PHANTOM FINDER PROJECT – FAQS

Phantom Finder
Brought to you by Vectren's Conservation Connection

Q: **When will the program begin?**

A: ***February 1, 2011. Vectren has planned "kick-off" media events at selected sites on this date.***

Q: **When will my library receive its meters and promotional items?**

A: ***Participating libraries will receive materials and training from January 10 – 28.***

Q: **Who should be trained? Directors, front-line staff?**

A: ***The training would be for anyone who works the checkout lane or circulation desk.***

Q: **How long can a customer keep the meter?**

A: ***Normal time as a book. A one or two-day rental (i.e. DVD) will not be sufficient time.***

Q: **Will these items appear in our catalog?**

A: ***Yes. The State Library will create a MARC record for the item. Complete cataloguing instructions will be coming soon. For example, search Kill-A-Watt in the Seattle Public Library catalog. As you can see it is very popular with 334 current holds on 73 meters.***

Q: **Are there fines & fees attached to the items?**

A: ***This is left up to each respective library's discretion. We suggest levying your standard fines for books or A/V materials. A Kill-A-Watt is approximately $17-$20 to replace.***

Q: **What if a meter is damaged, lost or stolen?**

A: ***You are encouraged to recuperate costs associated with lost or damaged meters. The State Library will have a small supply of replacement meters in these situations.***

Q: **What do we do when we run out of promotional products?**

A: ***The State Library will have a limited amount of surplus products for participating libraries. Once all promotional products are exhausted, you are encouraged to include at least a black & white Xerox copy of the brochure. The State Library can also supply you with Xerox copies of the brochure.***