

# Circulation Policies & Procedures

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## Building Information

### [Library Hours](#)

### [Directions](#)

### [Phone Directory](#)

## Maps

- [North Campus Map](#)
- [All Campus Maps](#)

## Building Maintenance Weekdays 8 am – 5 pm

- Email Facilities Coordinator [Moses Moya](#).
- [Charles King](#) —505-377-0126 is the alternate contact.

## Building Maintenance Evenings after 5 pm and Weekends

- Contact the non-emergency UNM police number at 277-2241.
- State the problem; ask if they can contact the on-call Physical Plant Department Supervisor. Describe the problem in detail.
- Email [Moses Moya](#) about the situation so he can follow up with PPD.
- [Nick Humphries](#)—505-730-3542 is the alternate contact.

## Emergency Closing

Ensure that all patrons and staff have exited the library prior to closing; check for people with a disability (see *Red Flag Policy* below). One student is responsible for the upstairs area and the other for the lower floor, call campus police (911) immediately and do **not** lock the doors.

## Emergency Medical Assistance

Call campus police (911) immediately.

## First Aid Kit

The kit is located to the left of the reference desk in the drawer labeled *First Aid Kit*.

## Pet Policy

The UNM Law School [Pet Policy](#) is posted on the Intranet. (See [Service Animals, UNM Policy No. 2295](#))

## Persons with Disabilities

### Red Flag Policy

When a patron with a disability uses the elevator please do the following:

- Log them in on the clipboard: date, time, wheelchair or any assistance they use.
- Place the red flag IN FRONT of the log in sheet to make us aware that there is someone who could possibly need assistance in case of an emergency.
- When the patron exits the elevator please sign them out on the log sheet and place the red flag IN BACK of the clipboard.

## Circulation Desk Procedures

### Book Drop

Check the book drop throughout your shift; check in the returned items.

### Phones

- Answer circulation line (505-277-6236) calls with “*UNM Law Library, how may I help you?*” in a polite and friendly tone.
- Direct all reference questions to the reference librarian.
- If the reference librarian is not available, patrons can leave a voice mail message on the reference line (505-277-0935) or email [libref@law.unm.edu](mailto:libref@law.unm.edu).
- Patrons may use the phone for up to two minutes.

### Calls outside the University

Dial 9 + number.

### Transferring calls

- Press transfer, then the 5 digit extension; hang up when you hear the first ring.
- Campus extensions start with 7
- Campus operator extension is 0

### Voicemail

Circulation employees are responsible for checking phone messages; the **red light** indicates messages. If you cannot answer the query, email [Moses](mailto:Moses).

### *Checking Circulation Phone Messages (277-6236)*

- dial 79997 to connect to message center
- dial 123456 (password)
- press 1 to listen to new messages
- after documenting the message and sending the email, press 4 to delete

### Faxes

- Law Library Fax No.: **505-277-0068**
- Check for faxes throughout your shift.
- UNM Law Professors, staff and students can use the fax machine in the Law Library at no cost; this service is **not** available for the general public or attorneys.
- Send the recipient an email notifying them that a fax has been delivered to their mailbox; ask a supervisor for assistance after 5pm and on weekends. If the recipient is not in the Outlook Global Address List, place the fax in the Circulation Supervisor’s mailbox.

## **Sending Faxes**

Ask the patron if they would like a coversheet. If the document is double sided, offer to make single sided copies.

## **Fax Codes**

- **Campus**—7 + phone number; 2 + or 5 + phone number for Health Sciences
- **Local**—9 + phone number
- **Outside of Albuquerque/Rio Rancho**—8 + 341261 + 1 + area code + number
- **International**—dial 8 + 011 + country code + city code + phone number
- **Toll free**—dial 9 + 1 + toll free code + phone number
- **Toll Free Codes**
  - 800
  - 866
  - 877
  - 888

## **Opening Procedures**

- Staff should arrive by 7:45 am
- Collect newspapers outside the Technical Services Staff entrance
  - Log receipt of newspapers on sheet taped to Mail table near Staff entrance
  - Deliver as described in [Newspapers—Current Titles, Number and Delivery](#)
  - [Browsing Collection Weekly Discards](#)—as assigned
- Complete and email the [Circulation Opening Procedures Checklist](#) to [Moses Moya](#).

## **Closing Procedures**

- Tell patrons that the library will be closing in 20 minutes; at closing time, politely ask them to leave.
- Complete and email the [Circulation Closing Procedures Checklist](#) to [Moses Moya](#).



Newspapers—Current Titles, Number and Delivery					
<b>Monday— Friday</b>	Upper Floor Library Browsing Table	Forum Tables	Front Office Mailroom Table	Mtn. Wing Faculty Lounge	Winograd Front Office Mailbox
ABQ Journal—4	1	2	1		
New York Times—4	1	2		1	
Wall Street Journal—2	1				1
<b>Saturday</b>	Upper Floor Library Browsing Table	Forum Tables	Front Office Mailroom Table	Mtn. Wing Faculty Lounge	Winograd Mtn. Wing Rm. 3236—push under door
ABQ Journal—4	1	3			
New York Times—4	1	2		1	
Wall Street Journal—2	1				1
<b>Sunday</b>	Upper Floor Library Browsing Table	Forum Tables	Front Office Mailroom Table	Mtn. Wing Faculty Lounge	Winograd Mtn. Wing Rm. 3236—push under door
ABQ Journal—4	1	3			
New York Times—1	1	3			
<b>Notes</b>					
<ul style="list-style-type: none"> <li>• Wall Street Journal —not delivered on holidays</li> <li>• New York Times— remove the Book Review and NY Times Magazine from the Sunday Edition; place in Circulation Supervisor’s mailbox.</li> <li>• Missing Newspapers—email Circulation Supervisor <a href="#">Moses Moya</a>; list the newspaper title and number missing</li> </ul>					

Browsing Collection Weekly Discards		
Newspaper	Location	
	Upper Floor Library Browsing Table	Mtn. Wing Faculty Lounge
ABQ Journal	1 week	
New York Times	2 weeks	2 weeks
New York Times Magazine	2 weeks	
New York Times Book Review	2 weeks	
Wall Street Journal	2 weeks	
Chronicle of Higher Education	3 months	
National Law Journal	6 months	
Health City Sun	6 months	

## Desk Etiquette

Be professional, courteous and authoritative. Food needs to be out of sight; backpacks and purses should go inside the island cabinet labeled *Student Backpacks*. Clean your area after each shift; wipes are available for cleaning the phone, keyboard, mouse, and desk area.

