

### INTRODUCTION

During spring 2018 the Circulation & Interlibrary Loan Department had internal conversations about the desirability of continuing to print and give receipts for circulation transactions. Since various staff had differing opinions, we decided to ask patrons what they wanted.

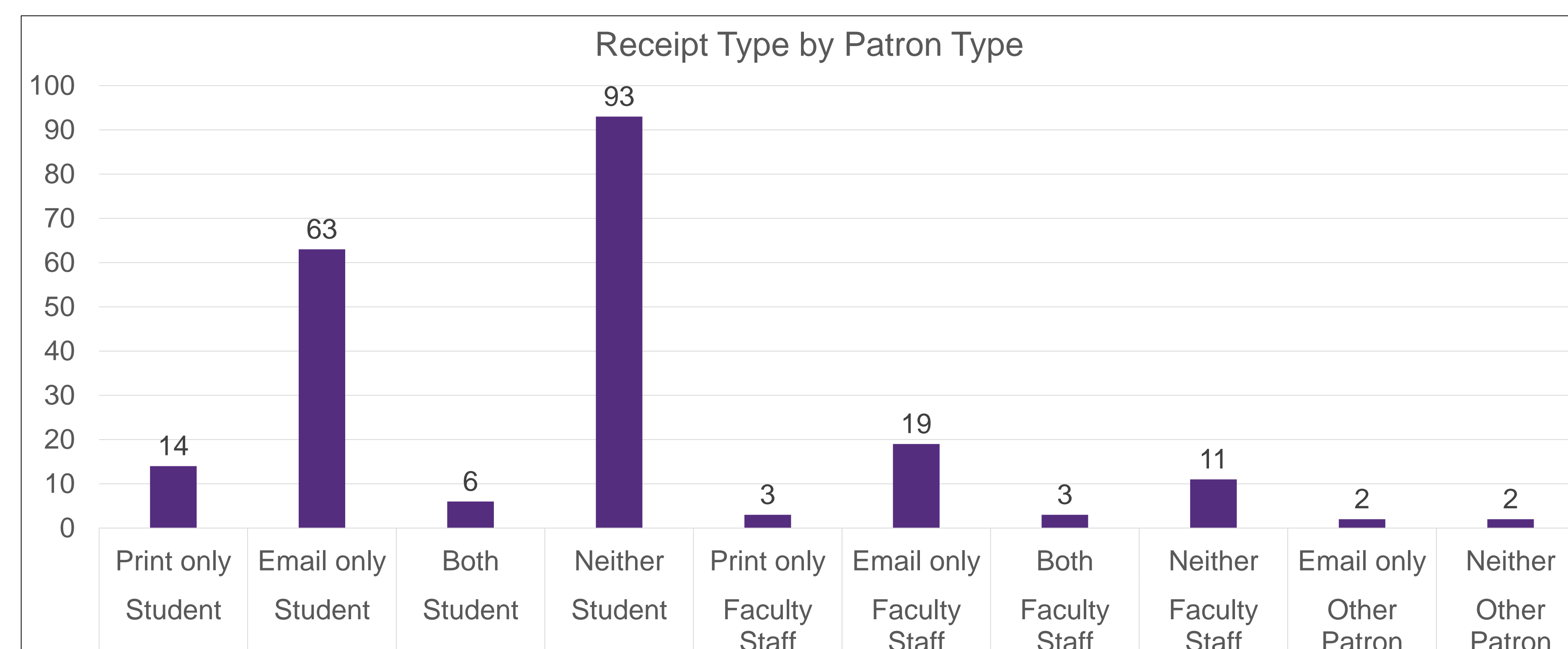
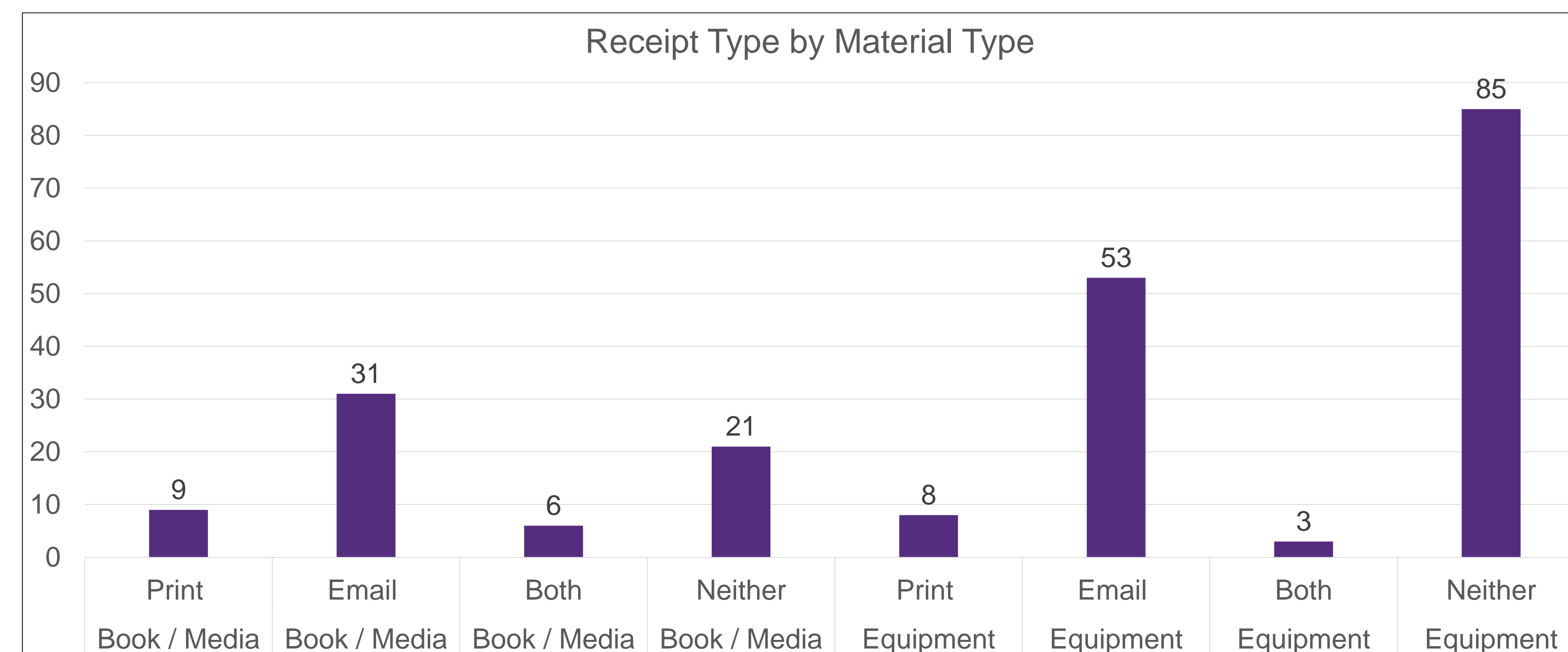
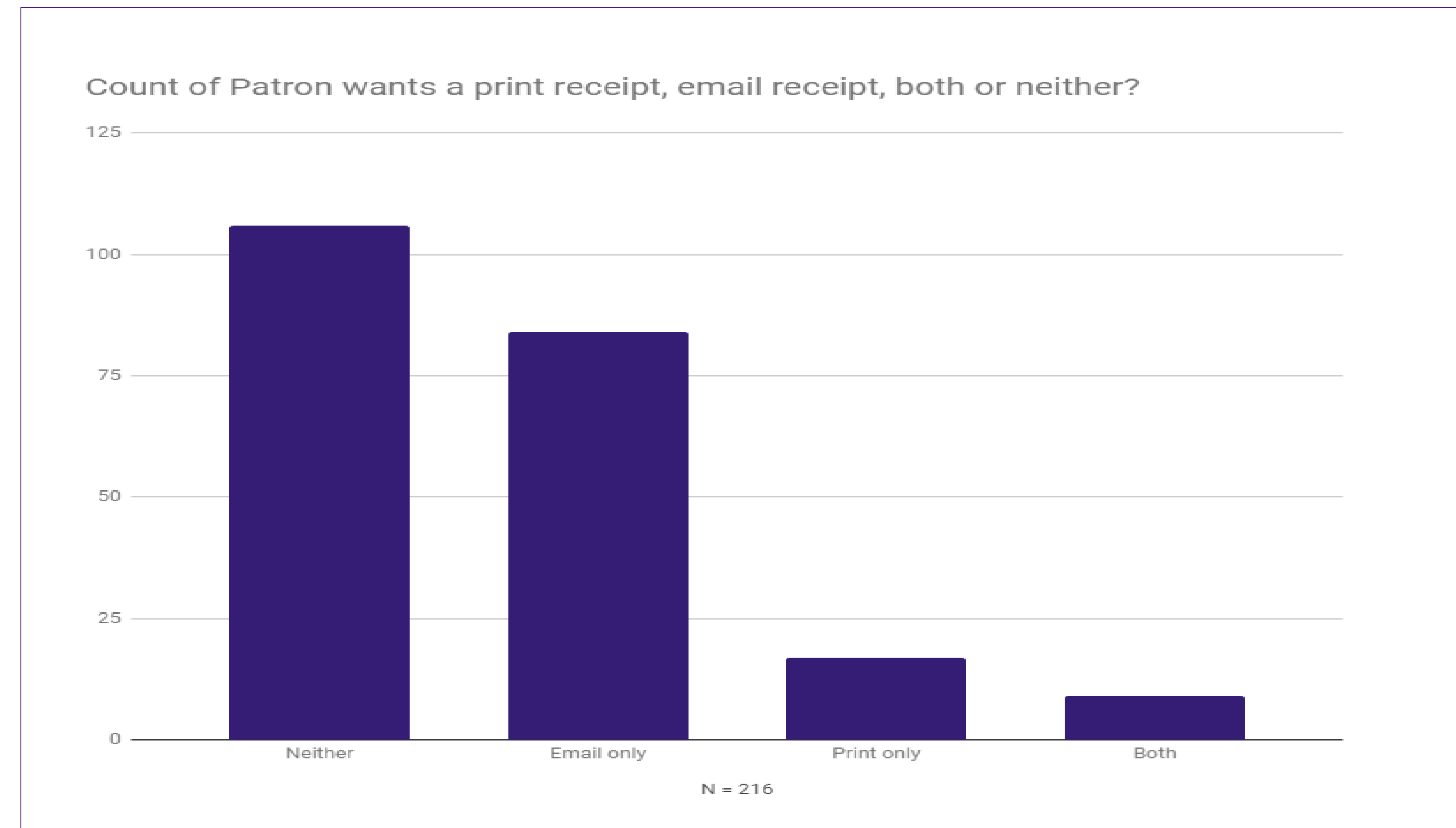
### WHY NOT GIVE PRINT RECEIPTS?

