

CIRCULATION ACTIVITIES PROCEDURE

Prepared By:-	Approved By:-
	
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1.0 OBJECTIVE

To explain the circulation processes according to library's requirements.

2.0 SCOPE

This procedure covers the circulation processes as follows:

- 2.1 Borrowing
- 2.2 Returning
- 2.3 Renewal
- 2.4 Reservation

This procedure applies to all campus libraries.

3.0 ACCOUNTABILITY

The following offices are accountable for the procedure:

- 3.1 Collection & Client Services Department – Documents
- 3.2 Client Services Section - Documents
- 3.3 Circulation and Loans Unit – Operations
- 3.4 Campus Libraries - Operations

4.0 ABBREVIATION

- CKI : Check-in
- CKO : Check-out
- LA : Library Assistants
- SLA : Senior Library Assistants

5.0 REFERENCE

5.1 Internal Document

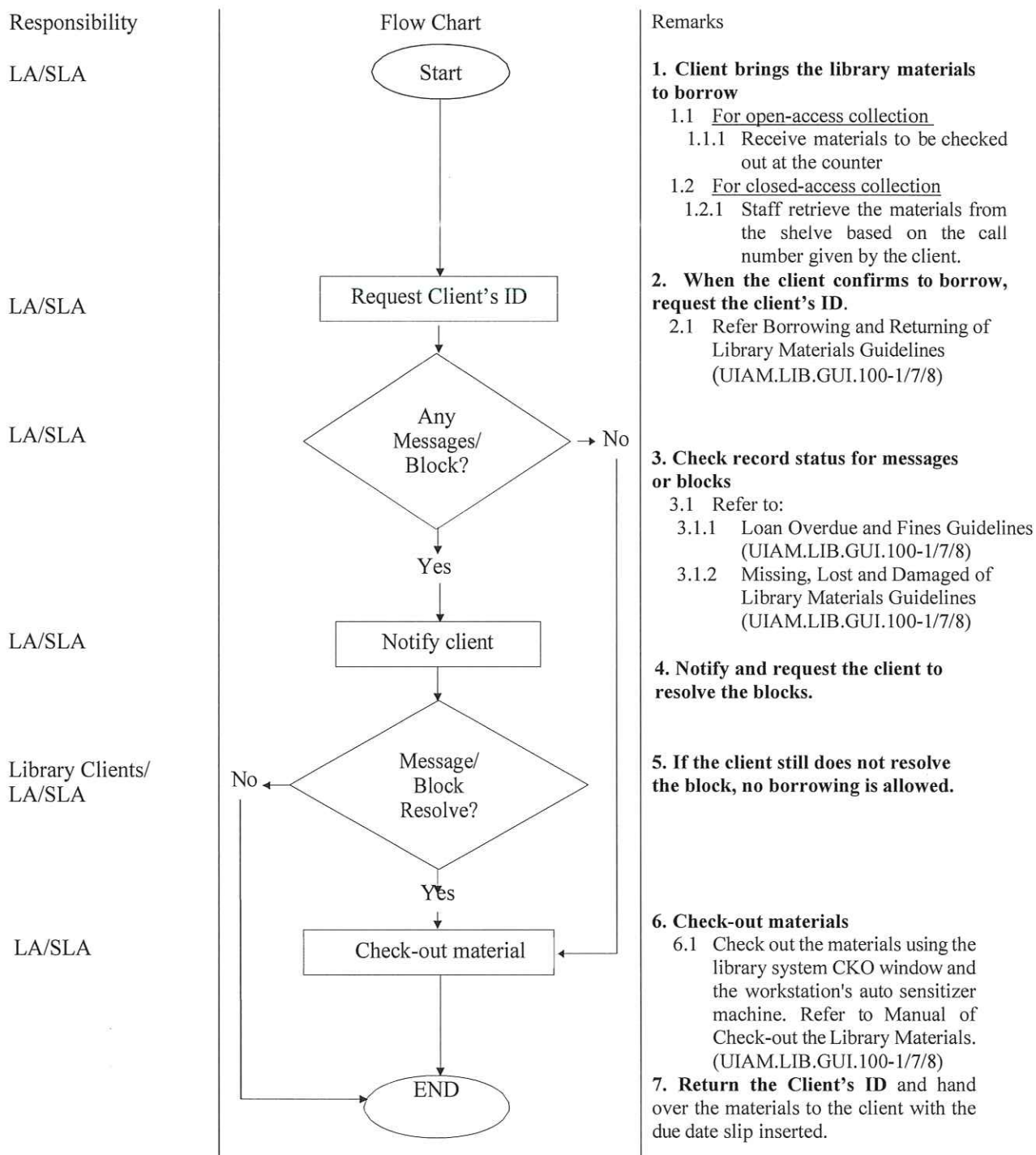
- 5.1.1 Borrowing and Returning of Library Materials Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.2 Manual of Book Reservation (UIAM.LIB.MAN.100-7/3/1)
- 5.1.3 Manual of Check-in the Library Materials (UIAM.LIB.MAN.100-7/3/1)
- 5.1.4 Manual of Check-out the Library Materials (UIAM.LIB.MAN.100-7/3/1)
- 5.1.5 Missing, Lost and Damaged of Library Materials Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.6 Library Membership and Access Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.7 Library Charges Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.8 Loan Overdue and the Fine Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.9 Loan Renewals Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.10 Reservation of Loan and Hold Guidelines (UIAM.LIB.GUI.100-1/7/8)