## Dress Code

Dress appropriately; no gym clothes, pajamas or revealing clothing.

## Cash and Check Payments

We accept cash and checks for Community Borrower Cards and Parking permits. We accept **only** the exact amount. No Refunds. No change. No exceptions.

Inform the patron that it is University policy to charge a returned check fee plus normal bank fees for **each returned check**.

You need not ask for ID. Checks should be made payable to *UNM Law Library*. Verify that the number amount (“\$5.00”) matches the word amount (“Five dollars and no/100s”).

When you receive cash or a check, you **must** write a **receipt** for the patron even if they **do not want** a copy. The receipt must include:

1. *Date*
2. *Received from*— write Patron’s Name here
3. *For*
  - Community Borrower Card
  - Parking Permit and No. (e.g., Parking Permit 0047008)
    - Patrons with Handicap Placards **do not** need to buy a Parking Permit
4. *Type of Payment* — cash or check
5. *By* — Circulation employee’s name

### Receipts are in triplicate

- White Copy — Give to patron
  - Yellow Copy — Paperclip to the check or cash, put in envelope, and put it in black cash box
  - Pink Copy — Leave in the receipt book
6. Put the money in an envelope with *Community Borrower* or *Parking Permit* written on it, and place the envelope in the cash box.

## Keys

Keys are in drawer labeled <i>Keys</i>	
1. Credenza & Parking Permits	101T
2. 24/7 Access Door Covers	
3. Computer Lab Paper— Library or Copy Center employees <b>only</b>	C199A
4. Lexis, Westlaw, Bloomberg Closet—Lexis, Westlaw & Bloomberg reps <b>only</b>	943243
5. Lexis Cabinet—Lexis reps <b>only</b>	80
6. Westlaw Cabinet—Westlaw reps <b>only</b>	123E

## We Do **Not** Give Legal Advice!

People will call and state that the court told them that we can help. Inform patrons that we have reference librarians that can help them find materials. Patrons may become upset; explain that the library staff are not qualified to give legal advice or help fill out forms.

## Supplies

Email Circulation Supervisor [Moses Moya](#) immediately to request additional supplies such as:

- Receipt Book
- Parking Passes
- Cleaning Wipes
- Kleenex
- General office supplies

## Scrap Paper and Golf Pencils for Patrons

- We stock scrap paper and golf pencils at all computer terminals for our patrons.
- Scrap paper and golf pencils are in the drawer labeled *Scrap Paper and Pencils*.
- Please contact [Moses Moya](#) to replenish scrap paper and golf pencils.

## Evening and Weekend Procedures

### Stack Maintenance

- Projects, stack maintenance, and cleaning come before homework unless you are solely scheduled on the desk.
- Be prepared for major book shifts—comfortable shoes, iPods, etc.
- Walkie Talkies are available for communication.

### ***Re-shelving and Cleaning the Library***

- Each employee should spend **an hour per shift** performing these tasks. Coordinate your time with your co-workers to ensure desk coverage.
- Walk through the library; shelve misplaced books, push in chairs, straighten shelves and pick up trash.
- Clean the counters—cleaning supplies are in the front desk cabinet.
- Put fiche in the boxes labeled *for fiche* on the Shelving Truck.

### ***Shelf Reading***

- Books are often shelved in the wrong location.
- Employees must complete four **Understanding Call Numbers** Tutorials
  - Kent State University — [Library of Congress Call Number and Shelving Tutorials](#)
  - California State LA University Library — [Understanding Call Numbers](#)
  - University of Canterbury — [Call Number Tutorial](#)
  - Reynolds Community College Library — [How to Read a Library of Congress Call Number](#)
- Shelf reading is to be done for **one hour per shift** unless otherwise specified.
- The [Shelf Reading Log](#) is in the drawer labeled *Shelf Reading Log*.
- The **red stop sign** indicates where the last person finished and where you are to begin.
- All material should be correctly shelved, neat, and aligned with the edge of the shelf.
- Use Book Ends to keep books in place.
- Pull material that needs repair and follow the procedures for [Damaged Books](#).
- Your work will be checked on a regular basis.

### ***Shelving locations***

- Lower Floor General Collection
- Course Reserves — behind and across from Circulation Desk
- Reference Desk Reserve Shelves — Reference Desk
- Indian Law Stacks — lower floor, east side
- Pro Se Stacks — lower floor, across from Circ Desk
- Reference Stack — upper floor, west side
- Journals and Law Reviews — upper floor, west side
- State Codes and Statues — upper floor, west side
- Federal Stacks — upper floor, east side
- New Mexico Stacks — upper floor, east side
- Audio/Visual Shelves — Technical Services
- Compact Shelving — lower floor
- Law School Archives — lower floor
- Closed Stacks — upper floor

## Circulation Library Procedures

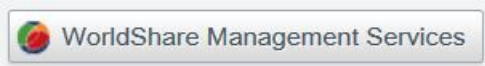
- Log on to the Circulation PC with your law school account.
- Check the Circulation schedule and email
- Do **not** download *anything*.
- Have **WMS** , **LIBROS**, **Outlook** and the **Circulation Policies & Procedures** manual open

## Privacy Act

It is illegal to disclose **any** information regarding library records. The **only** information we can disclose is the due date.

