
UNIT 10 CIRCULATION WORK

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10.0 OBJECTIVES

Lending documents for home reading is a normal, regular and on-going activity of most modern service libraries. When hundreds and thousands of documents are on circulation among readers, it is necessary to design a system to operate and control the movements of documents in a library. The work of circulation has, therefore, to be planned and managed with efficiency. This Unit discusses all these aspects.

After reading this Unit, you will be able to:

- identify the factors with reference to which circulation work can be planned;
- design a circulation system suitable for a library;
- describe policy guidelines with reference to all aspects of circulation work; and
- organise and manage the various functions of circulation work.

10.1 INTRODUCTION

We have dealt with (in Units 4 to 8 of Block 2 of this course of 'Principles of Management') the procedures, problems and other related aspects of collection development in a library. You also know that the primary purpose of a library is to put these documents to use. In this Unit, we will discuss the tasks of making a collection of documents available to users, providing borrowing facilities for reading books at their own convenience.

The primary responsibility of libraries to circulate books, i.e., permit readers to borrow them for home reading. Circulation involves keeping records of books that are borrowed, to whom they have been lent, for how long, etc., in addition to a system of issue and return of books at the circulation counter. There are also provisions in a circulation system to get a book renewed or to reserve a book for obtaining it on loan.

Policy decisions are also determined to define the borrowing privileges of different categories of members, i.e., what types of documents (textbooks, monographs, loose issues of journals



can be borrowed by registered borrowers (students, faculty, researchers, management in University libraries) and the length of time for which the user may keep the borrowed material.

There are two popular and widely practised systems of issue and return of documents in libraries, known as Browne and Newark Charging Systems. These systems have evolved and developed over a period of time. After giving a quick historical background of charging systems, we will give you a detailed description of these two charging systems with their relative advantages and disadvantages. We also explain the types of records and files that need to be maintained for operating charging systems as well as statistical records to analyse the use of books.

All this work is usually handled by a separate division of the library. We will give you a description of the planning and management of the circulation divisions of a library. Certain miscellaneous jobs like maintaining controlling and gate register and property counter, fall under the supervision of this division

You will see as you go through this Unit that circulation work is routine and practical in nature. Therefore, the observation of the various jobs in real contexts in libraries, will give you a better and clearer picture of circulation work. This self instructional unit provides useful background information to develop a more practical knowledge of all the routines involved in circulation work.

10.2 CIRCULATION WORK

Circulation work is the primary task of most modern service libraries. A collection of documents, thoughtfully and painstakingly built up as a library, is meant to be used and hence should not be allowed to idle on the shelves. In effect, every reader should find a book in the library useful to him/her and every book should have a user. Libraries, therefore, have introduced a service, by which books can be borrowed by users for reading at their own convenient time at their homes or at any place outside the library, or even within the library in research cubicles or in the general reading room. Such a situation however arises in university libraries or in libraries attached to archives or museums. There are certain categories of publications which, for security or other consideration, are not allowed to be taken out of the library. In other words, books are allowed to circulate among readers. All jobs related to a method of borrowing books and returning them after use, creation and maintenance of relevant records and files, and so on are referred to, as circulation work.

We shall discuss the goals and scope of circulation work in the next two subsections.

10.2.1 Goals of Circulation Work

Circulation aims to maximise the availability of all library material to users and thereby optimise their use. The major concern of any circulation service is to perform this task with economy and efficiency. This means, adopting effective charging and discharging systems, and procedures of lending for all types of users with reference to the different types of documents. It also implies the formulation of policies that will serve to make library material optimally available to users while ensuring effective control of their movements. Archiving these goals through the circulation division of a library is a management objective.

10.2.2 Scope of Circulation work

Circulation work includes:

- Registration of members,
- Lending, i.e., charging and discharging,
- Renewals, i.e., persons who seek extension of time for borrowed books,
- Recall, i.e., requesting a borrower to return a book,
- Holds, i.e., books that are reserved for a member that are already on issue,
- Notification, i.e., communicating with members on all the above, as needs arise.



The other activities of the circulation division may include additional lending services such as interlibrary loan and reserve book collections. As circulation counters are usually located close to the entrance/exit gates of libraries, the circulation division of a library may also control the gate register and the property counter.

The exact range of circulation work, however, varies from library to library.

Self Check Exercise

1) State three main objectives of a circulation system.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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10.3 CIRCULATION SYSTEMS

A circulation system helps a library user in the use of books and other library material that have been sent by the technical processing division of the library to the maintenance division most effectively.

The components of circulation systems will normally include:

- a file of registered borrowers,
- a record of all loan transactions,
- a system of charging and discharging,
- a renewal mechanism for extending due dates for return of books, and
- reservation of books already on loan for members who need them.

In addition to these, the circulation division may be required to take responsibility for the shelving of materials, recording and maintenance of circulation statistics and protecting the collection to ensure its fullest long-term use. It also helps to remove any obstacles between the individual user and the library material.

