

OPL Toy Lending Collection

Staff Guidelines

Background

The OPL Toy Lending Collection began as a pilot funded by a PLP Innovations & Technology Grant. The pilot involved more than 30 sets of toys each at four pilot locations: the Main Library Children's Room, Elmhurst, César Chávez, and West Oakland. Since then, the collection has expanded to Melrose and Rockridge as well, for a total of six sites.

The toys are fully cataloged, and intended to circulate seamlessly as other juvenile items, with the same loan rules and fine structure. We assume loss of parts is unavoidable, and children's librarians will be generous in assessing whether to charge for lost parts. Toys were selected that will work with some lost parts.

A webpage more fully describing the toys is available: oaklandlibrary.org/toys

If you have thoughts, advice or concerns, please discuss with your children's librarian, or with Amy Martin, Children's Collection Management Librarian. amartin@oaklandlibrary.org or 510-238-3847.

Holding Toys

Toys are holdable, and are fully cataloged in Sierra under the series "Oakland Public Library Toy Lending Collection" and format "TOY or CD-ROM". Hold slips should be wrapped around the contents card and affixed with a binder clip, or two paperclips. When it arrives at the pickup location, it should be held in the location branch staff has designated for toys on hold, preferably behind the desk.

Checking Out Toys

The hold limit for toys is the same as other items, however, a patron can only check out two toys at a time. Toys are in an item limit category with video games and ESL kits. If a patron reaches the maximum checkouts because they have games or ESL kits checked out, you may override and check out the toys anyway.

When checking out toys, if possible, ensure that all the pieces of the kit are present. Each kit has a content card that includes the barcode, name, owning branch, photo and contents. Check the contents of the bag with the content card. If an item is missing, create a message in the item record, correct the contents card in hand by Sharpie, and inform the patron.

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Remind the parent/child to check for pieces before they return the bag. All pieces in a set are marked "OPL," and the content card states how many pieces are included.

As with juvenile books: Toy items check out for three weeks and can be renewed once. There are no late fines for toys. (Replacement costs vary per item; none exceed \$49.95).

Checking Toys In

Toys can be checked in at any branch. The staff person receiving the toy should count the number of pieces in the bag, before checking it in. The laminated content card contains the number of pieces in each set, and lists them. If all of the pieces are present, check in the toy, and put in an outgoing bin (or, if you are the owning location, proceed to "Cleaning Toys" below).

Snags

If a piece is missing, do NOT check in the item. Use the standard OPL snags procedure for non-floating collection:

- Contact the patron, and ask them to return the missing item to you directly if possible. (They may return it to any location, but because individual pieces are not barcoded, it just will take longer for the set and piece to be reunited.)
- Insert a message in the patron record detailing communication, or, if you cannot make contact, indicating missing item and where you are holding the snag.
- If you are able to complete the kit within no more than one week, update the patron note and proceed with check in.
- If you cannot make contact or the patron does not return the piece after the number of days your branch holds it, update patron note to indicate current status, and fill out a [snags form](#) with details. Wrap and binder clip it around the contents card, blank side out, and write the owning location and "Snag" on the outside. Put in outgoing bin.

Staff receiving a snag toy at an owning location should check with the children's librarian regarding assessing any fine. If a kit remains incomplete, the librarian may include a note in the patron record to track toy loss for history. The children's librarian will then adjust the kit contents (by hand with Sharpie) to indicate new contents, and insert a pop-up message in the item record to indicate incomplete contents.

If you find or receive a loose toy piece with "OPL" marked in Sharpie on it:

1. Please check first with your snags staff to see if it belongs to a waiting snag.
2. If not, please put in interoffice mail to Room 6.

Using Toys in the Library

Toy lending toys are not for use in the library, because it is too easy for pieces to go astray. The intention of the pilot is to send toys home; every branch has toys to play with in the library. If patrons ask, or if you observe someone opening a bag in the library, please indicate that “these toys are to play with at home; but we have toys you can play with here, can I show you?” If a patron is exhibiting toy envy regarding something on the hold shelf, please offer to help them place a hold for the same toy.

Browsing Binder

In addition to the online catalog entries, the six holding locations will have binders containing pictures and descriptions of the toys.

Cleaning Toys

The owning library is responsible for cleaning toys and all of the toys should be cleaned upon check in. Each branch will be provided with spray bottles of Benefect. Correct use of Benefect requires that you spray it on the complete surface of the toy and allow it to dry for a couple of minutes. No rinse or wipe is required. Do not use Clorox Wipes or other bleach, as these are not healthy for children to put in their mouth. If occasional deeper cleaning is required, use soap and water.

Donations

OPL does **not** accept toy donations for the Toy Lending Library. Patrons may choose to contact one of these organizations instead regarding used toy donations:

Salvation Army

<http://oakland.satruck.org/>

Locations:

Salvation Army Family Store and Donation Dropbox

601 Webster St.

Oakland, CA 94607

Monday through Saturday 9am - 6:30pm

Salvation Army Family Store and Donation Trailer

1918 Park St

Alameda, CA 94501

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Monday through Saturday 9am - 6pm

Goodwill

<http://eastbaygoodwill.org/stores/sites/>

Locations:

Oakland Goodwill (Fruitvale)

2925 International Blvd

Tel: 510-534-3037

Oakland Goodwill (Laurel District)

3525 MacArthur Avenue (at 35th Avenue)

Tel: 510-530-5361

Oakland Goodwill (N. Oakland)

6624 San Pablo Ave.

Tel: 510-428-4911

Oakland Goodwill (Downtown)

1220 Broadway

Tel: 510-834-6123

Bananas, Inc.

<http://www.bananasinc.org/donate>

Call before making a donation: 510-658-7353

Location:

5232 Claremont Ave.

Oakland, CA 94618

Oakland Museum White Elephant Sale

<http://whiteelephantsale.org/donate/donation-general-information/>

Free pick-up available year round. Visit their website or call 510-839-5919 for more information.

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New, unwrapped toys can be donated to:

Oakland Mayor's Toy Drive

<http://www2.oaklandnet.com/Government/o/Mayor/OAK023177>

Check the website for location of collection bins in the month of December.

UCSF Benioff Children's Hospital

<http://www.childrenshospitaloakland.org/main/in-kind-donation.aspx>

See website for additional guidelines.

2201 Broadway, Suite 600

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