## WMS Website

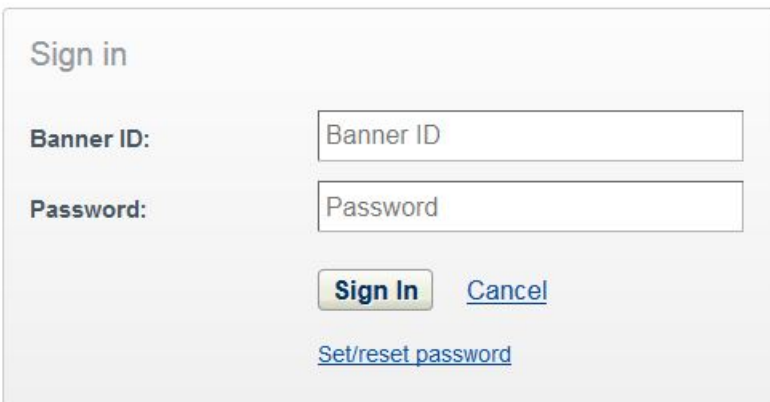
- [share.worldcat.org/myaccount](http://share.worldcat.org/myaccount)
- Click



- Next, enter NML and select 87131-0001, University of New Mexico, Law Library, click continue

A screenshot of the OCLC WorldShare website search interface. At the top is the OCLC WorldShare logo, which consists of a stylized globe icon with green, red, and blue segments, followed by the text "OCLC WorldShare™". Below the logo is the heading "Welcome" and the instruction "Search for your institution by OCLC symbol, institution name or zip code." There is a search input field containing the text "NML". Below the input field is a "Continue" button. At the bottom of the form, there is a text box containing the instructions: "If you are not sure of the name, type in the first full word and choices will appear from the list of available institutions." and "Enter a zip code to see a list of institutions within that area."

## WMS Login



Sign in

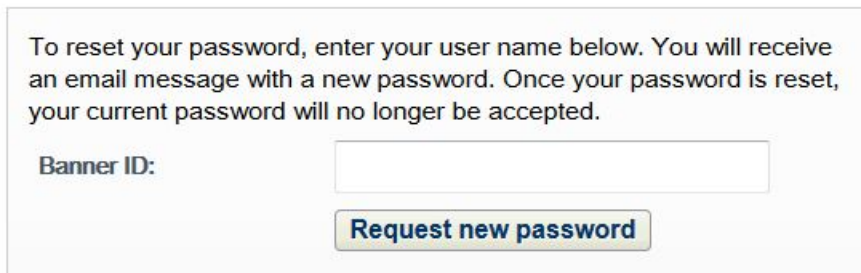
Banner ID:

Password:

[Cancel](#)

[Set/reset password](#)

- You will have to set your password first, click here to [Set/reset password](#) you will be routed to this page



To reset your password, enter your user name below. You will receive an email message with a new password. Once your password is reset, your current password will no longer be accepted.

Banner ID:

- After you enter your banner # and click **Request new password** an email will be sent to you. Follow the link and set your password.

## Checking Materials In/Out When WMS is NOT Available

- If WMS is not working but the computer system is function use the form [Library Items Checked In /Out to Patrons When WMS NOT Available](#) to log material; email the form the Circulation Supervisor [Moses Moya](#).
- If the computer system is down use the printed form **Library Items Checked In/Out to Patrons When WMS NOT Available**; place the form in Circulation Supervisor Moses Moya's mailbox.

## Checking Out Materials

- Watch this Video: [Standard Check Out \(search for patron\)](#)
  - This video will only work in Firefox browser, set Firefox to default browser or copy and paste the link.

## Checking In Materials

- Watch this video: [Standard check in](#)
  - This video will only work in Firefox browser, set Firefox to default browser or copy and paste the link.

## Electronic Media

### Flip Video and Digital Voice Recorders

#### *Title Search in WMS*

Tape (OCLC # 886727907)

### Checking out Devices

1. Check out Flip Video and Digital Voice Recorders like you would a book—do **not** desensitize
2. Law Students, Staff and Faculty **only**
3. Check out period –24 hours
4. Remind patrons that devices are to be used to record Law School Classes and Events only
5. Remind patrons that they are responsible for battery replacement
6. Direct questions about using the devices to [Academic Technology Services](#), 277-6204.

### Checking in Devices

1. Check in Flip Video and Digital Voice Recorders like you would a book —do **not** sensitize
2. Power on the device to see if batteries are working. Contact [Academic Technology Services](#) , 277-6204 for battery replacement

### Erasing Files on the Flip Video Recorders

1. Power on the device
2. Press the left or right arrows to access video files
3. Press the delete button (trash can icon)
4. Highlight **yes**, press **OK** button to delete the file
5. Contact Circulation Supervisor [Moses](#) if you are unable to delete files

### Devices Storage

Devices are stored in the locked drawer labeled *Audio/Video Recorders*.

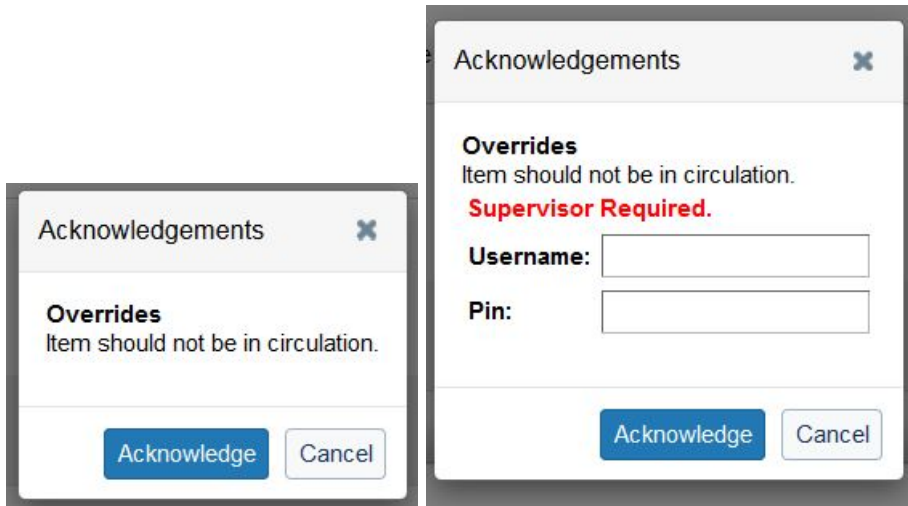


## Override Procedures

(See [Patron Types, Affiliation, and Loan Privileges](#))

### Checking out

- If you are checking out a book and see these messages:



- Contact either Moses, Sherri, or Vickie


## Patrons

Visitors to the UNM Law Library must comply with the [UNM Visitor Code of Conduct](#).