- Some patrons refuse or leave receipts at the service desk.
- Some patrons drop receipts near the desk or elsewhere in the building.
- Some patrons and staff view receipts as a waste of resources.
- Some staff think printing and giving receipts slow transactions.
- Some staff do not like receipts.

### WHY GIVE PRINT RECEIPTS?

- Giving a receipt is long-standing practice in the library and elsewhere.
- Receipts formally notify patrons of due dates and are referenced in overdue fine and billing appeals.
- Receipts print automatically. The ILS receipt option is either always print or never print. No print upon request option is available.
- Most patrons take receipts and few ever say anything about them.
- Receipts take literally seconds to print and hand to patrons.
- Receipts make nice bookmarks.
- New printers had been purchased.

### RESULTS



### METHODOLOGY

Looking at statistics from June 2017, the third week of June 2018 was selected since it was in the midst of the summer session and had been the busiest week in June 2017.

1. Each circulation transaction was classified as a book/media or equipment transaction.
2. The patron status was noted.
3. The patron was asked if a receipt were desired and, if so, if the patron wanted a print receipt, an email receipt, both, or neither type of receipts.

### CHANGE IN PRACTICE

- Email receipts are sent for all circulations and are the referenced receipt in fine and billing disputes.
- The ILS prints receipts and patrons are offered them. Many patrons are declining them now.

Patron Types

