

Brindle Quay Library - Service Bulletin

Bulletin 7 | Issued 12 April 2027

1. Current arrangements and retained history

This fictional service bulletin describes changes at Brindle Quay Library. It supplements BQL-LEND-04. Where a change is dated here, staff use the change from that date; the retained history explains the superseded arrangement.

From 1 April 2027, the river kiosk collects reserved printed books on Thursdays. Before 1 April 2027, the collection day was Tuesday. The main reading-room collection desk continues to accept collections during its published opening hours.

The current delivery route is called Willow Circuit. It replaced the Harbour Loop route on 1 April 2027. The route name appears on the delivery manifest; members do not need to quote it when reporting a late delivery.

The kiosk trial covered four weeks in February 2027. Trial staff counted visitor arrivals, not membership applications. The April arrangement follows a later staffing review, so the trial dates are not the start dates of the current service.

The bulletin does not disclose how many members joined through the February kiosk trial. Its visitor count cannot be used as a membership count. The membership desk keeps registrations in a separate register.

Reading-room shelf maps were reprinted in March. The maps show the current fiction bay and listening station. Historic maps remain in the staff training folder and should not be handed to visitors.

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2. New delivery and incident procedure

Home-delivery bags must be scanned within two working days after they arrive back at the reading room. This deadline is anchored to the bag's recorded arrival, not to the date of the delivery visit. The scan closes the bag's route record.

A delivery bag with a torn seal is isolated on the red inspection shelf until the duty librarian checks its contents. A bag with an intact seal may enter the ordinary scanning queue. The inspection shelf is behind the staffed desk.

Kiosk staff do not accept cash payments. Members who need to settle a replacement charge are directed to the main reading-room desk. The kiosk can still print a reservation slip and record a return query.

The escalation contact for a delivery incident is the duty librarian. The bulletin labels the escalation form BQL-INC-07. Staff complete the time and route fields before handing the form to the librarian.

The delivery team uses reusable amber bags. A bag colour does not determine a member's exemption status. Staff verify the exemption record before adding a member to a route.

A notice failure is logged when neither the web message nor the telephone message reaches the listed contact. Staff attempt a corrected notice once. The ordinary reservation holding period still begins when a ready notice is received.

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3. Training and public notices

The tablet service bench now uses station T-8. Station T-3 was used during the 2026 trial and is retained in historic training photographs. Staff must use T-8 for service slips dated from 1 April 2027 onward.

The bulletin leaves the printed-book overdue policy unchanged: there is no overdue fine on printed books. Posters about replacement charges must not describe those charges as daily overdue fines.

The first Willow Circuit briefing starts at 08:15 on 15 April 2027. Attendance is for the delivery team. Public opening time remains the time published in the lending policy.

Staff display the river kiosk's collection notice on its exterior board. Weather closures are announced on the same board and through the member notice channel. A closure does not authorise depositing loan tablets at the kiosk.

The bulletin does not specify the river kiosk's electricity consumption. It records staffing and handling arrangements only. Facilities records are maintained by the premises team.

Questions about this bulletin go into the service-change log. The desk trainer reviews that log each Friday. A query remains open until the trainer records the answer and the affected service point.