### Patron Registration

- Identify the [patron type](#)
- Have patron fill out the Registration Form in WMS (all fields must be filled in.)
- Place a patron barcode on a library business card and discard the duplicate patron barcode
- Patron barcodes are located in the *Circulation Files* drawer in the *patron barcodes* folder; patron barcodes start with **D**.
- Create a Patron Record and check out materials to patron.

### Creating a Patron Record in WMS

- From the **Circulation** module do a search for the Patrons Name, if Patron is not listed select 

Basic User Data

**Personal Information**

Prefix  Photo Url

First Name \*

Middle Name

Last Name

Suffix

Date of Birth

Gender

**Contact Information**

Contact information is required. Please enter at least one of the following - address, phone number or an email \*

**Address**

Type   Primary  Invalid

Country

Address 1

Address 2

City

State/Province

Postal Code

**Telephone**

Type   Primary  Invalid

Number

**Email**

Type   Primary  Invalid

Address

**Circulation**

Barcode \*

Patron Type \*

Registration Date

Expiration Date

Home Branch \*

ID Verified?

Blocked?

Collection Exempt?

**Identity Management**

User Name

Expiration Date

Inactive

## Patron Types, Affiliation, and Loan Privileges

### Law Faculty/Law Adjunct Faculty

- May check out any item with a valid Lobo Card.
- Loan Period is one year from the date of initial check-out with four renewals.

### Law Visiting Faculty

- May check out any item with a valid Lobo Card.
- Loan Period is extended to the end of the semester in which the item is checked out with one renewal.

### Staff

- May check out any item with a valid Lobo Card.
- Loan periods extend until the end of the semester in which the item is checked out with two renewals.

### Law Students

- May check out with a valid Lobo Card
  - Circulating materials
  - Indian collection materials
  - Class Reserves
- Loan periods extend until the end of the semester with two renewals.
- If the materials are not returned, students will be billed for material replacement.
- If the bill is not paid, a HOLD will be placed on the student's record.

### UNM Main Campus Students, Faculty, and Staff

- May check out circulating materials with a valid Lobo Card.
- Loan periods extend until the end of the semester with two renewals.
- If the materials are not returned, students will be billed for material replacement.
- If the bill is not paid, a HOLD will be placed on the student's record.

### Community Borrower

- Cards are available to individuals who are **not** affiliated with the University or the State Bar of New Mexico.
- May check out items that **circulate** with valid Community Borrower Card and Photo ID, for 42 days, with two renewals.
- Verify that the contact information (including phone and email) is current.
- Community Borrower Cards, good for one year, may be purchased at the Circulation Desk of the Law Library or at any of the UNM University Libraries branch locations for \$35.00.
- Privileges do **not** include Interlibrary Loans, remote access to the electronic resources or Health Sciences Library.
  - Suggest to the patron that they find books that they want to check out before purchasing the card.
- Write a receipt for the patron (See [Cash and Check Payments](#)).
- Fill in the expiration date (1 year from DOP) on the right side of the card.

- The patron will fill in their name, address, email and phone number on the left side of the card.
- Separate the left and right sides of the card; give the patron the right side.
- Put the left side in your supervisor's mailbox after you create a Patron Record.

### **New Mexico Attorney or a Tribal Bar Members**

- May register with a valid New Mexico or Tribal Bar card.
- May check out **circulating** materials at no charge.
- Loan periods are 42 days with two renewals.
- Must purchase a Community Borrower card to borrow materials from other University libraries.

### **Court Personnel**

- May register with a valid court business card.
- May check out **circulating** materials at no charge.
- Loan periods are six months, with two renewals.
- Must purchase a Community Borrower Card to borrow materials from other University libraries.

### **State Agency Employee**

- May register with a valid agency business card.
- May check out **circulating** materials at no charge.
- Loan periods are 42 days with two renewals.
- Must purchase a Community Borrower card to borrow materials from other University libraries.

### **Pre-Law Summer Institute (PLSI)**

- An 8-week [Pre-Law Summer Institute](#) for native students.
- Same borrowing privileges as Law Students.

### **Library Passport**

- [NMCAL Passport Agreement](#)
- Allows faculty, emeritus faculty, students, and staff members at any [NMCAL](#) (NM Consortium of Academic Libraries) to borrow circulating materials from other NMCAL libraries.
- CNM faculty, staff, and students are members of NMCAL and may register as Community Borrowers at no cost with a valid institutional Photo ID (or an Institutional ID and another photo ID)
- May check out circulating materials with a loan period of 42 days with two renewals.
- Verify that the patron's Institution is a member of [NMCAL](#).
- Check the [NMCAL](#) list of [Passport Member Libraries](#).
- Call the borrower's home library and verify they are in "good standing"; verification of good standing is **unnecessary** for Patrons with paper Passports.

- Create a Patron Record for Patron
- Write the patron name and a one-year expiration date on the card attached to the Registration Form and give the card to the patron.

### **Updating Patron Records**

When checking out items to non-UNM patrons, verify that we have **current** contact information in WMS.

### **Materials Belonging to Other Libraries**

- We can no longer check-in Books from other University Libraries
- Inform patrons that we can take their UL materials but we are not responsible for fines or loss of their materials.
- If patrons decide to leave their UL materials with the Law Library place these materials on the “General Libraries” shelf, located under the hold shelves.

### **Holdshelf**

WMS prompts requested books to be placed on the holdshelf.

Print Preview



## Hold Receipt

**Date** 03/12/15 3:43:04 PM  
**Name** Moya, Moses  
**Call Number** KF 5729 G37 2010  
**Title** Ordering the city : land use, policing, and the restoration of urban America /  
**Item Barcode** A14302885911  
**Expires** 03/26/15 11:59:59 PM  
**Pick up** UNM Law Library

Thank you for using your library.