Historical Development

The charging system which presently exists in Indian libraries, has evolved over a period of time. From a simple register system of recording loan transactions, circulation systems have now evolved into sophisticated computer-based systems. A number of factors have contributed to this evolution and development: Firstly the concept of librarianship has shifted from excessive conservation and preservation of books to increased concern for public use of books. Secondly public library systems are fast developing. There has been a phenomenal increase in book collections which are accessed by a large user population. In fact, the development of charging systems is closely linked with the growth of public libraries. Therefore, it became necessary to develop more liberal set of rules and simplified procedures for the circulation of books. Several types of systems were developed. We shall attempt a quick review of these systems, in four broad groups as given below:

- i) Register systems
- ii) Card systems
- iii) Semi-mechanical systems
- iv) Automated systems



10.3.1 Register Systems

The earliest method of charging books for home use was a relatively simple one of writing the author, title and borrower's name in a 'Day book'. A 'Day book' was a register that recorded all daily transactions sequentially in a register. Later, this method was superseded by the 'Ledger system' with separate pages for each registered borrower. Each borrower's transactions were recorded in his/her respective page. This avoided the tedium of searching through the 'Day book' for a single entry. The 'ledger system' remained in use until the middle of the nineteenth century.

The disadvantage of both the 'Day Book' and 'Ledger' systems was the absence of a mechanism to locate the whereabouts of the books. A solution to this shortcoming was found in the 'Dummy System'. In this system a block of wood or cardboard about the size of an ordinary book was covered with sheet of ruled paper on the back of which was entered the number of the borrower, call number, title of the book and date of issue. The wooden dummy was filed on the shelf in place of the book that was withdrawn. This method eliminated the need for going through lists of names and titles to find a specific book. This method made possible, for the first time, to identify of both the borrower and the book charged out.

The next step forward was the development of the 'Temporary Slip System'. In this system, a slip is prepared at the time of issue of a book, with the particulars of the book such as the call number, author title, and the particulars of the borrower, i.e., name registration number, address, etc., and the date of issue: These slips are arranged at the counter either datewise, or by alphabetically in the name of the borrowers or the registration numbers of borrowers. These slips are either destroyed or given back to the reader as a receipt upon the return of the books. The main advantage of this system over the 'Dummy system' was that it kept the circulation record together at the circulation counter instead of scattering throughout the shelves: These temporary slips were later replaced by a permanent slip or a card for each book.

10.3.2 Card Systems

With the increase in the number of readers using libraries, it became necessary to devise some method of identifying both the book and the borrower. Thus the two card system, one card for the book and one for the borrower came into existence. First, identification cards were used, which were later substituted by borrower's card on which all book transactions were entered.

Of the two card systems, two systems, namely the Browne and the Newark are popular and widely used even today in libraries, particularly in India. We will discuss briefly these two systems.

i) **Browne system:** Towards the end of the 19th century, Nina E. Browne devised a charging system which used pockets or envelopes for each borrower instead of cards. When a book was to be charged, the book-card was removed and placed in the borrower's pocket which bore the borrower's name, address and registration number. These borrower's pockets, each containing one book card were then filed under the date either by call number, author or title of the book under circulation. This system involved only a single operation to make books available. Although considered to be notable advance over the temporary and permanent slip system, it had one shortcoming there was no permanent record of the loan.

ii) **Newark system:** Around the turn of the century (about 1900) a new system came into use, which utilised the borrower's card and book card to the best advantage. This new system was adapted by the Newark (New Jersey) Public Library, and soon became popular. The simplicity and flexibility of this system made it adaptable to both small and large public libraries. Its positive attributes include accurate files, conveniently located at the circulation desk by patron's name, due date and call number. It can also generate accurate statistical reports and accommodate different loan periods. The main disadvantages are the labour intensive nature of the operations: It set the stage for **associating patron** information to items **through** the loan transaction and the eventual use of transaction numbers.



10.3.3 Semi-Mechanical Systems

The next stage saw the replacement of human labour by machines when mechanical charging systems were developed, essentially most subsequent systems, involved the use of cards with prepunched holes around the edges, one of which could be cut to indicate the date on which an item is due. The cards are arranged by call number in a single sequence. The insertion of a knitting needle through a given hole will allow all the books overdue for a given date to fall free of the bunch of punched cards. This system is characterised by inventory and date access but placed a greater burden on the borrower. A borrower had to write the borrower's name and address and the call number, author and title of a book borrowed.

The next system to be developed was the photocharge system. In this system microphotos were taken of the borrower's card, the book card and a sequentially numbered date of issue or date due slip. This due date slip contained all the necessary information about the book as well as the borrower. Nevertheless this also had many drawbacks as the availability entire information on loan transactions was limited to a roll microfilm which introduced major operations difficulties.

10.3.4 Automated Circulation System

For several decades now, ingenious librarians and library equipment manufacturers in western countries have designed circulation systems using the latest technology. The advent of the computer in the 1960s and microcomputers in the 70s and 80s radically altered ground rules. Now all sequences of encoded elements are possible and information on any management data can be derived. Important statistical data pertaining to collection use and library users can be obtained by manipulating the data accumulated in the circulation process. However library automation extends beyond circulation functions into the more integrated systems of cataloguing, acquisitions, decision support systems and virtually all other library operations. Advantages of speed, the ability to manage large amounts of data, and the long term trends of increasing computer power and decreasing cost have attracted libraries to automated circulation. In the developed countries of the world, it is now possible for all but the smallest libraries to have access to and control their material through the current range of computers. The situation in India may not be as promising; however a slow process of change is taking place in at least the special libraries towards computerisation. The computers were expected to enter other types of libraries too by the next decade or so. An increasing number of university and college libraries already are to be moving towards automated circulation systems. The situation now seems to be quite encouraging. For detailed discussion of circulation in automated system refer to Course 07 (Information Technology: Basics).

