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|  | <p style="text-align: center;">UNIVERSITI KUALA LUMPUR ROYAL COLLEGE OF MEDICINE PERAK LIBRARY DEPARTMENT</p> <p style="text-align: center;">LIBRARY BOOK/AV PLACE HOLD PROCESS</p> | Doc. No.: | UniKL/RCMP/ LIB/PH/04 |
| | | Revision No.: | 02 |
| | | Date: | 19 March 2018 |
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| <p>Prepared by:</p>  <p>Name: Nor Fauziana Binti Abdul Rahaman Position: Executive, Library Date: 19 March 2018</p> | <p>Approved by:</p>  <p>Name: Suhaila Binti Ishak Position: Assistant Manager, Library Date: 19 March 2018</p> |
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AMENDMENT RECORD

| No. | Date | Remarks | Revision no. | Approved by |
|-----|---------------|---------------|--------------|-------------|
| 1 | 09 May 2014 | Establishment | 00 | HOD |
| 2 | 01 July 2017 | Establishment | 01 | HOD |
| 3 | 19 March 2018 | Establishment | 02 | HOD |

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1.0 OBJECTIVE

The objective of this Library Book/Av Place Hold Process is to explain the procedure to enable Library member to reserve Library materials in consistent way in supporting circulation flow.

2.0 SCOPE

This process is to allow user to reserve book/AV which are on loan to another reader using KOHA library system.

3.0 REFERENCES

Nil

4.0 DEFINITIONS/ABBREVIATIONS

AV : Audio Visual
 UniKL : Universiti Kuala Lumpur
 ID card : Identity card

5.0 RESPONSIBILITY

- 5.1 Assistant Manager of Library is responsible to ensure this procedure is adhered to.
- 5.2 Librarian is responsible to follow and adhered to this procedure.
- 5.3 Circulation staff is responsible to follow and adhered to this procedure



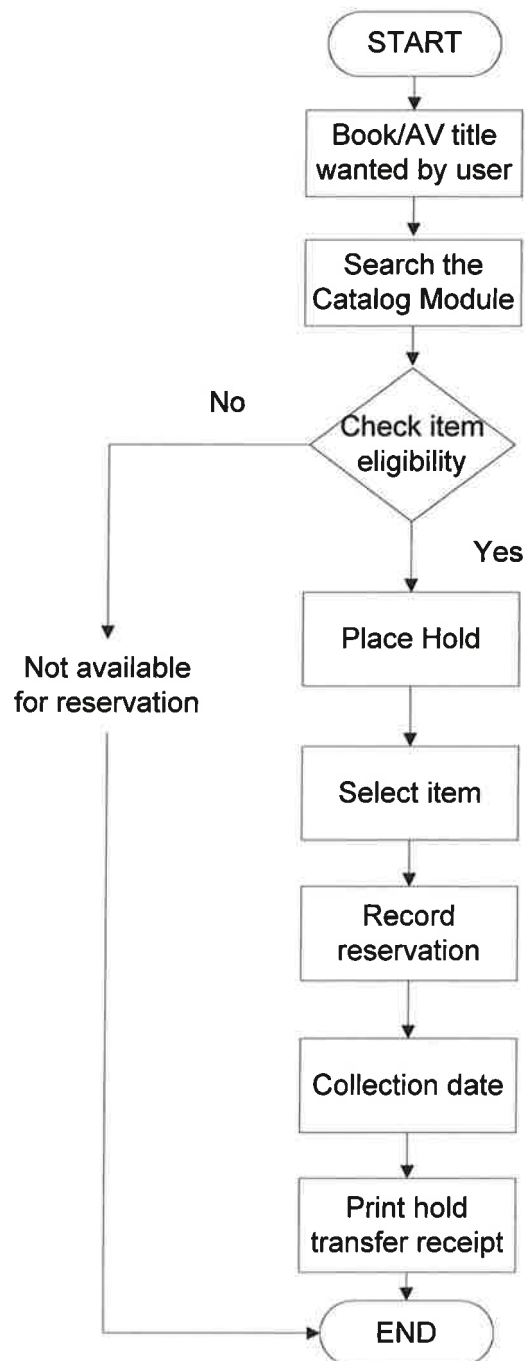
**UNIVERSITI KUALA LUMPUR
ROYAL COLLEGE OF MEDICINE PERAK
LIBRARY DEPARTMENT**

**LIBRARY BOOK/AV PLACE HOLD
PROCESS**

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6.0 PROCEDURE


Refer to the process flowchart as below:




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7.0 DESCRIPTION

| No. | Description | Person in Charge | Document |
|-----|---|-------------------|---|
| 1 | 1.1 Book/AV title wanted by user – User comes to the circulation counter with the item's title. | - | - |
| 2 | 2.1 Search the Catalog Module – Click 'Search the Catalog' button. – Search the item(s) requested by the user by typing into the text box given | All library staff | KOHA |
| 3 | 3.1 Check item eligibility – KOHA system will display details of the item. 3.1.1. Not available for reservation. (No). – This item is available on shelf. 3.1.2. Item ready to reserve (Yes). – Item(s) on loan – Proceed to 4.1 | All library staff | Item's title |
| 4 | 4.1 Place Hold – Circulation staff must click on 'Hold' button. – User must present ID card or other supported documents that shows he/she is UniKL citizen. – Circulation staff will scan the ID card or key in ID number into 'Place a hold' text box. | All library staff | ID card/ Supported document/ KOHA |
| 5 | 5.1 Select item – Select item and click 'Place Hold' 5.1.1 Select open shelf/ red spot 5.1.2 Item with X cannot be place hold (available in library). | All library staff | KOHA |

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| 6 | 6.1 Record reservation – Choose category of priority. – (If) the item already reserved by other user, the circulation counter staff needs to inform the user that he/she will get the item after the first person who did the reservation checked in the item. – Click 'Update Hold(s)' | All library staff | KOHA |
| 7 | 7.1 Collection date – Inform the user on the item collection date – The date must be within 3 working days after the current borrower due date/ return. – The circulation staff must contact the person to collect the reserved item. | All library staff | – |
| 8 | 8.1 Reservation sticker note – Put on reservation sticker note on the item (name, id no) | All library staff | Reserved item |

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8.0 RECORDS

| No | Titles/Records | Location/Responsibility | Retention Period |
|----|--|-------------------------|------------------|
| 1 | Circulation – Place Hold (KOHA library system– online) | Library/Library staff | 34 days |

(Work instruction)

Payment of fine for late return.