---

Print

Cancel

- Click **Print**, and place the hold slip in the book
- Fill out a holdshelf form with the requestor's information
  - holdshelf forms are on the holdshelf
- Put the holdshelf form in the book; place the book on the holdshelf

## Recalls

If a patron wants to recall a checked out item email [Moses](#) with the patron's name and book information:

- Title
- Call number
- Barcode

## Searching in WMS

Search by title, author, and keyword etc.

## Lost or Missing Books

If a patron wants a book that is not on the shelf, fill out the [Patron Search Request](#) form; email the form to Circulation Supervisor [Moses Moya](#).

## Overdue Materials

Email the patron who has the overdue material and politely request that they return the material; Cc [Moses](#). Do not tell the requesting patron who has the material.

## Books with no Barcode and/or Record (Temporary Item Record)

On-The-Fly books are books that are missing a barcode or record.

### Books with No Barcode

- Place a barcode in the book on the inside of the back cover—barcodes are in the drawer labeled *Circulation Files*.
  - Use the Book Barcodes which start with an A
- Create a Temporary Item Record and email [Moses](#) with the Temporary Item Record information.

Create Item ✕

Barcode*	<input type="text" value="A1430325689"/>
Item Type*	<input type="text" value="Temporary Item"/>
Title*	<input type="text"/>
Author	<input type="text"/>
Format*	<input type="text" value="Archive material"/>
Holding Location*	<input type="text" value="Law"/>
Shelving Location*	<input type="text" value="Archives"/>

## **Books with Barcode**

- Do a barcode search
- If no record displays: make sure the barcode is correct
- If no item is present,
- Create a Temporary Item Record and email [Moses](#) with the Temporary Item Record information.

## **Interlibrary Loans**

- Interlibrary Loans are only for law students, law faculty, and law staff.
  - [Book ILL Request](#)
  - [Journal Article ILL Request](#)
- Regular patrons should visit their local public library [Albuquerque Public Library ILL](#).
- Main campus students should go to their home Library (e.g., Zimmerman).

## **Interlibrary Loans for New Mexico Bar Members**

Tell the patron we do not charge but the lending library might. The Reference Librarian will fill out the [NM Bar Member ILL Request](#) form.

## **Damaged Books**

Complete the [Reprocessing and Repair Form](#); email the form to [Moses Moya](#).



## LOBO Cash, Photocopiers, Printers, Fax and Microfiche Machine

### *Out of Order Signage*

- If the Photocopiers, Fax Machine, Public Printer, or Microfiche Machine are not working send an email to [Moses Moya](#).
- Place an **Out of Order** sign on the Machine(s). The signs are in the drawer labeled *Out of Order Signs*.

## **Paw Prints**

### **What are the printing fees for School of Law?**

For black & white printing, single-side prints are \$0.15 per page and double-side (duplex) prints are also \$0.15 per page. The costs are the same because the School of Law would like to encourage duplex printing in an effort to be green. Color printing is not available for School of Law.

### **How To Print...**

#### **Step One: Computer**

- Click "Print" and default Printer is LAW\_LIB\_Q, Click "ok"
- Enter Username (you create username)
- Enter Name of Print Job
- Enter Password for Print Job (Optional), Click "Print"

#### **Step Two: Print Release Station**

- Go to Print Release Station (One of the Photocopiers)
- Swipe your LoboCard or LoboCash Card\*
- Once Account Information Displays, Press "Ok"
- Select "Copy" then in the Upper Left Corner Press "PharosPrint"
- Highlight your Print Job, then Press the "Start" Button.

### **Lobo Cash Card**

- To obtain a LoboCash Card please go to the LoboCash Card Terminal located right across from the Reference Desk.

## Photocopiers

### [Photocopier Quick Guide](#)

#### Location

- One is in front of the Circulation desk; one is upstairs next to the Bruce King Reading Room

#### Paper

- Paper for the **Photocopiers, Fax Machine, Public Printer and Microfiche Machine** is located in the credenza.
- If there is no paper in the credenza email the [Copy Center](#), Cc [Moses Moya](#).
- If you need paper ASAP take a few reams from the Computer Lab Printer paper supply located in the black cabinet under the stairwell. Email [Moses Moya](#) ; tell him how many reams you borrowed.

#### Toner

- Toner for the Photocopiers, Fax Machine, and Microfiche Machine is located in the credenza. If a machine runs out of toner email [Moses Moya](#) — list the type and location of the machine.
- If there is no toner in the credenza on nights and weekends, re-direct patron(s) to another photocopier.
- If toner needs to be replaced on the Microfiche Machine over the weekend, ask patron(s) to return on Monday.
- Empty toners can be thrown away.

#### Photocopier Problems

- If you cannot fix the problem send an email to Circulation Supervisor [Moses Moya](#); describe the problem and the machine's location.
- If a machine is not working please put an **Out of Order** sign on it.

## Public Printer

The Public Printer is located to the left of the Public PC's

#### Toner for Public Printer

- Toner for the Public Printer is provided by IT.
- If the toner is low gently shake it and re-insert it.
- Email [Helpdesk](#) , Cc [Moses Moya](#), tell them Public Printer BHLIBPUB is out of toner.
- If the Public printer runs out of toner over the weekend use the backup toner from the credenza. Email [Helpdesk](#), Cc [Moses Moya](#); inform him that the backup toner was used.
- Place the old toner in the box from the new toner.

- Email [Helpdesk](#), Cc [Moses Moya](#), asking them to be picked up the used toner cartridge.
- Write **USED** on the toner box.

### Printer Problems

If a library staff member cannot fix the problem please send an email to [Helpdesk](#); include the hostname.

### Computer Lab and Paw Prints Printers

- Email [Helpdesk](#) , Cc [Moses Moya](#), for problems with the computer lab. Describe the problem.

### Paper

- The paper is stored in the black cabinet under the stairwell which is **locked at all times**.
- The key is labeled *Computer Lab Paper*; only **library** employees or **Copy Center** employees may take the key.
- If the paper supply is getting low, email or call the [Copy Center](#) , (277-8452; Cc [Moses Moya](#).
- If the paper runs out in the evenings or weekend use the Library's paper. Email the [Copy Center](#), Cc [Moses Moya](#); tell them how many library reams were used.