Self Check Exercises

- 2) Explain in four lines the main limitations of the ledger system of circulation.
- 3) List three main features of an automated circulation system.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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10.4 CIRCULATION FUNCTIONS

As already mentioned in 10.2.2 of this Unit, circulation functions include:

- User registration,
- Charging and discharging,



- Control processes like renewals, recalls, holds, overdues and notifications, Library
- Additional lending operations like inter-library loan,
- Maintenance of records and statistics,
- Clearance,
- Miscellaneous functions like gate register, property counter, vigilance at entrance and exit gates, etc.

We shall discuss the first three of the above functions under this section: inter-library, loan being an additional function in section 10.6 and the remaining under 10.7 under planning and management.

10.4.1 User Registration

An obvious first step in any circulation system is to register the users or borrowers. This is a time consuming and somewhat expensive procedure but mandatory for several reasons. This procedure establishes the potential borrower as a legitimate member of the library. Registration identifies the borrower as a member of the community in the case of public libraries or as an enrolled student or faculty staff member in a typical academic environment. This identification is necessary for the accomplishment of the controlling processes like holds, recalls, fines, etc. Apart from this, it also serves as a useful point for informing the clientele of the library policy and procedures. It is one of the initial contact points with the user community. Another important purpose of registration, particularly in the case of public libraries, is that it provides an accurate statistical description of the user population.

Registration Procedure: The registration procedure is fairly well standardised. The borrower to be is given an application form to fill. The application form may preferably be in a card form, so that the same is alphabetically filed to serve as an alphabetical registration record. The information usually requested is the name, address, telephone number, occupation, business address and telephone number. If it is -a public library, the occupation, name, address and telephone number of a referee or a guarantor is sought. The signature of the applicant and the guarantor is also insisted upon.

College and university libraries grant borrowing privileges to all faculty, staff and registered students. The method of student identification differs among institutions. The student may be asked to show his/her identification card issued at the time of entry into the current academic session. Another alternative is to require the borrower to show his/her admission receipt. The third alternative requires the student to get the head of his institution or Department to countersign his application and in case' of faculty or, administrative staff 'a copy of the appointment letter. It is important to establish the bonafides of the student or faculty. Registration enables the user to make use of the privileges of the library. The form of registration is directly influenced by the type of circulation system. The borrowing privileges of members are also indicated in the borrowers' register. Borrowing privileges refer to the types of documents that can be borrowed, the length of retention, recall right of the library, etc.

Self Check Exercises

4) State in four lines the purpose of patron registration.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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10.4.2 Charging and Discharging Functions

Circulation is an activity whereby library materials are lent to borrowers and records of such loan transactions are kept in an orderly way. We have noted that this is an important basic activity of a service-library. It is this service that brings users into direct contact with the



operating system of the library. Librarians have, therefore, spared no efforts in designing and developing efficient and economical charging systems to give borrowers excellent service. Not only it is necessary to provide efficient service to borrowers, but it is also crucial to maintain a reliable record of loan transactions to know where a book is at any given point of time. This is essential in all types of libraries but more so in academic libraries where certain titles are in constant demand.

An ideal charging system, should therefore have the following capabilities: it should be able to:

- identify the books that are charged, i.e., be able to ascertain whether a book is in the library or out;
- identify the borrower of a particular book;
- identify when a book is due back in the library;
- measure the extent of use of books, i.e., provide a permanent record of the number of times a certain book has been circulated;
- indicate the extent to which a reader is making use of the library's borrowing facility, i.e., indicate the number and type of book a user has borrowed, etc.; and
- Indicate the number of books circulated per day and also other subject wise circulation statistics.

There are three categories of records on which circulation control is based: These include:

- items of documents that are on loan;
- borrower's list with all details including books borrowed;
- time record linking the above two records.

The quality of operational competence is evaluated with reference to:

- speed, i.e., the issuing and returning of books should be earned out with speed without sacrificing efficiency;
- economy, i.e., the system should economise on staff, time, money, materials, plant and stationery;
- its being foolproof, i.e., versatile in terms of identifying the whereabouts of a book;
- the smooth flow of traffic, i.e., no congestion at the counter at any time,
- a minimum backlog, i.e., all the filing should be done on the same day; and
- a minimum need for preparatory work.

A minimal circulation model is a set of procedures of record keeping with respect to only their category, i.e., records of the materials held by a borrower. A total or complete system is one that provides for all three categories of records. The earliest system, the 'day book' met the minimal circulation requirements of recording the transactions. The 'ledger' system was an improvement in that was a more orderly control of charges as opposed to the former. However this also did not provide for identifying the books borrowed: It was the 'dummy' system which provided for complete inventory control. Most of the later systems like Browne, Newark have incorporated features which meet most of the requirements directly but the rest only indirectly. It is only the computer based system that can meet all requirements.

