# Online Library Dos and Don'ts

**DO** use a professional tone when adding notes to a patron record. Add the date and library & staff member initials. Ex. 3/25/2018 (4CLS/sjb)

**DO** use Orange (salmon) routing slips or printed routing slips of a reasonable size for transit items

**DO** check, and periodically clean out, the library's ill e-mail account.

**DO** forward payments for lost & damaged items to the owning library.

**DO NOT** grant a patron multiple renewals on an item you don't own without asking the owning library – especially if there are holds on the item.

**DO**, when you receive a damaged ILL item from a patron, send along notes with pertinent information (patron ID, explanation of damage, etc.) to the owning library

**DO NOT** place holds on service copies

**DO NOT** place holds on circuit items

**DO**, when looking for lost items, first contact the sending library to look.

**DO**, when a library uses the FCLS list to ask other libraries to look for a missing an item, it is not necessary to let them know that the item was not found