### Toner

- If the toner is low gently shake it and re-insert it.
- Email [Helpdesk](#) , Cc [Moses Moya](#), tell them which lab printer is out of tone — use hostname
- If the lab printer runs out of over the weekend use the backup toner from the credenza.
- Email [Helpdesk](#), Cc [Moses Moya](#); inform him that the backup toner was used.
- Email [Helpdesk](#), Cc [Moses Moya](#), ask them to pick up the used toner cartridge.
- Write **USED** on the toner box.
- If the Library does not have a backup toner tell students that they can send their print jobs to the BHHART printer, located on the 2<sup>nd</sup> floor of Hart Wing across from IT.

### Lexis and Westlaw Printers

- Westlaw and Lexis reps are responsible for all toner and paper issues as well as functionality.
- Contact information for Westlaw and Lexis reps, including the below-listed emails is posted on a yellow paper by the printers.
  - [Westlaw](#)
  - [Lexis](#)

### Department Office Printers

- Technical Services Printers (BHLIB1313)
- Circulation/Reference Printer (BHLIBREF)

### **Paper**

- Paper for Department Printers is located in the credenza.
- If there is no paper in the credenza please contact [Moses Moya](#); he will contact the [Copy Center](#).

### **Toner**

- Toner for Department Printers is provided by IT.
- Email [Helpdesk](#) ; let them know what printer is out of toner and has been shaken. Provide IT with the printer's Hostname. IT will send someone to exchange the toner.

### **Other Problems**

All problems not involving paper or toner are to be reported to [Helpdesk](#).

## Security

### UNM Security Escort Service

Campus police security aides are available for escort to your car. For your safety, make sure you specify your location to the dispatcher. Service is provided on a first come, first served basis and a wait may be necessary. If you are concerned at any time about your safety, call the Campus Police at **277-2241**. Escort service is provided 24 hours a day, 365 days a year.

**Dial 911 for Emergencies.**

### Library Security

- Be aware of who is in the building. Making eye contact or saying hello helps deter problems.
- Please create contacts for your cell phone for campus police and emergencies.

### Banned Patrons

The Circulation Supervisor will notify library staff of patrons who have been banned from campus.

### Patron Problems

Library personnel approaching rule-breaking patrons should:

- Always inform other staff members whenever you plan to approach rule-breaking patrons.
- Identify yourself—speak in a soft, calm tone.
- Assume the patron is unaware they are violating a rule.
- Point out the rule and explain its reason; if possible, offer an alternative.
- Try to be friendly, helpful, and non-judgmental.
- Never touch patrons; don't stand too close to the patron —arms reach.
- Never approach rule-breaking patrons by yourself in isolated areas. Ask another staff member to go be with you in the general area; after business hours alert Campus Police, 277-2241, about behavior **before** approaching the patron.
- Be observant and alert to all that is happening before approaching rule-breaking patrons. Sometimes not approaching at all is the best decision.
- Some situations may require Police assistance— immediately call Campus Police, non-emergency at 277-2241 if behavior is non-threatening or call 911 if there is danger to others.
- Phone or email your supervisor immediately to apprise them of the situation and prepare an [Incident Report Form](#).

- **Panic button**—located under the Circulation Desk PC. This is for **extreme** emergencies when you cannot pick up the phone to call for help. Security will arrive with guns drawn.

## **Incident Report Procedure**

- When there is an incident in the Library, **notify your supervisor immediately** (via email, phone or in person). Inform them of the situation and discuss how to handle, including whether/when to call UNM Police. If no Supervisor is available, use your best judgment in handling the situation — you may need to call UNM Police.
- **If you ever are in danger or witness someone breaking the law - immediately call UNM Police at 911.** Your safety and that of other patrons is very important!
- **Documents** you may need to show the patron are found in the *Incident Report Notebook*
  - [UNM Visitor Code of Conduct](#) , which clarifies the types of conduct “which shall be considered to affect adversely the University’s educational function, to disrupt community living on campus, or to interfere with the rights of others to pursue their education, to conduct their University duties and responsibilities or to participate in University activities”
  - Public computer terminals to be used for Legal Research (signs on each computer)
- **If you need to call the UNM Police (277-2241), what should you expect?**
  - The responding officer will:
    - Ask the library staff what we want done (ask the patron to leave etc.)
    - The officer will speak to the patron and do what is needed (i.e. the library staff member doesn’t need to do the confronting with the officer in the background).
    - The officer does not need to witness the disturbance/event to confront the patron. The officer does need to talk with library staff and ask what we need done.
    - Fill out an [Incident Report Form](#) as completely as possible.
    - All employees who are working during the time of an Incident must fill out an Incident Report Form and email the report to your supervisor.

## Services for Law Students

### AfterHours Access

The library is open After Hours to law students. AfterHours access is for the Library only, **not** the Law School Building.

#### AfterHours Access Process

- You must go through AfterHours access training
- You must sign a Waiver of Liability and Release
- You must receive and read a written copy of the AfterHours access policies
- You must obtain a new AfterHours access code each semester from Circulation Staff

#### Training Sessions

- A mass training sessions will be held at 1L Orientation at the beginning of each school year and by appointment only after that.
- Training is provided by Circulation Supervisor [Moses Moya](#) (Ph: 505-277-0939)
- If Moses is not available contact [Vickie Burt](#) (Ph: 505-277-1680)

#### Issuing New Pin Code

Records of all students who have been trained and who have completed the required paperwork are kept in a binder labeled *AfterHours Access Binder*. The new pin code is on a pink index card in the binder.

- Locate the student's name in the binder.
- Fill in the new pin code in the blank area on that student's **UNM Law Library AfterHours Access Code Checkout Form**.
- Have the student sign for receipt of the new pin code.

#### Problems with AfterHours Access or Alarm Beeping

Contact [Moses Moya](#) by phone (505-277-0939) or email.

### Academic Support Collection

The Academic Support Collection includes over 120 study aids and all current volumes in the NUTSHELL series.