We shall describe in detail the two widely used circulation systems in Indian libraries, with their relative advantages and disadvantages in section 10.5.

Self Check Exercises

- 5) State the capabilities of an ideal charging system.
- 6) List the operational requirements of circulation systems.

Note: i) Write your answer in the space given below.

ii) Check your answer with the answers given at the end of this Unit.

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10.4.3 Controlling Processes

The controlling processes further regulate the circulation of library materials. These function include:

- renewals
- holds or reserves
- recalls
- fines or overdue charges
- notifications.

We shall discuss each of the above processes individually in detail.

i) Renewals: Renewals represent an extension of the loan period by recharging the same item to the same borrower. Some books are required by readers for a longer period for various reasons. Books may be renewed if there is no demand for the same book, as indicated by the reserves record. Books may be renewed by presenting the book in person or by telephone depending on the library policy. However renewal is allowed on condition that the book will be returned immediately if recalled.

ii) Reserves: The reserve procedure is also known as hold procedure. In this library materials already on loan are identified and held or reserved upon request for other patrons. A record is then made at the circulation desk that serves to identify the user making the request and the book in question. The next step occurs upon the return of the book. When the book in question is returned the charge record indicates that the book is now 'on hold' for another user. Such 'On hold' books are separated and a notification to the requesting patron is sent to the user who made the request.

In academic libraries, textbooks and other related materials are in great demand by the students. Due to paucity of funds or non-availability of the item, college and university libraries are not in a position to acquire multiple copies to satisfy the demand for the same books by several students. With fixed book funds, a balance has to be struck between multiple copies and ensuring equitable access to certain titles for all users for home use. Information regarding 'holds' for specific titles can also be used as an effective selection tool for 'multiple copies'.

iii) Recalls: Another important controlling activity concerns circulation is recalls. As already mentioned libraries often allow patrons to renew books on the condition that the item will be promptly returned if another patron later needs it. The activity of calling books back into the library so that they can be lent to the other person is known as recall. Thus, a request for a hold or reserve initiates a recall of a book on first loan or already renewed;

iv) Reminders: Sending regular reminders for overdue books is one of the most important jobs of counter staff. Readers may not return books in time either for selfish reasons or due to forgetfulness. The library's inability to locate the book promptly and ensure availability may also prompt the readers to retain the books with them for a long time. To avoid such monopoly of books by a few persons and to give every reader a fair chance to use these books, reminders should be sent at regular intervals. A record of the overdue books, the concerned readers' name and address must be made regularly. Printed reminder forms may also be used. In college and university libraries help of faculty is also sought in making reminders more effective.

v) Fines / Overdue Charges: It is a general practice in libraries to collect overdue charges/ fines for books returned after the due date. The policy of fines/overdues is primarily a measure of control for the proper use of books. The policy, of overdues is mainly to dissuade the practice of cornering certain books in demand. This also results helps to



enforce discipline. The fines activity is also closely related to the: charge and discharge activities. The amount of fine and the ways of cumulating fines varies and depends on the library's policy. The two most common are straight line (accumulation of a fixed amount per day), and sliding scale (accumulation of decreasing or increasing daily amounts. Fines are normally cumulative upto a certain amount per book and then stay at that maximum amount.

The procedure of collecting overdue charges is either by issuing regular receipts or by keeping a conscience box for this purpose. The procedure depends on the library policy. Considering the cost and time involved in issuing receipts some libraries prefer the conscience box method. A conscience box is a method by which the defaulter puts the amount of overdue charge in a locked box with a slit on top. The total collection for the day is taken out and entered in the cash book of the library.

All these control activities of recall, fines, etc., can be more complicated if multiple copies, multiple branches, multiple patrons, varied loan periods for different patron types, media types are involved. All these activities are dependent upon the library's ability to send notices to users. The proper functioning of the notification process largely depends on accurately maintained user registration files, clearly defined policies of loan periods and fines and finally the response of the user to the notice itself.

Self Check Exercises

- 7) List the five functions that comprise the controlling processes, which regulate the circulation of documents in a library.
- 8) State the steps involved in reserving a book for a user that is issued to a borrower.

Note: i) Write your answers in the space given below.

ii) Check your answers with the answers given at the end of this Unit.

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10.5 CHARGING SYSTEMS

We have already mentioned in subsection 10.4.2 of this Unit that there are two charging systems that are widely used in Indian libraries. These systems are: the Browne Charging System and the Newark Charging System. We shall describe these systems in detail with reference to the following aspects.

- i) Equipment and materials used
- ii) Charging routine
- iii) Discharging routine
- iv) Reserves
- v) Advantages of the system
- vi) Disadvantages of the system
- vii) Specimen of materials



10.5.1 Browne Charging System

The Browne Charging System was devised by Nina E. Browne who was librarian of the Library Bureau in Boston and served as the secretary of the Publishing Board of the American Library Association.

Even though the system originated in the United States, it is not much in use in the country of its origin. But it has become quite popular in India. We shall describe this system with reference to the seven aspects given in section 10.5.

