
FLEXSHARE BEST PRACTICES

1. HOME LIBRARY ACCOUNTS: OVERVIEW

- FlexShare Patrons use their home library card at any member Flex Share library.
- Rural Sioux County residents' home library is determined by zip code; or by request if not in a participating library's zip code area. Registration is only required at one member library to participate within the consortium.
- Accounts must be current and valid to use – can be overridden per lending library procedures.
- Users may place reserves/holds on all materials except those materials that are restricted or embargoed by a participating library. Restricted items include reference, special collections, kits, etc. Embargoed materials are NEW materials – 4-week embargo – depends on when entered into the system
- Fines and fees can only be paid at the library where the charges originated.
- Electronic resources are only available through a patron's home library.

2. RECIPROCAL BORROWER ACCOUNTS: OVERVIEW

- Reciprocal borrowers are library card holders with a home library within the consortium who are accessing libraries using that same home library card at the other participating libraries.
- Reciprocal accounts must be current and valid to at the home library in order to be used within the consortium. – This can be overridden by authorization of the lending library per the local policy/guidelines.
- Accounts must be renewed at the home library per the home library procedure.
- Restricted and embargoed materials may be checked out by reciprocal borrowers when checking out at the lending library in person, and not requesting a transfer of materials to their home library.
- Sioux Center Public Library and Rock Valley Public Library cardholders, including Rural Sioux County residents registered at these libraries, may register within the consortium. as reciprocal borrowers using their home library card account. Registration is only required at one, member library to participate within the consortium. This designated library will be considered their home library within the consortium. – NEED TO VERIFY THIS

3. RECIPROCAL BORROWER ACCOUNTS: ACCESSING ACCOUNTS IN THE APOLLO DASHBOARD

- Reciprocal accounts are accessed using the Checkout tab as a search field. This search can be done by searching by a patron's name. Results will display all accounts associated with this person.
The search can also be done by searching by library card barcode number. This will not display all accounts.
- Reciprocal accounts are displayed as highlighted in yellow.
- Checkout of materials proceeds as usual.

4. RESERVES: HOME LIBRARY ACCOUNTS

- Log into the home library catalog using the patron's account. If accessing from the "Catalog" tab located on the Apollo Dashboard, a password is not required.
- Search for the item.
- If an item is not found in the home library catalog, expand the search for the item by selecting "Search 5 other libraries."
- If an item is found, place the reserve on the account. Let the customer know that they will be notified when it is ready for them to pick up. Notification preferences apply.
- Searches within the consortium show material availability on the right side of the search page. The first number indicates how many copies of an item are available within the home library. The second number indicates how many copies of that item are available within the 5 other participating libraries. The third number is the total copies within the consortium whether these are available or not.

Colors indicate availability or unavailability. Please check with your administrator for clarification, as these highlights are site specific.
- Embargoed or restricted materials can't be requested. Selecting "Reserve this item" will bring up a dialog box for requesting a Purchase Request/ILL. When this happens verify that the patron would like to proceed with the request for Purchase/ILL.

5. RESERVES: OTHER 5 LIBRARIES

- Library card holders within the consortium have access to each of the participating library catalogs and can log into each catalog using their home library card.
- Item details will indicate at which library an item is located. This is shown as **BLUE LINKED TEXT**. *Clicking on the BLUE LINKED TEXT takes you to that library catalog.*
- When searching in another library's catalog all reserves and requests are going to be made within that library's Apollo system. So, *all reserves requested in that system will need to be picked up at that library and will not be transferred.*

Should a person want to pick up the item at another location, the reserve request has to be made within that particular location's online catalog.

6. INTERLIBRARY LOANS

- Interlibrary loans submitted to the State Library of Iowa SILO system, should only be made at the card holder's home library.

7. RESERVE LISTS

- Reserve lists consist all reserves placed on library materials held within the library's collection. This includes home and reciprocal borrower's requests.
- Material reserves are embargoed for three days should a home library have that item. Once that time has passed, it will show up on the reserve lists of participating libraries that also have that item in their collection.
- The first library to "Check IN" a reserve item will initiate the hold for that item. **ONLY CHECK IT IN ONCE**.
- A transit slip/ hold slip will be generated for that item.
- When the item is being SENT to another library, the message on the screen will read "SEND TO [Name of Library]."
- Follow internal procedures on how to process transit slips and where to put these transfers.

8. TRANSFER OF MATERIALS

- The physical transfer of materials in Flex Share occur within the IA SHARES transit system.
- Place materials in the blue bags labeled for the destination library.
- No further processing within the STATE system is needed for materials requested through the consortium.