### Course Reserve Collection

The Course Reserve Collection, located behind the Circulation Desk, contains materials placed on reserve either by the Library or a professor. These materials fall into one of three categories:

#### Course Reserve

- The Law Library places at least one copy of all required law school textbooks on Course Reserve each semester. Law professors can use Course Reserve to make other material available to their students during the semester. Some Faculty may place items on Course Reserve for a 24 hour loan period.
- To find out what a professor has placed on Course Reserve, use the [Discovery](#) online catalog, click on “Course Reserves,” and Search for: Course Name or Instructors Name, e.g., Martin, or the course name, e.g., Contracts. Student groups may place items on reserve if authorized by a faculty member (the item will be placed under the faculty member’s name).
- Items on Course Reserve may be circulated for 2 hours at a time.

### **Audio Visual Materials**

- Audiovisual materials are listed in WorldCat
- VCRs and DVD players with monitors are available in the Library’s study rooms.
- Audiocassette players with headphones are available at the Circulation Desk.
- Audiovisual materials may be circulated for 2 hours at a time.

### **Desk Reserve**

- This is a “ready reference” collection used by the Reference Librarians when helping patrons; the location code is Law Desk Res.
- Desk Reserve items do not circulate outside of the Law Library

### **Study Carrels**

Students must submit the [Study Carrel Request](#) form, with all required signatures.

- The Study Carrel Master List is on a clipboard in the *Carrel Assignments* drawer.
- The paperwork is kept in the *Carrel Assignments* binder.

When a student submits their [Study Carrel Request](#) give them the Master List to see the *available* carrels; the student can then walk around the library to select an available carrel. The student will write their name on the master list, next to the study carrel number, and return the list to the Circulation Desk.

### **Study Carrel Labels**

- Circulation employees make a name label; the label maker is located behind the circulation desk
- Create a label with the student’s name as it appears on the [Study Carrel Request](#)
- Print the name tag in 18 pt. font with the 24 mm label cartridge.
- Place the name tag next to the carrel number on the outside corner of the carrel.



## Study Rooms (1316, 1317, 1318, 1319)

- The Library has four study rooms available to law students for collaborative work.
- Check availability in the *Study Room Binder*. Block off the reservation and write the name in the block.
- Reservations are limited to two hours per day, per group, and are accepted one day in advance.
- Use of the room may be extended at the end of the two-hour period if not needed by another group.
- Group reservations may be made in person at the Circulation Desk, or by phone at 277-6236.
- Reservations are held until ten minutes past the scheduled start time.
- Individuals may use rooms on a first-come, first-served basis if a room is not currently in use by a group.
- Ethernet cables are available should the student request one.
- All Library materials used in the study rooms must be re-shelved.
- Study Rooms **cannot** be locked; advise students not to leave personal items unattended.

## Services for the Public

[Community Borrowing Cards](#) are available to non-UNM patrons.

### Parking Meters

There are several metered parking spaces near the main entrance to the UNM School of Law. The meters cost \$1.75 per hour and have an eight hour time limit. Payment is accepted at the Pay Station which **only accepts Credit or Debit cards**. The meters are in effect Monday through Friday from 7am to 5pm.

If a patron reports a problem with the Pay Station for these metered parking spots, please call [UNM Parking and Transportation](#) at 277-1938. If possible, please have the patron speak to UNM Parking directly, so they can sort out the details of the problem (is it that person's credit card? —is it the machine?). If they can't resolve the problem, remind the patron that we have Parking Permits for sale (\$8 for day).

### Parking Permits

Parking permits are locked in the island in back of the Circulation desk; the key is labeled *Credenza & Parking Permits*.

#### Green Permits

- \$8/day—tell the patron the exact price. (See [Cash and Check Payments](#)).
- Take the patron's money and tell **the patron** to scratch/punch the appropriate date (month and day) and ALL ZONES on the permit. Give the patron the hole puncher. Library Staff **do not scratch** out the date on the permits—the patron must scratch off date.
- Write in the **log** the permit number, receipt number, patron issued to, date issued, staff initials, and if you collected cash or a check. **Please make sure that the number on the permit matches the number in the log.**
- If there are only 5 permits left, email [Moses Moya](#) to request more permits.

#### Red Permits

- Red Permits are complimentary. Refer patrons to Andrea Lujan (277-2279) in the Library Administration Suite to obtain the permits; Circulation Staff cannot issue permits.
- Vendors (e.g., Lexis or Westlaw reps making a presentation in the Library; publishers meeting with Library staff), guests meeting with Library staff, Law School faculty.
- If the person is not doing anything connected with the Library, please check with the Front Office at 277-2146 to see if they can provide the pass.

## **Printing, Scanning, Photocopiers**

Public printing, scanning and photocopying services are available; there are four public PC's downstairs and four by the Reference Desk.

## **Public Carrels**

Five (5) carrels are permanently assigned to public; public carrels are cleared out each night.

## **UNM Security Escort Service**

Escort Services are available for the public. See [UNM Security Escort Service](#) for details.

## **Westlaw**

A Public Patron version of Westlaw is available on two PC's upstairs and two PC's downstairs.

## Staff

### Circulation Policies & Procedures Manual

All employees are required to read and improve the manual. We welcome your suggestions and editorial comments. Please email your edits to Circulation Supervisor [Moses Moya](#).

### Cash Management Training

All Circulation employees, Circulation supervisors and Library Staff who handle cash/check transactions in the Library are required to take the online *Cash Management* course through UNM's Learning Center (See [UNM Policy 7200 Cash Management](#)). This lesson should be completed within 60 days of starting work. The course takes approximately 30 minutes to complete. You must successfully pass the online exam with an 80%.

- Log in to [myUNM](#); log in with UNM Net ID
- Select the **Employee Life** tab;
- Select **Learning Central**; log in again
- Type *cash management* in the Search Catalog window in the upper right corner of the screen
- The online course *Cash Management* should display
- Open the lesson; select *Go to Content* button in upper right corner
- Complete *Cash Management* and *Cash Management Exam*
  - After completing and grading the exam
  - print your Exam grade, sign, date and put in the Circulation Supervisor's mailbox
  - In UNM Learning Central, click on **Learning History**; hover over Cash Management and select Print Certificate; place the certificate in the Circulation Supervisor's mailbox.

