**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!