- i) **Equipment and material used:** The special equipment and stationary material required to operate the system are the following.
 - a) Registration cards of all borrowers arranged alphabetically
 - b) Borrower's tickets or pockets. Each borrower is given as many tickets/pockets of manila or rough paper as he/she is entitled. This ticket is in the shape of a pocket of 3"x2" size with openings on two sides. This ticket bears the names and address of the borrower, the date of expiry of membership. In many libraries a code number is devised and written/typed on the top of the card to represent category/ subject of interest and date of validity of the membership. It also bears the signature and stamp of the librarian and the signature of the borrower on it. (See specimen 4 in Sec. vii).
 - c) Book cards of size 4"x2" bearing the call number; accession number, author and title of the book (see specimen 3 in Sec. vii)
 - d) Book pockets of size 5"x3" which are pasted on the inside back/front cover of the book. The book cards are kept in these pockets when they are not in circulation. (See specimen 2 in Sec. vii)
 - e) Date slip on which the date due or date of issue are stamped, to be pasted on the back or front flyleaf of the book. (See specimen 1 in Sec. vii)
 - f) Date stamp and ink pad
 - g) Date guide cards
 - h) Charging trays
 - i) Circulation statistical sheets
 - j) Reminder cards, reservation cards, overdue fine slips, etc.
- ii) **Charging Routine:** Charging is the issue of books that are presented at the circulation counter to borrowers. This routine involves the following steps:
 - a) The book to be borrowed and the borrower's ticket are presented by the user to the assistant at the circulation desk counter.
 - b) The counter assistant after the identification of the reader either by familiarity or through the identification card/membership card, takes the book card out of the book pocket and slips it into the borrower's ticket/pocket.
 - c) The due date is stamped on the due date slip pasted on the back or from the flyleaf of the book and the charged book is handed over to the patron.
 - d) The book card coupled with the reader's pocket is filed in the charging tray behind the respective due date card by call number.
 - e) The call number and the borrower number are recorded in the daily circulation statistics sheet.
- iii) **Discharging Routine:** Discharging is the work of securing books borrowed and releasing the borrower's tickets. This routine will involve the following:
 - a) When the book is presented at the counter for return, the due date/issue date is ascertained from the due date slip.



- b) The book card coupled with the reader's ticket is picked up from behind the Circulation Work appropriate date guide card from the charging tray,
- c) The due date/issue date is cancelled on the due date slip and the reader's ticket is returned to the reader.
- d) The book card inserted into the book pocket and the book is thus discharged and the reader is absolved of his responsibility.
- e) If the book is returned after the due date, due overdue amount is computed and an overdue charge slip is given. The reader's ticket is returned only after the receipt for the overdue charge is presented.

iv) **Reserves:** We have explained in section 10.4.3 subsection (ii) that 'Reserves' constitute a facility of a circulation system by which a reader can reserve a book that is out on loan. This facility is built into a charging system. The routine involved is explained below:

If there is a request for reservation of a book in circulation, the reserve ticket is filled up by the reader and the reserve ticket containing the details of the book and the reader is inserted into the reader's pocket in the charging tray. When that book 'on hold' is returned the reserve card along with the book card will be slipped into the book pocket and the book will be kept in a special sequence and intimation will be sent to the reader who has reserved the book.

v) **Advantages:** The context makes itself explanatory.

- a) Being simple the procedure results in economy of time and efforts. It is estimated that at least 300 books can be issued per hour.
- b) The issue of reminders and calculation of fines/overdues is simplified.
- c) The statistics of issue can be prepared easily.
- d) Reserves and Recalls can be carried out promptly.
- e) No signatures are required at the time of issue or return.

vi) **Disadvantages**

- a) No permanent record of issue is available.
- b) It is difficult to ascertain the number of books issued to a person as the borrower's tickets are scattered.
- c) In case of loss of tickets, misuse is possible as the signature of the reader is not necessary.
- d) Caution and vigilance are necessary while inserting book cards into the readers' pockets as there is only one record of issue. Otherwise book cards and readers pockets may be mismatched.

However in spite of these limitations this system is very popular in Commonwealth countries including India because of the simplicity of the procedure. This system saves the time of the staff and reader to a great extent. To overcome some of its limitations many modifications are incorporated into the system in many libraries in India.

vii) **Specimens of the materials: Browne Charging System**

- 1) Date slip (Refer to 10.5.1 subsection (i) e)

CALL NO.	ACC. NO.	
NAME OF THE LIBRARY		
The following books were issued/are due in the below mentioned dates		
Date of Issue/ Due date	Date of Issue/ Due date	Date of Issue/ Due date

Size: 12.7cms × 7.6cms



- 2) Book Pocket (Refer to Sec 10.5.1
(Specimen 2) subsection (i) d)

Brief Library Rules And Instruction

Size 12.7cms X 7.6cms

- 3) Book Card (Refer to Sec. 10.5.1
(Specimen 3) subsection (i) c)

CALL No.	ACC. No.
Author : _____	
TITLE: _____	

Size: 10.25cms X 5 cms

- 4) Borrower's tickets or pockets (Refer to Sec. 10.5.1
(Specimen 4 Sub Section (i) b)

NAME ADDRESS DATE OF EXPIRY	
	SIGNATURE OF THE BORROWER

10.5.2 Newark Charging System

We have already given a brief historical sketch of the origin and development of the Newark Charging System in section 10.2.1 sub section (ii) b. In this section we will discuss this system with reference to the following aspects:

