

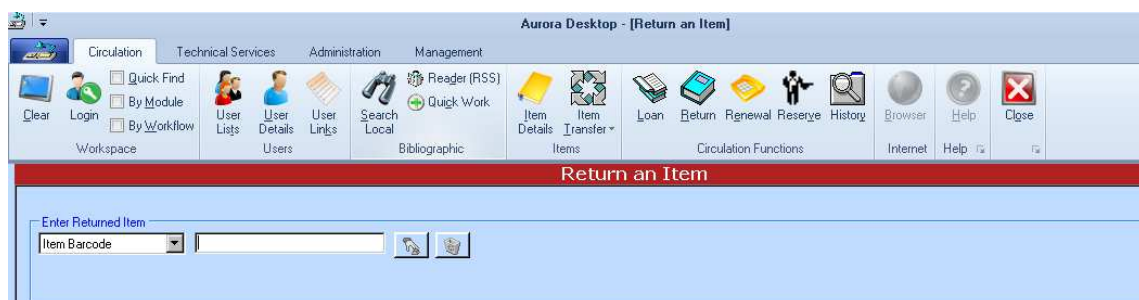


## Resource Management

*These procedures apply to items arriving at your IKC and items being sent from your IKC.*

### 1. Receiving parcels (including requests and collection refreshments)

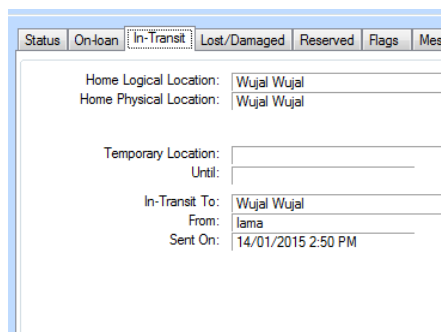
All items received at your IKC must be processed through the **Return (F3 – Return an item)** function.



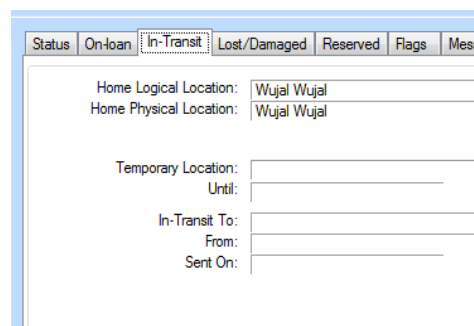
- Items received at your IKC will have an “In-Transit” status that must be removed by using the Return function in Aurora.
- By returning an item you are acknowledging that the item has been received at your IKC and is now available for borrowing.
- There are no exceptions to this process. **All** newly arrived items **must** be Returned in Aurora before they can be borrowed.

*Tip: if you are not sure if an item has been processed correctly check the **Item Details Screen (F6)**. If the item is displaying an In-transit status then process it through Return.*

>Without a Return



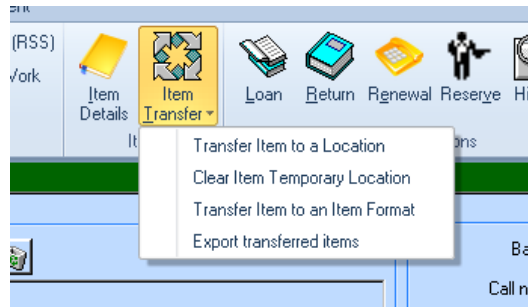
>After a Return



*Tip: Once you have returned the item the “In-Transit” status is removed and the item is now available for borrowing.*

## 2. Sending items from your IKC (such as short term loan requests)

Some items are sent to your IKC because they have been requested by a borrower. These short term loans need to be returned to Indigenous Library Services (Cannon Hill). The movement of items to Indigenous Library Services is managed through the **Item Transfer** function > Transfer item to a location.



- Permanent Transfers – refer to the separate document titled **Permanent Transfers**. This procedure applies when returning items to Indigenous Library Services (Cannon Hill), such as short term loan requests.

## 3. Postage & freight arrangements (Receiving & Sending)

- Short term loan requests are sent to IKCs via Australia Post in padded bags. Each item will include a Loans Advice Slip clearly stating the date the item is to be returned. Requests should be returned using the same bag, addressed to SLQ Public Library Development using this label.  
[http://plconnect.slq.qld.gov.au/\\_data/assets/pdf\\_file/0005/229172/public-library-services.pdf](http://plconnect.slq.qld.gov.au/_data/assets/pdf_file/0005/229172/public-library-services.pdf)