6.0 RECORD RETENTION PERIOD

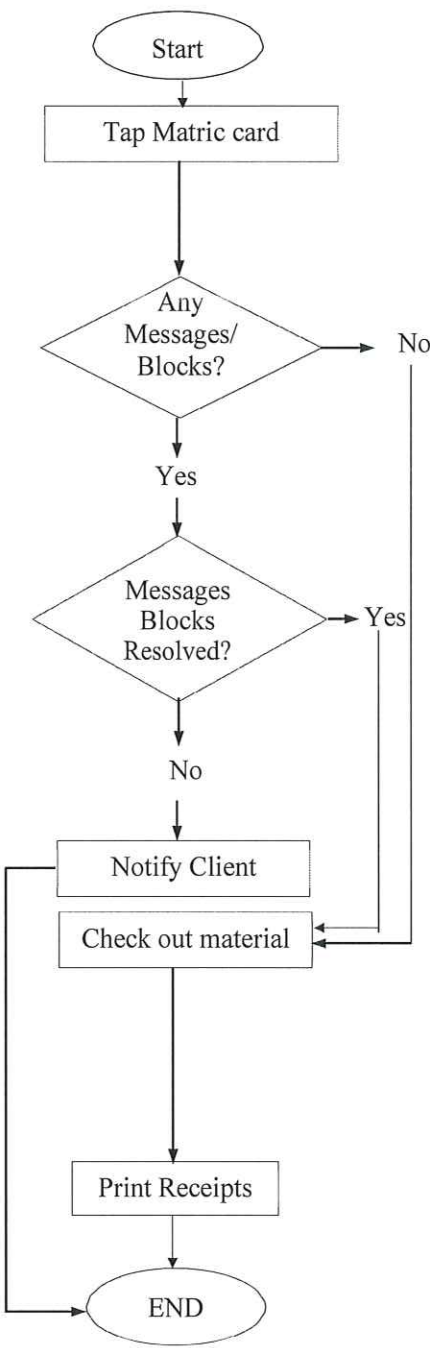
5 Years

7.0 PROCESS FLOW

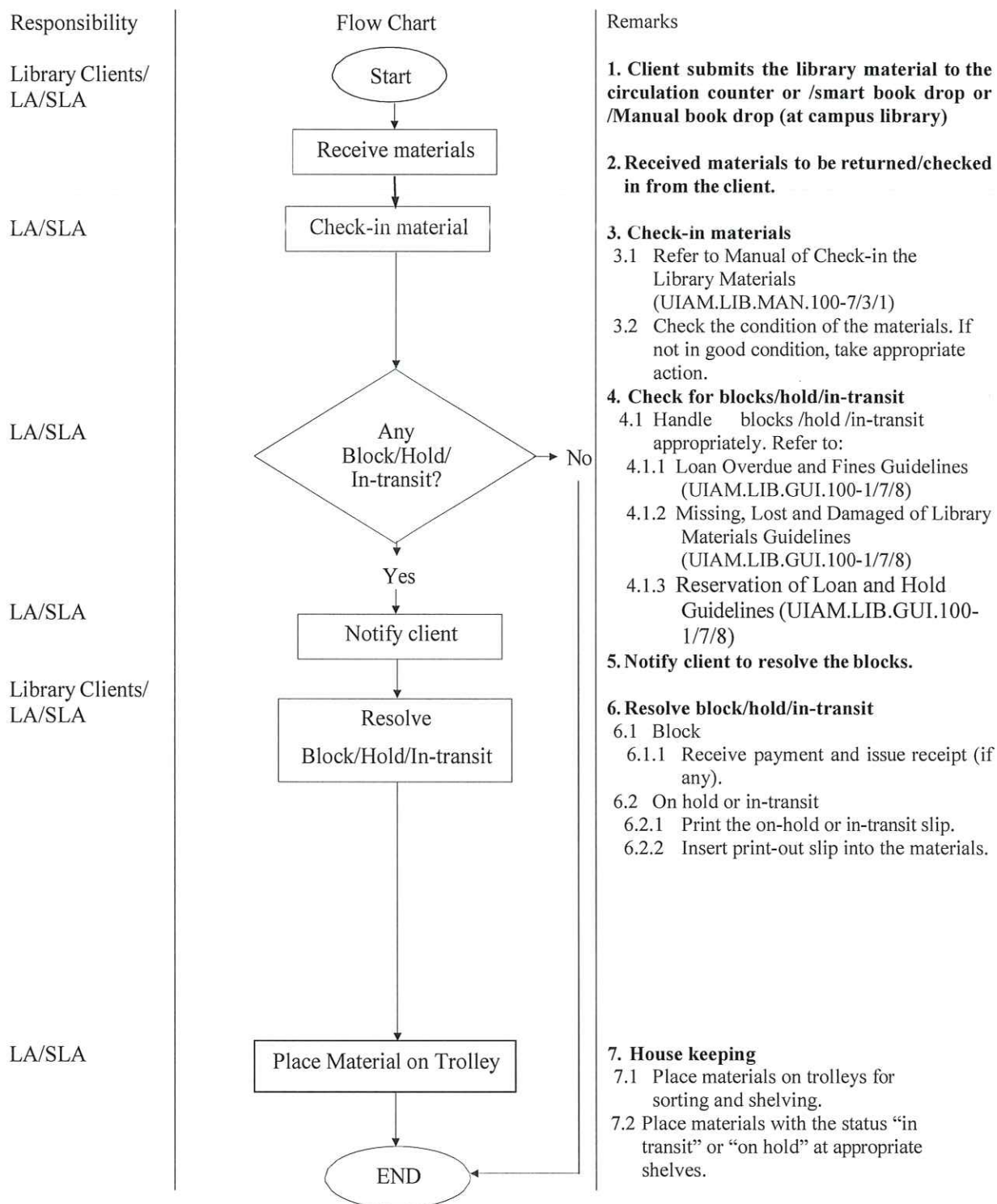
7.1 Borrowing/Loans of Materials at the Circulation Counter



7.2 Borrowing/Loans of Materials at the Self-Check machine

Responsibility	Flow Chart	Remarks
Library Clients	 <pre> graph TD Start([Start]) --> Tap[Tap Matric card] Tap --> Any{Any Messages/Blocks?} Any -- No --> CheckOut[Check out material] Any -- Yes --> Resolved{Messages Blocks Resolved?} Resolved -- Yes --> CheckOut Resolved -- No --> Notify[Notify Client] Notify --> CheckOut CheckOut --> Print[Print Receipts] Print --> End([END]) End --> Notify </pre>	1. To borrow book 1.1 At the library Self-CKO Machine. 2. Access to library account 2.1 Conduct self-service borrowing by tapping matric card at the self-checkout machine device. 3. The system will read the client's account. If there is any block/fine, a message will pop-up with an instruction to consult with the staff at the Circulation Counter. Refer to: 3.1 Loan Overdue and Fines Guidelines (UIAM.LIB.GUI.100-1/7/8) 3.2 Missing, Lost and Damages of Library Materials (UIAM.LIB.GUI.100-1/7/8) 3.3 Library Charges Guidelines (UIAM.LIB.GUI.100-1/7/8) 4. The system will then instruct the client to resolve the blocks at the circulation counter. 5. Notify client that if the client still does not resolve the block, no borrowing is allowed. 6. Check-out materials 6.1 Check out the materials by putting onto the self-check-out machine device. 6.1.1 If check-out is not allowed, consult with the staff at the circulation counter. This occur if: a. There are blocks/fines in the client's record. (Request the client to resolve the blocks.) b. The material is not borrowable 7. Print due date receipt 7.1 If check-out is approved and finished, the system will ask the client to tap finish and generate due date receipt for client to keep.
Library Clients		
Library Clients/ Library Management System		
Library Clients/ LA/SLA		
LA/SLA		
Library Clients/ Library Management System/		
Library Clients/ Library Management System/		