- i) Equipment and materials used
 - ii) Charging routine
 - iii) Discharging routine
 - iv) Reserves
 - v) Advantages of the system
 - vi) Disadvantages of the system
 - vii) Specimens of materials
- i) Equipment and materials used:** As this system is a little more elaborate than the Browne Charging System, it requires more equipment and materials. They areas follows:
- a) Registration files of all borrowers. These are composed in an alphabetical file of the application blanks of registered borrowers and also a numerical file of numbers assigned to each borrower usually tipped on sheets in a loose-leaf notebook or in the form of a register.
 - b) Borrower's cards bearing the name, address and registration number of each registered borrower with space for recording transactions.
 - c) Borrower's cards bearing the call number, author and short title of the book.
 - d) Date slips which are pasted on the back or front flyleaf of the book.
 - e) Book pockets giving the call number, author and short title of the book.
 - f) Pencil, dater, date stamp and ink pad.
 - g) Date guide cards for tiling the day's circulation.
 - h) Fine record slips.



- i) Circulation statistical sheets
- j) Overdue reminder cards, reserve cards, etc.

ii) Charging routines: Charging routines are a little more elaborate and time consuming in this system than in the Browne Charging System. The steps involved in charging are follows:

- a) Borrower's Cards are presented by the user to the assistant at the circulation counter.
- b) The due date or date of issue, whichever is used, is stamped on the date slip in the book by the assistant.
- c) Similarly the due date is stamped on the book card taken out of the book pocket and the borrower's card.
- d) The borrower's number is written opposite the date in the book card and filed behind the concerned date guide card.
- e) The borrower's card and the book are returned to the patron. Thus, the book is duly charged,

iii) Discharging routines: The steps involved in discharging routines are:

- a) When the book is presented for return along with the membership card, date of return is stamped on the borrower's card, thus cancelling the charge for the book. The borrower's card is returned to the patron.
- b) The book card is located in the circulation file from the date on the date slip and placed in the book pocket.
- c) 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.

iv) Reserves: Reservation procedure in this system is similar to the Browne Charging system. It is in fact easier. The reserve ticket: filled in by reader is attached to the borrower's card in the charging tray. When the particular book 'on hold' is returned, the reserve card along with the book card is pinned with the borrower's card and the book is kept in a special sequence and Intimation is then sent to the reader who has reserved the book.

v) Advantages

- a) There is a permanent record of the number and type of books circulated and the kind of books borrowed by each reader.
- b) It is possible to know at all times, where a given book is, to whom it is charged, and when it is due.
- c) The record of the number of times a book has been circulated is available even when the book is not in the library,
- d) Since the transaction is recorded both on the borrowers' card as well as on the book cards the danger of dislocation is minimal. If the borrowers' cards are lost, the record on the book cards is available and vice-versa.
- e) Several assistants can carry on the routines simultaneously.
- f) The borrowers can be allowed to borrow books from any branch library of a larger library system, provided there is a central registration file at the main library where an alphabetically arranged copy of all branch registrations is available.



vi) Disadvantages

- 1) Routines are slow, and cumbersome. The procedure of writing/stamping of the date of issue/due-date and the borrower's membership number on the book cards are writing/stamping of issue/due date on the borrower's cards are time-consuming.
- 2) There are chances of inaccuracies creeping in, especially when transcribing borrowers' card numbers. This is particularly true during rush hours.
- 3) Two registration files are necessary: an alphabetical file by borrower's name and addresses and a file of registration numbers assigned to each borrower.

On the whole, the Newark System is considered to be foolproof and safe. This advantage may not always be available.

vii) Specimen of the Materials: Newark Charging System

Specimen 1

- 1) Date Slip [Refer Section 10.5.2 (i) d]

CALLNO:		ACC NO:
NAME OF THE LIBRARY		
This Book was issued/ due on the date last stamped or marked		

Size 5"x3"

Specimen 2

- 2) Book Pocket [Refer Section 10.5.2 (i) e]

OPEN FLAP
NAME OF THE LIBRARY
BRIEF LIBRARY RULES
1
2
3
4

Size: 5" x 3"

Specimen 3

- 3) Book Card [Refer Section 10.5.2 (i) c]

CALL NO:	NAME OF THE LIBRARY
ACC. NO:	
AUTHOR :	
TITLE:	
This Book was issued/is due on the date last stamped or marked.	

Size: 4"x2"

Specimen 4

4) Borrowers' Card [Refer Section 10.5.2 (i) b]

NAME OF THE LIBRARY			
Borrower's No: _____			
Date of Expiry : _____			
NON-TRANSFERABLE			
The following books were issued to me.			
			Signature
Due date/ Date of Issue	Date of Return	Due date/ Date of Issue	Date of Issue

(These columns are repeated on the reverse of the card)

Specimen 5

5) Membership-cum-Identity Card

NAME OF THE LIBRARY NON-TRANSFERABLE MEMBERSHIP-CUM-IDENTITY CARD

Due Date/ Date of Issue	Date of Return	Due date/ Date of Issue	Date of Return

(At least 2 leaves are provided in this pass book type card)

Self Check Exercise

- 9) Mention the main advantages and disadvantages of the Browne Charging system.
- 10) Mention the main advantages and disadvantages of the Newark Charging System.



