**Linwood Community Library
New Hire Training Outline - *DRAFT 1/27/2021***

**Tour of Library and Introduction to Staff**

* Offices
* Security features
* Collection and call numbers

**Opening Procedures**

* Disarm the alarm
* Turn on lights and computers
* Prepare for morning programs (coffee, snacks, refill sugar, etc.)
* Unlock the front doors with hex key
* Empty the outside dropbox & bring in newspapers
* Activate or turn on Circulation computer:
	+ Open Koha-specific Firefox browser and Log in
	+ Log into Libki computer control software
		- User name: linwood
		- Password: l1nw00d
* Check in returned materials and run holds queue
	+ Prepare items for the courier
	+ Record statistics for courier
* Check phone messages
	+ Call 400-6000
	+ Password: 225588#
* Check bathrooms
	+ Refill toilet paper, paper towels, soap as needed
* THURSDAY: take out trash and pull trash container even with sidewalk

**Circulation Desk Basics**

* Drop boxes, keys, material handling
* Review Koha and the Shared Catalog environment
* NEXT Search Staff Training Materials: <https://northeast-kansas-library-system.github.io/next.training/>
* Checking In materials
	+ Linwood Items: books, DVDs, magazine sleeves
	+ Items with hold requests, overdues, blocks
	+ Visual inspection of AV materials before scanning
	+ Non-Linwood Items from NEXT Shared Catalog
		- Holds management and procedures
	+ Non-Linwood Items from ILL Library
* Checking Out materials
	+ Script: “Did you find everything you were looking for?”
	+ Fine limit is $10. Patron may not check out items if fine is over $10
	+ Scanning or looking up patrons
	+ Blocks to watch for
		- Expired card
		- Owes over $10
		- Items on hold and ready for pick-up
		- Missing pieces
		- Lost Item - looking at Accounting tab
	+ New DVDs and videogames binder
	+ Script: “Would you like a receipt?” (Gary doesn’t)
* New Patrons
	+ Searching for patrons already in the system
		- Wildcard characters for broad searches
	+ Updating a registration / Editing a patron record
	+ Issuing a card
		- Do they already have a card in the system?
		- ID and address check
		- Parent/guardian signature requirements
* Policies and Ethics
	+ Customer Service expectations
	+ Circulation policies of our library
	+ Holds and Holds queue
	+ Patron confidentiality
	+ Renewals over the limit / item can’t be renewed
	+ Payments and money handling
		- Friends book sales
* Catalog Basics
	+ Bibliographic records and item records (relational database)
	+ Title v. Item and holds
	+ Formats
	+ Limiting search results
	+ Search tips and tricks (i.e., adding “LINWOOD” to a keyword search)
	+ Placing holds
* Using the Catalog as a Patron Would
	+ Logging in from home or on a device
	+ Search basics
	+ Placing a hold
	+ Updating user name or password
	+ Requesting an Interlibrary Loan (ILL) item procedure
* Online Resources
	+ Libby and overdrive
	+ Hoopla
	+ Kanopy
	+ Kansas Library Card
		- Issuing a card
		- Accessing State Library resources
* Computers, Printers, and Copy Machine
	+ Libki
	+ Generating a Guest pass
	+ Deep Freeze and patron privacy
	+ Wifi and wireless printing to copy machine
	+ Receipt printers and Firefox
	+ Copier basics
	+ Work computer log-in, printing, file management (G-Docs, Dropbox)
* Programs!
	+ Web site and social media overview
	+ Online calendar
	+ Sign-up procedures
* Local History
	+ Kansas Room and Local History collection and curator
	+ Obituary index
	+ Localhist and Findagrave online materials
	+ Historical binders
	+ Library archives and Board binders

**Closing Procedures**

* Reshelve all materials and fill displays
* Walk through and make sure all patrons have left the building
* Check that appliances are turned off
* Clean up Circulation Desk for next shift
* Leave notes, if necessary, for next shift
* Record daily door count and reset counter
* Lock foyer and front doors with hex key
* Turn off lights
* Set alarm and have a good night!