reserved by the other readers, is informed accordingly and same procedure will be followed. If the book has not reserved by other reader, the book is sent to the stacks for shelving purpose.



## Inter Library Loan

It is not possible for any library to become self-sufficient. The need arises to obtain copies of materials that are not part of the library's collection. The solution to this problem resides in the cooperative efforts between libraries called Inter Library Loan. It is the responsibility of the circulation section.

An Inter Library Loan is a transaction in which library material or a copy of the material, is made available by one library to another upon request. Inter Library Loan operations in a library can be divided into two basic groups: those associated with borrowing materials from another library and those associated with lending materials to another library.

When a reader makes a request for an item not in the library, efforts are made to identify other libraries which may be having that particular item in their collection. This procedure is simplified if proper tools like union lists and union catalogues are available. Once the libraries are identified, depending on the policy and procedure of interlibrary loan arrangement, a request is sent to a library owning the material through a standard form or letter. After the receipt of the requested book, the user is notified of its arrival and the item is issued out to him. A record of these inter library loan transaction are usually maintained separately in the form of a register.

## Glossary

Charge	:	Issue
Check-in	:	Return
Check-out	:	Issue
Discharge	:	Return
Dummy	:	A Substitute of the original
Flyleaf	:	A blank pages in the front or the back of book
Gate Register	:	A register kept at the entrance of a library wherein visitors write their name, address, time of visit etc. with their signature.
Patron	:	Users, Clientele of a library
Property Counter	:	A counter at the entrance to a library where visitors can deposit those belongings that are not allowed into the library.
Recall	:	Notifying users, of overdue materials, to return of loaned material.

## Summary:

Circulation is a major public relations activity because all users directly interact with the system. Circulation service for home use is a major function. This service must be properly organized so that the users do not have to wait at the circulation desk beyond a reasonable



waiting time. Similarly other functions should also be carried out efficiently.

As majority of the users would have to deal with circulation section, therefore it is essential that staff working in this section must be courteous and helpful but should deal firmly with offenders, taking human point of view. ■

### Exercise:

1. Write the different functions of circulation section?
2. Name the different issue/ return system?
3. Describe the Browne and Newark issue/return system?
4. Write the advantages of newark issue/return system?
5. Write in brief about reservation of books?
6. Why circulation service was started?
7. What are the circulation activities?

### Questions:

#### A. Fill in the Blanks:

- i. For maximum utilization of the resources (i.e. documents) \_\_\_\_\_ was started as every reader had no much spare time to sit in the library for reading purpose.
- ii. Dummy systems uses a \_\_\_\_\_ as a substitute for a book on the shelf when it is issued to a user.
- iii. The Browne system of issue/return was devised by \_\_\_\_\_.
- iv. The Newark system of issue/return was introduced by \_\_\_\_\_.
- v. An \_\_\_\_\_ is a transaction in which library material or a copy of the material, is made available by one library to another upon request.

#### B. Multiple choice questions:

Tick the correct answers:

- (a) Circulation activities involve
  - (i) Issuing and receiving books
  - (ii) Maintaining borrowers records
  - (iii) Giving assistance to users in using the catalogues
  - (iv) All of the above
- (b) The main objectives of the circulation section
  - (i) Maximum utilization of the library materials
  - (ii) Develop a suitable circulation system for issue/return



- (iii) Develop a system for generation and maintenance of records
  - (iv) All of the above
- (c) In the Browne system, the size of the book pocket is
- (i) 5"x3"
  - (ii) 4"x2"
  - (iii) 3"x2"
  - (iv) None of the above
- (d) In the Brown system, the size of the book card is
- (i) 5"x3"
  - (ii) 4"x2"
  - (iii) 3"x2"
  - (iv) None of the above
- (e) In the Brown system, the size of the Borrower's ticket is .....
- (i) 5"x3"
  - (ii) 4"x2"
  - (iii) 3"x2"
  - (iv) None of the above
- (f) In the Newark system the size of the date slip for books is .....
- (i) 5"x3"
  - (ii) 4"x2"
  - (iii) 3"x2"
  - (iv) None of the above
- (g) 'Bespeaking work' means
- (i) Inter library loan
  - (ii) Reservation of books
  - (iii) Check-in of books
  - (iv) None of the above
- (h) The term 'Bespeaking work' is devised by
- (i) Nine E. Browne
  - (ii) John Cotton Dona
  - (iii) Dr. S R. Ranganathan
  - (iv) None of the above



**C. Short Answer Questions:**

- (i) What is an issue/return system?
- (ii) What is a ledger system/register system for issue/return?
- (iii) What is a dummy system?
- (iv) What are the materials used for books in the Browne issue/ return system?
- (v) What is Borrower's ticket in the Browne issue/ return system?
- (vi) What are the materials used by circulation staff in the Browne issue/ return system?
- (vii) What are the advantages of Browne system?
- (viii) What are the disadvantages of Browne system?
- (ix) What are the disadvantages of Newark system?
- (x) What is an automated circulation system and how is a book issued?
- (xi) What are the objectives of automated circulation system?
- (xii) What is an Inter Library Loan?

**D. Check list for Assessment Activity**

Use the following checklist to see if you have met all the requirements for Assessment Activity:

**PART -A:**

- (i) Explain the advantage and disadvantages of the Browne system.
- (ii) Explain the advantages and disadvantages of the Newark system.
- (iii) Explain the automated circulation system.

**PART -B:**

Discuss in class the following:

- (i) What is a circulation section and two main objectives of circulation system?
- (ii) What is the objective of circulation section.
- (iii) What are the different areas in circulation section?
- (iv) What are the materials required for borrower in the Browne system of issue/ return?
- (v) What are the materials required for circulation staff in the Browne system of issue/ return?
- (vi) What are the materials required for books in the Newark system of issue/ return?
- (vii) What are the materials required for borrower in the Newark system of issue/ return?



(viii) What are the materials required for circulation staff in the Newark system of issue/ return? ■

**PART - C:**

Performance Standards:

The performance standards may include, but not limited to:

<b>Performance Standards</b>	<b>Yes</b>	<b>No</b>
Able to explain about circulation section, its objectives and functions.		
Able to explain different types of issue/ return.		
Able to explain the Browne system of issue/ return.		
Able to explain the Newark system of issue/ return.		
Able to explain the differentiation between the Browne system and the newark system		
Able to explain the automated circulation system		
Able to explain the reservation of books		
Able to explain the inter library loan		