

? Library induction for new members

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Make new members feel welcome

When library users apply for membership, it most likely means that they have not used your library before. Your friendly assistance during their application for membership and information on the use of the library will ensure that new members will have a good first impression and will be able to help themselves when you are too busy at other times.

Make an effort with people. Although you might be repeating the same information many times, aspirant members will hear it for the first time, so don't sound bored – a parrot-like repetition of information can easily be picked up on.

Arrange group sessions if there are a number of new people applying for membership and put together a short programme which should include all the information necessary to enable members to use the library effectively. Sometimes even existing users could do with an information session on what the library can do for them.

Always be enthusiastic and open to questions. It does not matter how small your

library is, there will be rules and services that users do not necessarily know about.

Essential information

Hours:

- ? provide a pamphlet with the opening hours of the library. Information could also be printed on a bookmark which would remind people of the hours of business and the contact details in case they want to renew the lending period of their books
- ? take note of comments on opening hours as well as general comment from other users. It might be necessary for the municipality to review the opening hours of a library.

Rules on loan and return of material (explain how the system works):

- ? how many books may be taken out
- ? how long may it be kept
- ? how can it be renewed
- ? fines and how they work
- ? what happens if material is lost or damaged
- ? reporting of loose pages and non-payable damage (also define the term non-payable)
- ? the users' responsibility to check for damage to a book before they leave the library

- ? inform new users that they may borrow titles or other material on display (if you allow it). People do not always realise this
- ? books currently out on loan may be reserved
- ? books may not be repaired by users.

Reader's advisory guide (staff assistance):

- ? recommendations: this can be recommendations made by other readers on a notice board or in a book. The notice board must be kept up to date
 - ? reading lists: these could be a list of one author's works or lists on subjects or genres. Lists should be determined by readers' needs. Ask the regional librarian to assist or ask other libraries for their lists
 - ? resources such as **Who else writes like** could be brought to users' attention. Remind users of the web site whoelsewriteslike.com
 - ? indexes (even the old blue indexes of the Library Service) could be used by the public
 - ? bring the **CL** (with its reviews and genre lists of new and older books), to the attention of avid readers and reading circles or book club members.
- Remember, readers all need a little help sometimes and staff input is very important.

Interlibrary loans:

- ? encourage new and current users to make use of the Interlibrary Loan (ILL) service. Offer and explain this service and make an extra effort to give feedback
- ? make sure to mention interlibrary loans if your library does it. Mention the fee and availability. If users know from the start that they have to request material in advance to have something in time for a planned event, they will make better use of the library
- ? advertise your services with clear and visible notices
- ? inform users about the South African Bibliographic Information Network (SABINET), the cost and how it is done. This information should not be given to everyone, but if you know that a new user is a student or when members who used the library as children have become students, they could well make use of the information
- ? remind students of the UNISA (University of South Africa) bus if it visits libraries in the vicinity

Lay-out of library and filing system:

- ? is your library well signposted? Will visitors or new members know where to find what they are looking for without asking?
- ? you may know your library well and think that it is small enough for people to discover everything by themselves, but users may not optimally use everything



you have to offer. You may, for example, bring separately filed sections like Romance, Fantasy or Large Print to their attention

- ? it is important to explain to parents the difference between picture books indicated as E, JE, JEJ, J, JT and T-books
- ? explain to parents and children how the children's books are filed to enable best use, for example, by subject, series, alphabetical, by colour, et cetera
- ? the loan of study and reference material is different from the other sections and should be brought to users' attention
- ? adult section: indicate the various sections, especially the categories that are shelved separately, for example, paperbacks, coffee table books, et cetera
- ? interest: ask about the specific interests of a person and show them where books about their field of interest are located.

Photocopying service:

- ? make users, even non-members, aware of the copyright law and that the library does not endorse the copying of a whole book. Fees should be made clear.

Newspapers and magazines:

- ? it is necessary to tell people about the facility to borrow magazines and that the newest copy will always be available in the library until a more recent issue is received

- ? for people interested in buying old magazines, inform them about the availability of older magazines at a discounted price.

Internet service:

- ? advertise free Internet use in the ICT and Cape Access libraries as well as the applicable rules
- ? a notice or pamphlet with rules and guidelines will save time in explaining all the information to new users
- ? provide details of the web site where users may look for books in the library or elsewhere.

Activities and clubs:

- ? Inform new members about regular activities, for example, book talks, and show them where all the community information and notices about activities are posted.

Bibliography

http://www.slideshare.net/Azad_University/library-induction

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