7.3 Returning Materials at the Circulation Counter / Smart Book Drop / Manual Book Drop



7.4 Renewing Loan Materials at the Circulation Counter

Responsibility	Flow Chart	Remarks
Library Clients/ LA/SLA	Start	1. Receive materials to be renewed from client at the library circulation counter. Refer to Loan Renewals Guidelines (UIAM.LIB.GUI.100-1/7/8)
LA/SLA	Receive materials	
LA/SLA	Check-in material	2. Check-in materials 2.1 Refer to Manual of Check-in the Library Materials (UIAM.LIB.MAN.100-7/3/1)
LA/SLA	Request Member's ID	3. Request the client's ID and verify.
LA/SLA	Any Block/Hold/ In-transit?	4. Check if client has any blocks or if the book is on hold or In-transit. 4.1 Block/hold/in-transit 4.1.1 Refer to Loan Overdue and Fines Guidelines (UIAM.LIB.GUI.100-1/7/8) 4.1.2 Missing, Lost and Damaged of Library Materials Guidelines (UIAM.LIB.GUI.100-1/7/8) 4.1.3 Reservation of Loan and Hold Guidelines (UIAM.LIB.GUI.100-1/7/8)
LA/SLA	No	
LA/SLA	Yes	6. Request client to resolve the blocks.
LA/SLA	Resolve Block	
LA/SLA	Check-Out/Renew Materials	7. Check-out/Renew materials 7.1 Refer to Manual of Check-out the Library Materials (UIAM.LIB.MAN.100-7/3/1) 7.2 Return the client's ID and hand over the library materials to the client with the due date slip inserted.
LA/SLA	Resolve On Hold/ In Transit	8. Check for holds/in transit.
LA/SLA	Notify client	9. If materials are on hold/in transit, inform the client of the unsuccessful loan renewal. 9.1 Print the on-hold receipt and insert the printout into the materials. 9.2 Place material with the status "on hold" at the appropriate shelves.
LA/SLA	Place Material on Trolley	10. House keeping. 10.1 Place materials on trolleys for sorting and shelving. 10.2 Place materials with the status "in transit" or "on hold" at appropriate shelves.
	END	

ANNEXURE

1.0 TERMINOLOGIES

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| 1.1 | Blocks | : | Current blocks or pop-up messages that stop the process for membership management process. |
| 1.2 | Call number | : | A unique number given to an item that identifies the location and subject content of materials in a library. |
| 1.3 | Check-in | : | Returning the library materials through the library system. |
| 1.4 | Check-out | : | Borrowing/loan the library materials through the library system. |
| 1.5 | Circulation Counter | : | Borrowing and returning counter complete with the library management system. |
| 1.6 | Clients | : | All Dar al-Hikmah Library registered clients. |
| 1.7 | Clients record | : | Records in the library management system that contain clients' details which are automatically linked to their loan records. |
| 1.8 | Closed access collection | : | Refers to the library materials on the shelves that are non-browsable. |
| 1.9 | Fines | : | A charge imposed against a library client by the library for late returning and unreturned of a borrowed item after its due date. |
| 1.10 | Library management system | : | Koha integrated library management system. |
| 1.11 | Lost | : | Status in the library management system where the library materials are lost while on loan. |
| 1.12 | Manual book drop | : | A library book return completed by physically depositing the item with library staff or into a return box, with the return processed manually rather than automatically. |
| 1.13 | Membership record clearance | : | Staff/students/external clients clear off their library records before leaving the university e.g. retirement, graduation, withdrawal, termination, etc. |
| 1.14 | On-hold | : | Materials being kept for 7 days for the member who reserves it. |
| 1.15 | Open access/general collection | : | Refers to the library materials that are browsable on the shelves |

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|------|-----------------------------------|---|--|
| 1.16 | Overdue | : | Library materials are not returned after the due date. |
| 1.17 | Renewal | : | Re-borrowing or extending the loan period of the library materials |
| 1.18 | Self-CKO machine | : | Self-service check-out/borrowing machines |
| 1.19 | Sensitizer | : | Machine to activate/deactivate security tapes at the security gates |
| 1.20 | Smart book drop machine | : | Self-service returning machine |
| 1.21 | Staff/Student/External Clients ID | : | Staff/student/external members cards issued by the university's appropriate authority. |
| 1.22 | Workstation | : | Borrowing and returning counter complete with the library management system and auto sensitizer. |