- Note:** i) Write your answers in the space given below.
ii) Check your answers with the answers given at the end of this Unit.

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10.6 INTER-LIBRARY LOAN

As it is neither desirable nor feasible for a library to be totally self-sufficient, they need to depend on other cooperating libraries in the city or region, to obtain books and other library materials required by the patrons. The resource sharing networks and programmes of libraries facilitate activities like borrowing material not available in a specific library from other participating libraries. Such loans between libraries is known as an inter-library loan. It is frequently the responsibility of the circulation department. (Refer to Block 4 of Course 01 on Resource Sharing and Union Catalogue).

The inter-library loan is perhaps the oldest form of cooperation among libraries. Inter-library loan operations can be divided into two: those relating to borrowing and those relating to lending. Both these activities are a more complicated variation of the general circulation functions.

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 charged out to him. In many libraries books acquired in a library on inter-library loan are not allowed to be taken out of the borrowing library to ensure its prompt return on requisition by the lending library as also to safeguard against possible damage due to negligence. Once the user returns the book at the end of the loan period, it is in turn sent back to the owning (lending) library. The lending activities for the inter-library loan are initiated upon receipt of a requested best from a borrowing library. Then the availability is checked using the library catalogue and other bibliographical tools. Once the item is located, it is sent to the requesting (borrowing) library. A record of these inter-library loan transactions are usually maintained separately in the form of a register.

10.7 PLANNING AND MANAGEMENT

One of the most important aspects of any library service to its users is the circulation process. Planning is essential in this area to insure quick, efficient, and convenient procedures. Since the contact made at the circulation desk is the only one for many readers, the circulation process becomes an important public relation factor for the library. The library management must be concerned with the development of an efficient circulation system.

10.7.1 Factors in Planning

In planning the circulation process, there are many factors that the management must consider.



They are:

- i) **Multiplicity of materials:** It is necessary to provide for a multiplicity of materials like conventional books, periodicals, media; etc., as well as the special equipment needed to utilise these materials. The process must be planned to handle the size of the collection, daily volume expected and types of material circulating. The larger the collection and volume of circulation, the larger and more involved the circulation process.
- ii) **Multiplicity of users:** A public library, for example, caters to a more heterogeneous group of users, while a special library would have a more homogeneous group with an identifiable nature of interests. As it is possible to have more control and access to patrons in a special library, the circulation process can be much simpler.
- iii) **Degree of service:** It is an additional factor that needs careful consideration while planning. Are all materials to be circulated? Should specialised materials like cassettes, films be circulated? If so, is the equipment to be made available to the patron for home use? Limited circulation of some items is necessary for a variety of reasons. The length of time for which materials may be charged out or to whom is another matter to be considered. In academic libraries, for example, specialised materials like non-print materials and reference materials, are loaned to faculty only. Books under categories such as manuscripts, personal papers of eminent scholars, standard reference books are normally not loaned even to faculty. Usually a varying loan period relevant to the format of material and the type of patron is followed in many libraries. Certain materials may be available only to faculty for overnight borrowing only.

The old problem of overdues and fines is another area which needs to be clearly spelt out. Professional literature is full of pros and cons relating to this problem. To fine or not to fine for overdoes is a controversial issue. Circulation regulations usually describe the parameters which apply to circulation. Many libraries have limits on the number of items (two, three, etc) and the length of time (two weeks, three weeks, etc.) the materials may be kept. Other considerations include whether materials may be renewed and if so, whether renewals may be made by telephones; whether books on loan may be reserved etc. All these questions need to be carefully considered before arriving at a decision. The goals and specific objectives of the library must be considered as the basis for any decisions reached.

- iv) The choice of charging system is a very important factor that needs to be considered while planning a circulation process.
- v) The provision of personnel is another factor that management must consider. The circulation process can be operated quite adequately by semi-professionals, clerical personnel and others. Professional involvement is generally restricted to determination of basic policies and procedures and general supervision. Once the basic process including policies has been established a semi professional or clerk can handle the day-to-day supervision.

10.7.2 Circulation Management

Circulation is a necessary on going activity. As the environment of the library changes, the circulation operations must also adapt. The choice of an appropriate charging system must be periodically reviewed in view of the available technology. As long as the environment continues to change, librarians will need to do a periodic review of the system.

Many modern management techniques like cost benefit analysis, system study are made use of in evaluating circulation systems. These methods identify the relative costs of systems and attempt to balance these costs against the relative advantages of each choice. Capital equipment, labour and material are weighed against such benefits as patron satisfaction, operational efficiency and economy, and statistical information:

10.7.3 Records and Statistics

The maintenance of records in the circulation department is very important because these records form the basis of collecting statistics on documents taken on loan, the types of users



and what they have been borrowing, how often a particular title has been borrowed, defaulters, etc. These statistics are invaluable in providing useful indicators to the library to play its acquisition policy, nature of services, the range and type of users, etc. Such analysis goes into the annual reports of the library. Various registers like 'patron register' 'interlibrary loan register', 'overdues and fine register', 'suggestions register' 'gate register' are maintained by the circulation department.

10.7.4 Miscellaneous Jobs

As the circulation counter is usually located close to the entrance/exit gate, the circulation department is entrusted with the task of maintaining of the gate register and the property counter.

