

Telescope Procedures

_____ library acquired seven telescopes that are available for public checkout effective _____. One telescope will be housed at each of the following locations: _____. Two telescopes will be retained at ___ to use for programming and demonstration purposes.

Loan rules for the telescopes:

- Must be checked out on an Adult card (age 18 and up, resident, reciprocal, or non-resident all OK)
- 7-day checkout period
- One telescope checkout limit per card (intended to be per household)
- Non-renewable
- Holdable (with limitations—see below)
- Overdue fines are \$5.00 per day with a maximum overdue charge of \$100.00
- Replacement charge is \$335.00
- Damage charges will be assessed based on the cost of repair
- Telescopes must be returned to the location from which it was borrowed
- Customers will receive a due date reminder via email 2 days before the telescope is due only if the customer is signed up for email reminders. Staff can recommend the patron sign up for email reminders at this time.
- Overdue notices will go out via email or mail when the item is 3 weeks overdue.
- A bill for the full replacement amount/denial of service will go out via U.S. Mail when the item is 60 days past due. Please note that this bill does not stop overdue charges from accruing.

What you will find with the Telescope

All of the following items are included in the unit that is checked out to customers:

- Orion StarBlast™ 4.5" Astro Reflector Telescope with Base
- Celestron 8-24 mm zoom lens (attached to telescope)
- Red dot finder (attached to telescope)
- Camera bag (with the following included in it)
- National Audubon Society Pocket Guide
- Headlamp
- Laminated instruction manual (flip guide)
- Quick Start Pocket Guide

Check-out Procedures

1. Verify that there is not a waiting list for the telescope. If there is a waiting list, verify that the customer is the next customer on the list.
2. Ensure that the card presented for checkout is an adult card in good standing and it should be presented by the cardholder, not a child.
3. Request an ID to verify that the person matches the library card. If a photo ID is not available please verify through other means.
4. Inform the customer about the check-out period, due date, overdue fines, replacement cost and damage fees that may be assessed.
5. Inform customer that the telescope **must be returned directly to staff inside the library to the same location from which it was checked out.** The telescopes should never be placed in the book drop or left outside of the building.
6. Review the checklist of equipment above to make sure all components are present at checkout and to ensure that the customer knows what they will be responsible for returning. Any missing or broken components will be billed to the customer.
 - a. Orion StarBlast™ 4.5" Astro Reflector Telescope with Base
 - b. Celestron 8-24 mm zoom lens (attached to telescope)
 - c. Camera bag
 - d. National Audubon Society Pocket Guide
 - e. Headlamp
 - f. Laminated instruction manual (flip guide)
 - g. Quick Start Pocket Guide
7. Demonstrate to customers how to lift and handle the telescope, making special note of how to carry and move it. It should only be picked up by the black base. Remind them not to touch or clean the lens with anything other than the lens pen.
8. Scan or key in the barcode on the base of the telescope to complete checkout procedure.

Check-in Procedures

1. All returns must be made at the same branch from which it was checked out and they must be returned inside during normal business hours.
2. Please ask the customer to remain at the desk while you verify the contents of the telescope.
3. Verify that all parts of the telescope appear to be in good working order (not obviously broken).
4. Verify that the following components are all included at the time of return:
 - a. Orion StarBlast™ 4.5" Astro Reflector Telescope with Base
 - b. Celestron 8-24 mm zoom lens (attached to telescope)
 - c. Camera bag
 - d. National Audubon Society Pocket Guide
 - e. Headlamp
 - f. Laminated instruction manual (flip guide)
 - g. Quick Start Pocket Guide
5. If any piece is missing please assess the appropriate manual charge based on what is listed below. All items listed below will be kept in the camera bag which is attached to the telescope.
 - a. Camera bag---\$__
 - b. National Audubon Society Pocket Guide---\$__
 - c. Headlamp---\$__
 - d. Laminated instruction manual--\$__
 - e. Quick Start Pocket Guide---\$__ (contact ___ for a replacement)
6. **If the telescope is damaged, do not check it in.** Damages to the telescope, the zoom lens, etc. will be assessed by our partner, _____. The Branch Manager should send an email to the astronomical society describing the damage at the following address: _____. Someone from the society will respond within a day or two. Your email to _____ should include the serial number of the telescope and the branch location. The serial number is included in the item record in LISTEN and it is taped to closed end of the telescope.
7. Scan or type in the barcode to check in the telescope.
8. Check the status of the batteries in the red dot finder which is attached to the telescope. Make sure that the red dot finder is turned off (align the white dots and listen for the click).

Waiting List Procedures

The telescopes are holdable by staff, but only as a volume-level hold (Branch).

Please follow these procedures if a customer wishes to get on a waiting list for a telescope:

1. Ask the customer which location he/she wishes to go to for pickup. **Note that the only options are _____**
2. Go into the record in LISTEN by searching under the title "Telescope".
3. Click on the item that matches the desired pick up location.
4. Place a "volume level" hold.
5. Notify the customer that he/she will get an email or a phone notice when it is available for him/her to pickup. Please remind them where the pickup will be (_____), as it might not be at the branch where the hold was placed by staff.
- 6. Inform the customer that when it arrives for them they will have two days to pick it up before it will be cleared and made available to the next person.** Staff will need to manually adjust the hold date when placing the telescope on the hold shelf. The email notification will clearly state this, but the telephone notification may not be as clear due to the limitations with the system when multiple holds arrive at the same time.
7. If the item is not picked up, it will appear on the expired hold-shelf list.
8. If the item is expired, please check it in to activate the hold for the next person in line.

The telescope will not be placed on or near the hold shelf. It should be kept in a secure staff area. When a customer picks up the telescope, staff will remove it from the container to hand it over to the customer after following the checkout procedures listed above in this document.