



PROCEDURE FOR MEMBERS ON DUTY

Note: Refer any new enquires, issuing of fines and missing piece/broken toy situations to the Responsible Person on Duty (RPD).

1. RETURNING PROCEDURE:

- a) Ask for the borrower's name and find his/her folder in the membership box.
- b) Locate the toys to be returned on the borrower's record sheet.
- c) Pull out the corresponding toy inventory card/s from the *out* box.
- d) Check and count the toys that are being returned to ensure they are complete and match the card.
- e) Write the return date on the borrower's record sheet.
- f) Record any late fines on the borrower's record sheet and refer the matter to the RPD (\$1 per toy per full week late).
- g) Refer any missing item or broken toy situations to the RPD. Note: only if there is a missing item may a toy be re-borrowed. In this instance please record the borrowing of the toy again on a new line on the sheet. (Missing items incur a \$2 fine per piece).
- h) Refer the return of any missing piece to the RPD so the \$2 fine can be reimbursed.
- i) Ask the borrower to place his/her returned toys back into the cupboards on the appropriate shelves according to the colour coding of the bag labels and shelf labels.
- j) Place the toy inventory cards in the lid of the *in* box for filing later when you have a spare moment.

2. BORROWING PROCEDURE:

- a) Locate the member's folder.
- b) Look in the *in* box to find the inventory cards that match the toys to be borrowed. Please check that all large toys are borrowed with the corresponding small separate pieces. To assist this there are now orange stickers on the cards of large toys that have accompanying pieces. These additional pieces are stored in the high cupboard above the book library return chute.
- c) Ensure that the member has checked the pieces against the bag label. (Refer any toys with missing items to the Responsible Person on Duty.)
- d) Fill in the date, toy numbers and return date on the borrower's record sheet. Note the return date for each shift is written in the sign-in duty book.
- e) Notify the borrower of the return date.
- f) Record the surname of the borrower on the back of the toy inventory cards in the column for the current year.
- g) Place the toy inventory cards in the lid of the *out* box for filing later when you have a spare moment.
- h) Return the member's folder to the membership folder box.
- i) Ask the member if he/she would like to write his/her name on next term's draft duty roster.