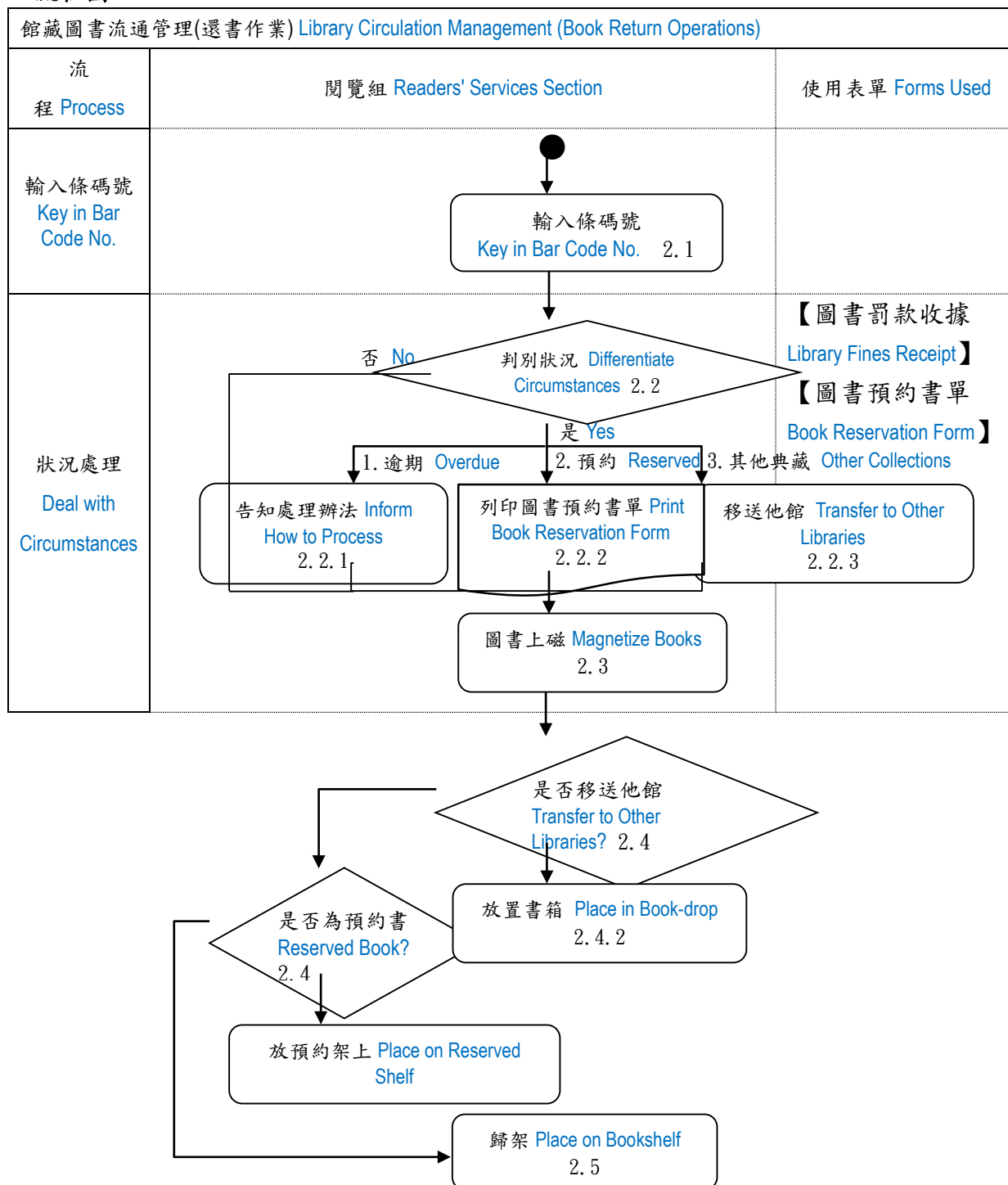| 文件名稱<br>**Name of Document** | 內部控制制度-館藏圖書流通管理(還書作業) **Internal Control Mechanism- Library Circulation Management (Book Return Operations)** | | | |
|---|---|---|---|---|
| 文件編號<br>**Document No.** | **0721-002** | 版次 **Edition** | **V3.0** | |
| 提案單位<br>**Proposing Unit** | 圖書館 **Library** | 生效日期<br>**Effective Date** | **2014/11/19** | |