- i) **Gate register:** A record of the daily visitors and their purpose of visit to the library is maintained in the form of a gate register. Each visitor to the library is asked to enter the details of personal information in the specified columns of the gate register which is kept at the entrance of the library. This is a useful record to know the visitors. Analysis of the gate register may throw light on the patrons of the library. However it has limited value in university and college libraries where the users are a defined group who remain the same daily and visits the library many a times in a day.
- ii) **Property counter:** As users are not allowed to bring books other materials and other belongings inside the library a 'property counter' is usually installed near the entrance. In small and special libraries the property counter staff can also do the vigilance job which is necessary to eliminate the unsocial habit of some members walking away with books of the library.

Self Check Exercise

12) List the factors with reference of which the function of the circulation work is planned.

Note: i) Write your answers in the space given below.

ii) Check your answers with the answers given at the end of this Unit.

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10.8 SUMMARY

In this Unit, we have learnt how the various functional components of a circulation system are regulated, controlled and operated. These aspects are determined by the local needs and conditions of a library and hence are not alike in all libraries.

Charging and discharging are central to any circulation system. Circulation systems have evolved gradually from mere controlling and conservative methods to service-oriented systems.

Circulation is a major public relations activity because all users directly interact with the - system.

The planning and management of circulation is very important and requires careful; consideration keeping in view all the factors involved such as volume and variety of material available on loan, the types of clientele, items that can be issued on loan and the loan period, overdue charges and the choice of charging systems, personnel, equipment.

Another important function of circulation is the records maintenance and generation and, analysis of statistical information.

An ongoing important activity like circulation needs efficient management, constant review and evaluation.



10.9 ANSWERS TO SELF CHECK EXERCISES

The three main objectives of a circulation system are:

- 1) to maximise the use of books, periodicals and other library materials by lending them to library clientele for home use;

to develop a circulation system, establish routines and operational techniques to provide access of library materials to all patrons;

to develop means and mechanisms for the generation and maintenance of records and files routine operations and collection of circulation statistics.
- 2) The main limitation of the ledger method was that it only provided an orderly arrangement of books issued to users but failed to indicate the disposition of books. The system could not answer where a particular book was, with whom and when it is due. It was also unable to provide other circulation statistics.
- 3) The three main features of an automated circulation system are:
 - a) All sequences of the various elements are possible i.e. retrieval, by date, book, patrons, or class number, etc;
 - b) Statistics of collection use can be easily obtained;
 - c) Operational efficiency in terms of speed and accuracy.
- 4) The purpose of patron registration is to establish the identity of the borrower and to know his whereabouts and general characteristics. The data pertaining to the user also reflects the extent to which the library is reaching is clientele especially in a public library.
- 5) An ideal charging system should have the following. It should be able to:
 - identify books that are charged
 - identify the borrowers who have taken books on loan
 - identify the due dates of books borrowed
 - measure the extent of use of a book through a record of book circulation
 - indicate the extent to which a user uses the library's borrowing facility
 - keep a record of daily circulation.
- 6) The operational requirements of circulation systems are
 - speed with which books are issued and returns accepted
 - economy of time, cost, materials, etc.
 - identifying the whereabouts of books at a given time avoiding congestion at the counter and ensuring that backlog is kept to a minimum.
 - minimum need for any preparatory work.
- 7) The five functions that comprise controlling processes are:
 - a) Renewals, b) Reserves, c) Recalls, d) Reminders, e) Fines/Overdue charges.
- 8) The steps involved in reserving a book for a user are:
 - a) Recording the call number of the book, its title, the requesters name and address in a card or slip;
 - b) Sliding this card or recorded slip into book ticket pocket;
 - c) When the book issued on loan is returned, take the requester's reserve slip and



intimate him about the availability of book;

- d) Keep the reserved books off the shelves.
- 9) The main advantage of the Browne System has its simplicity of operations along with its ability to show where a given book is, to whom it is charged and when it is due. The main disadvantage is the lack of a permanent record of the transaction and its inability to trace in case of wrong coupling of borrower's card and book card.
- 10) The main advantage of Newark System is its ability to answer all questions relating to circulation like where a given book is, with whom and when is it due. It provides a permanent record of the transaction and it is foolproof. The main disadvantage is the labour intensive nature of operations and susceptibility to inaccuracies.
- 11) The factors with reference to which the functional work is planned:
 - a) the nature and type of users
 - b) the nature and type of materials
 - c) level and degree of service in terms of type of materials to be circulated
 - d) length of loan period
 - e) facilities for renewals and reservations
 - f) Choice of charging system
 - g) Personnel for circulation work'
 - h) Design. of circulation counter and other related furniture and equipment

10.10 KEY WORDS

Dummy	:	A substitute of the original
Flyleaf	:	A blank page in the front or the back of a book
Gate register	:	A register kept at the entrance of a library wherein visitors write their names, address, time of visit, etc., with their signature.
Holds	:	Books that are kept on reserve for users, which have already been issued
Inventory	:	A detailed list
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
Semi-Professionals	:	Persons with basic qualification upto school level and training in elements of Professionals library work

10.11 REFERENCES AND FURTHER READING

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