MEMO

**To:** Lisa Campbell

**From:** Jason Sue

**Date:** September 2, 2021

**Subject:** Xbox Game Disc Filing

The Sunnyside Library is blessed to house a collection of video games composed of a not insignificant number of items, but there are enough games that a misfiled Xbox One or PlayStation 4 disc may significantly delay a patron’s checkout. Today, the volunteer Rob tried to checkout an Xbox One game with item barcode ending in 0642, but the corresponding game disc was misfiled and it took me a significant amount of time to locate the misfiled gaming disc in the second-half of Xbox One discs. Rob was patient and understanding, but the amount of time it took to locate the correct disc was not reflective of superior customer service.

When searching for the patron’s corresponding disc and the subsequent organizing of all Xbox One [and Xbox 360] game discs, three issues were discovered:

1. Xbox 360 discs were interfiled with the first half of Xbox One discs.
2. Xbox One discs were misfiled from the established numerical ordering. In terms of quantity, it was more than ten, but the overall numerical ordering of discs persisted.
3. Four instances where a two-pocket sleeve contained discs from two different games.

The last issue listed may be a recent development as I have not encountered this practice from the previous times I had reordered Xbox gaming discs. I corrected the first one but left the remaining occurrences with this memo to substantiate this claim. This practice is problematic even when numerical order (by the last four digits of an item barcode) is initially followed. Should numerical order require a recently returned game disc to be inserted between two games that share the same sleeve, some volunteers and staff members may catch it and file discs while maintaining said numerical order and others may not. Four occurrences of using two-pocket sleeves to house two different games indicate that a volunteer or staff member has a habit of doing this. It may be best to institute a policy in which a single “sleeve” should only contain discs from a single library item.

Thank you for taking the time to read this memo and giving the issues raised in it their due consideration. I look forward to continuing to provide the highest level of service to our patrons at the Sunnyside Library.

Sincerely,

Jason Sue

Library Assistant II

Sunnyside Library

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