

## Circulation Desks

Hello, in this session you will learn about circulation desks and the different parameters available when configuring one.

Circulation Desks are configured at the library level and provide services to locations in that library. They are the service points for physical inventory.

Locations within a library can be served by one or more circulation desks, and one circulation desk can serve several locations.

The circulation desk provides three services which may be configured per location: check out, check in and reshelve.

Since locations may be served by multiple circulation desks, a given location can utilize some services from one circulation desk and different services from another circulation desk.

Circulation desks can only handle physical items from the locations it is associated with, including activities like fulfilling a request or completing a loan transaction.

Let's see how it's done.

Start from the Alma configuration page, In the Configuring drop down, choose the library where you want to configure a circulation desk.

Go to Fulfillment, and under Library Management choose Circulation Desks.

Here you can see the circulation desks that have already been configured at this library.

You can edit, duplicate or delete an existing circulation desk, or add a new one.

When adding a circulation desk, you'll be taken to a five-step "wizard" that takes you through the process of configuring all the different parameters for a new circulation desk.

You can find full instructions on all five steps and the different parameters in Alma's documentation in the Knowledge Center. Let's review some of those parameters.

The code for the first circulation desk that you configure in your library,

comes "out of the box". We encourage you to use it because all of the locations in this library, by default, are set to get services from this default circulation desk.

The Primary parameter indicates that your circulation desk can perform check out and check in services for another library. Only a Primary circulation desk can check-in and check-out items received from another library. If you like, you can have more than one primary circulation desk in your library.

Let's use the edit option to take a closer look. A circulation desk can also serve a reading room. Regular loans and returns cannot be performed at this desk. It allows however, for an item to be checked-out and back in to the same patron multiple times without having to create a new loan when using the item inside the reading room.

When checking in items for a reading room resource, use Final if the resource is no longer required and can be returned to its permanent location. Use Not Final if the resource should remain on the reading room's hold shelf.

In order to request or retrieve items, a location must be associated with a circulation desk that has "Picks from shelf" selected. This option indicates that the staff at your circulation desk can pick out items, such as hold requests, from the shelf.

Selecting "Supports personal delivery" indicates staff at this desk can also provide home or office delivery of the requested material.

Scrolling down further on the General Details tab, we come to the Printing Information section. We'll discuss how to set up printers in another training session; but once printers are configured, you can choose here which printer you want to use at this circulation desk.

This is the printer where hold slips, transit slips, and so on will be printed. Alma can also be configured to create a receipt when an item is returned, and the receipt can either go to the user's preferred email address or it can be printed at the circulation desk's printer selected above.

Similarly, you can tell Alma to create a loan receipt when an item is initially checked out.

A circulation desk can also process digitization requests, accept payment of patron fines and fees, serve remote storage locations, and process other work order types.

Consult the documentation to learn more about the requirements for these integrations.

In the Operators tab you can see all of your Alma users who have one of the four operator roles. Staff members working at the circulation desk, need at least one of the following:

- The Circulation Desk Operator
- The Circulation Desk Operator - Limited role
- The Circulation Desk Manager

or

- The Requests Operator

Search the Knowledge Center to read detailed description of each role.

Those are the configuration options for Circulation Desks.

Thank you for joining!