館藏圖書流通管理(還書作業)Library Circulation Management (Book Return Operations)

## 1. 流程圖 Flow Chart



館藏圖書流通管理(還書作業) Library Circulation Management (Book Return Operations)

| 流程 Process | 閱覽組 Readers' Services Section | 使用表單 Forms Used |
|---|---|---|
| 輸入條碼號 Key in Bar Code No. | 輸入條碼號 Key in Bar Code No. 2.1 | |
| 狀況處理 Deal with Circumstances | 判別狀況 Differentiate Circumstances 2.2 — 否 No / 是 Yes<br>1.逾期 Overdue / 2.預約 Reserved / 3.其他典藏 Other Collections<br>告知處理辦法 Inform How to Process 2.2.1<br>列印圖書預約書單 Print Book Reservation Form 2.2.2<br>移送他館 Transfer to Other Libraries 2.2.3<br>圖書上磁 Magnetize Books 2.3<br>是否移送他館 Transfer to Other Libraries? 2.4<br>是否為預約書 Reserved Book? 2.4<br>放置書箱 Place in Book-drop 2.4.2<br>放預約架上 Place on Reserved Shelf<br>歸架 Place on Bookshelf 2.5 | 【圖書罰款收據 Library Fines Receipt】<br>【圖書預約書單 Book Reservation Form】 |

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館藏圖書流通管理(還書作業) Library Circulation Management (Book Return Operations)

| 流程 Process | 閱覽組 Readers' Services Section | 使用表單 Forms Used |
|---|---|---|
| 取書地與館藏地分流 Book Pick up Venue and Assigned Library Location | 否 No　　　是 Yes　　否 No　　是 Yes | |

## 2. 作業程序：Operations Procedures:

2.1 刷入歸還書籍或附件之條碼號。Swipe returned book or supplementary materials' bar code.

2.2 查核判別書籍狀況訊息 Check and differentiate book status.

2.2.1 逾期：告知讀者罰款金額，請讀者逕至繳款機繳款後，將收據交由館員處理並鍵入讀者實際繳交費用。Overdue: Inform user of overdue fines and ask them to pay fines and present the receipt to the librarian to key into the record.

2.2.2 預約書：列印圖書預約書單，夾入書籍。Reserved: Print Book Reservation Form to place in book.

2.2.3 其他館藏地的書籍 Book belongs at another library location.

2.3 將圖書上磁。Magnetize book.

2.4 依取書地或館藏地分流 Place according to book pick-up venue or assigned library location.

    2.4.1 本館預約書，請按照取書之期效日序放置預約架上。Reserved books for this library location are placed on the reserved shelf in order of the pick-up deadline.

    2.4.2 跨館還書與預約書，則由送書袋寄送所屬校區。Inter-campus returned books and books reserved for pick-up at other library locations are placed in the proper bag to deliver to that location.

2.5 將歸還圖書歸架至書庫。Re-shelve returned books in library.

**3. 控制重點：Key Control Points:**

3.1 檢視作業畫面，圖書資料是否確實刷入條碼號歸還。Review the operations screen to make sure the returned book bar code is swiped.

3.2 確認讀者是否逾期歸還，並予以提醒告知罰款金額和繳納方式。Check if user has passed the deadline to return books and remind them of the overdue fines and payment methods.

3.3 處理歸還之圖書是否確實上磁。Make sure returned books are magnetized.

**4. 使用表單：Forms Used:**

4.1 圖書罰款收據Library Fines Receipt

4.2 列印圖書預約書單Print Book Reservation Form

**5. 依據及相關文件：Basis and Relevant Documents:**

5.1 圖書館借閱辦法Library Book-loan Procedures

5.2 圖書館資料賠償辦法Fines and Compensation Procedures for Library Materials