Reviewed 2/23/2021

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**New Employee Orientation & Training**

**Welcome to the Baldwin City Library!** We look forward to working with you to serve our community. This packet contains information you will review and complete throughout your first two weeks of employment.

**Objectives of this training can be organized into four key areas of focus:**

**Ethics & Values**: Understands and implements the library's core values of free and equal access, confidentiality/privacy, diversity, intellectual freedom, and lifelong learning. Distinguishes between personal convictions and professional duties. Does not allow personal beliefs to interfere with professional duties, fair representation of the aims of our library, or access to resources.

**Customer Service**: Provides excellent customer service to all patrons. Relates to patrons in a helpful, neutral manner. Responds to challenging patrons or situations in a calm and respectful way, and asks for assistance or support when needed.

**Job Knowledge**: Demonstrates knowledge of all aspects of the job. Identifies errors and corrects them. Keeps knowledge of policy and procedures current. Understands library goals and priorities and how job responsibilities relate to them.

**Professionalism:** Represents self and the library in a professional manner. Arrives on time and follows the dress code. Takes pride in work tasks and responsibility for actions, managing time and resources effectively. Relates to coworkers in a professional, respectful, and collaborative manner.

**Documents to Read & Sign**

**Date Completed**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Confidentiality Statement Read & Signed

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee Handbook Read & Signed

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Confidentiality & Employee Handbook Q&A/Discussion with Director

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Library Bill of Rights

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Freedom to Read Statement

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Library Bill of Rights & Freedom to Read Statement Questions/Discussion with Director

**Videos to Watch**

**Date Completed**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Diversity, Equity, & Inclusion in Libraries[**https://www.youtube.com/watch?v=58FmnzlFzzs**](https://www.youtube.com/watch?v=58FmnzlFzzs)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Creating Conditions for Equity to Flourish

[**https://www.youtube.com/watch?v=SKGlxh-zc0Y**](https://www.youtube.com/watch?v=SKGlxh-zc0Y)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Video Discussion/Q&A with Director

**Tours**

**Note Date Completed + Initials of Staff Giving Training**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Basic Tour of the Library with Director

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tour of Kansas Room with Kansas Room Librarian

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tour of the stacks with Cataloging & Circulation Librarian

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Basic Tour of Koha/NEXT

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tour of Searches on NEXT (by author, title, subject; limit search to Baldwin; advanced searches; Novelist suggestions tab)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ All About Holds on NEXT (staff side)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ OPAC Tour of NEXT (how to help patrons log in, manage their account, search for items, place holds, check status)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pick List Tour/Shadowing Round 1

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pick List Tour/Shadowing Round 2 (shadow a different staff member)

**Orientation to Important Tools & Guides**

**Note Date Reviewed + Initials of Staff Giving Training**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Policy Manual

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Procedures Manual

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Library Strategic Plan

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Policy/Procedures Manual & Strategic Plan Q&A/Discussion with Director

**Safety/Emergency Procedures**

**Note Date Reviewed + Initials of Staff Giving Training**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First Aid Box

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Emergency Numbers

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fire Procedure/Location of Fire Extinguishers

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Procedure for Power Outage

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Severe Weather Procedures

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ If a Reporter Visits, refer to Director

**Circulation Desk Orientation**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Covering the Desk Comes First--Teamwork

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Greet Patrons, Friendliness & Eye Contact: You are the face of the library.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Patron Computer Use, Libki, Guest Passes

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Holds Shelf Explanation

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ILL Items Explanation

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Barcode Scanning: Always check for message boxes/notices & that it has scanned; check for messages on accounts

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Confidentiality: Do not give out information, shred slips and documents with personal info

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ New Cards, State Library Cards

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Replacement Card Procedure, $1.00 cost

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Book Sale Sales/Printing Costs/Change Drawer

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Demonstrate Checking In/Checking Out

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ BookTALK Books procedure

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Shelving (check before you end your shift)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Activity Room Calendar

**Workroom Orientation**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Timesheets/Payroll Routine

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee Drawers

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Locate Supplies: Paper for printer, office supplies

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Printer Use, Cost to Patrons

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Repair Box Procedures

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ High Cabinets: earbuds, flash drives

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Table: Shared Projects & To Dos; Attempt to Keep it Clear

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Microwave & Fridge: Eat in workroom, not at Circ desk