### Coverage

- Monday—Thursday — two students will close the library. Vickie Burt will serve as back up for students who have closing shifts.
- Friday—one student and a staff member to close.
- Saturday— three students will open and close
- Sunday—two students and a staff member will open and close

If you cannot work your shift, please call a supervisor right away. Try to obtain coverage for absences in advance by other student employees before asking your supervisor to find coverage.

Email [Library Circulation Students](#) to find coverage for your shift. If you find coverage let your supervisor know so he/she can update the Circ. Schedule. If you

receive an email that requires you to reply, please do so promptly; it is unprofessional to ignore work emails. Select **“reply all”** when you respond to coverage requests.

- If another student cannot cover your shift your supervisor will cover and document the extra hours he/she worked.
- Moses Moya serves as back up Monday – Thursday, from 8–4pm, and all day Friday and Saturday
  - [moya@law.unm.edu](mailto:moya@law.unm.edu), 505-620-7584
- Vickie Burt serves as back-up Monday –Thursday from 4–8pm, and all day Sunday
  - [burt@law.unm.edu](mailto:burt@law.unm.edu)

### **Disciplinary Action**

- One verbal warning, possible written warning, possible termination

### **Keys**

Circulation employees are assigned a key to enter the building.

### **Timesheets**

- [Timesheet Instructions](#)
- [Blank Timesheet](#)
- The Circulation Supervisor will email you a link to an electronic timesheet.
- Save a copy of a blank timesheet to your “M” drive. An email is sent when timesheets are due.
- Make **sure** you are receiving the correct amount.

### **Circulation Orientation**

After employees have read the manual and taken the Cash Management course they are trained over a three day period.

### **LIBROS**

LIBROS is the online, shared catalog that contains the database records for more than five million volumes held in many academic, research, and special libraries within New Mexico Member libraries make up the LIBROS Consortium. The system is owned and operated by UNM University Libraries.

### **WMS**

The integrated library system software used to create and maintain various records and files in OCLC.

### **OCLC**

OCLC (Online Computer Library Center) is an international, nonprofit, membership computer library service and research organization. OCLC and its member libraries cooperatively produce and maintain WorldCat, the OCLC Online Union Catalog. We edit OCLC catalog records, as well as input catalog records into the database for use

by other libraries, and then download them into LIBROS to create our bib records. Each OCLC record has a unique number, called the OCLC control number or accession number. In the Law Library, this term (“OCLC”) is often used interchangeably with WorldCat.

## **WorldCat**

WorldCat is the world’s most comprehensive online library catalog, covering all topics. It lists the holdings of over 13,000 libraries worldwide, including the UNM University Libraries and the Law Library. The Law Library’s OCLC initials are NML.

### ***First Day***

- Desk Etiquette
- Email Communication
- Emergencies
- WMS
  - Checking materials in and out
  - Patron Registration
- Outlook and Circulation Computer
- Persons with Disabilities
- Phones
  - Voicemail
- No legal Advice
- Privacy Act
- Security
- Study Rooms
- Copiers/Printers
- Stack Maintenance

### ***Second Day***

- Emergency Closing
- Community Borrower Card
- Faxes
- Parking Permits
- Patron Types and Loan Privileges
- Reserve Materials
- Schedules
- Cash Management Training

### ***Third Day***

- After Hours Access
- Digital Voice Recorders & Flip Video Recorders
- Interlibrary Loans
- Lost and Found

- Temp. Records
- Adding LHRs
- Opening and Closing Procedures
- Searches
- Damaged Books
- Facilities Coordinators
- Study Carrels
- Newspapers
- Customer Training Service
- Updating Patron Records
- Receipts
- Timesheets

## Miscellaneous

### Computer for Visually Impaired Patrons

The [Accessibility Resource Center](#) (277-3506) provides a PC which is kept behind the Circulation Desk. Please contact the Center for instructions regarding service and operation. Report equipment problems to Bob Christner at [rchris@unm.edu](mailto:rchris@unm.edu) or call 277-2553.

### Games

Games are located in the drawer labeled *Games*. Anyone may use them. Four basketballs are available for checkout; only law school members may use them. The checkout log is labeled *Basketball Checkout/In*. If a basketball is not returned within 24 hours please email [Melissa Lobato](#) and give her the name of the patron who checked the ball out and the ball number.

### Gifts

See [Library Gift Policy](#).

### Staff Instructions

- Ask the donor if he/she needs a receipt.
- If yes, have the donor fill out the [Acknowledgement of Gift Form](#).
- Place the gift(s), with a copy of the form, on the *Gift Shelf* behind the circulation desk.
- Give completed form to the donor.
- Refer all gift inquiries to [Sherri Thomas](#) or 277-2228

### Kitchen and Refrigerator in Technical Services

Wash your dishes and put them away. Clean the microwave after each use. Clean any spill in the refrigerator.

### Lost and found

- The Law Library maintains the Lost & Found for the Law School. Items are placed in the lost and found area, located to the right of the circulation computer.
- All items should be labeled with the date.
- People looking for items must describe the item(s) they lost.



## Forms

- [Basketball Checkout/In Form](#)
- [Book ILL Request Form](#)
- [Circulation Opening Procedures Checklist](#)
- [Circulation Closing Procedures Checklist](#)
- [Circulation Reprocessing/Repair Form](#)
- [Course Reserve Request Form](#)
- [Gift Acknowledgement Form](#)
- [Hold Request Form](#)
- [Incident Report](#)
- [Journal Article ILL Request Form](#)
- [Law Library Registration Form](#)
- [Library Items Checked In or Out to Patrons When WMS NOT Available](#)
- [NM Bar Member ILL Form](#)
- [Patron Search Request Form](#)
- [Patron 1<sup>st</sup> 2<sup>nd</sup> and 3<sup>rd</sup> Search Request Form](#)
- [Shelf Maintenance Log](#)