

# Meriden-Ozawkie Library Employee Training Checklist

(March 2, 2021)

- Facility Tour -  Meet Staff  Library hours
- Payroll (SW & TC) -  Timesheets  Payday routine  
 Vacation/Sick Leave Request Form  
 Substitute Agreement Form
- Emergency Procedures-  Emergency Numbers  
 Fire Procedure/location of fire extinguishers  
 Location of flashlights for power outage  
 Tornado procedures  
 If a Reporter shows up – refer to Director
- Job Description  Director will review  
 Continuing Ed – opportunities vary
- Policy Handbook-  The director will supply  
 Unattended minors and needing to be in immediate vicinity of parents
- Personnel-  List of Employee phone numbers  
 Breaks, Lunches & Kitchen (please clean up after yourself, including washing dishes)  
 First Aid box in office  
 Limit eating at circ. desk – use break room please.
- NEXT Member  Explain NEKLS and NEXT member's/ Courier system and processing  
NEXT Training from NEKLS will be ongoing
- Circulation -  COVERING THE DESK COMES FIRST! There are always things to do at the circ. desk. If you need something to do, please ask. Limit the time you spend on the computer for non-work related matters. If you are given a project, make every attempt to complete it promptly.  
 Greet public with a smile and eye contact.  
 Be friendly to patrons. You are the face of the library. Get out from behind the desk and help patrons find an item(s) or a section they want to browse.  
 CONFIDENTIALITY is mandatory – shredding slips & documents with personal info  
 Patron Privacy and Confidentiality Statement Next Search Catalog/Read & Sign
- Identifying items -  All items have barcode and property stamps etc...  
 Watch for other library's markings.
- Circ./Office  Front Desk - Applications stay at the library  
 Calendar bookmarks show hours, phone and FAX #  
 New Cards & PIN sheets, ILL cards, Receipt printers (change paper), Tally sheets, reserve slips,  
 Checking in items,  
 Job Applications, "Request for Reconsideration forms," Mileage reimbursement form  
 Label maker,  
 Policy Notebooks  
 Office supplies, Earbuds  
 Flash Drive  
 Laminator

- Loan Periods -
- 3 weeks for most items & can renew if no hold on item
  - 1 week for DVDs/Blu Rays and Hot Spots/MiFi
  - ILL dates determined by loaning library
- Loan Limits-
- There are no limits at this time
- Fees/Overdue Fines
- Hot Spot/MiFi \$2.00 per day overdue
- Using the Phone
- Calling holds/write down date you called on slip
  - Can renew items over the phone
- Equipment
- Basic care and feeding of barcode scanners and receipt printers
- Public Use Computers
- Public use computers       First come – first serve
    - Computer Filtering (through NEKLS) secures them, however inappropriate sites may still be found by some patrons
    - Review Computer Policy
    - View Patron computer status and history
    - Restarting wipes away anything saved or downloaded.
- Printer/Copier Use
- Prints cost .10 cents for black and white .25 cents for color/page
  - Adding paper & ink cartridges
  - Copier use and selecting “full color”
- NEXT Shared Catalog
- Our shared catalog with over 40 libraries in NE Kansas
  - Courier system- here 5 days a week (less for small libraries)
  - Patron login – they can access 24/7
- Library Website
- meriden-ozawkie.org
- Using NEXT (circ. system)
- Staff side
  - WATCH THE SCREEN CLOSELY!!!
- CHECKING OUT
- Circulation commands
- Checking out -
- Scan patron card
  - Renew and review patron info using “EDIT” as prompted to
  - Wait until you see title on checkout screen before scanning next item

- Materials have no number limit (just what patron will be responsible for)
- Offer to print a receipt for patron
- If a family member checks out a HOLD for someone other than themselves, PLEASE check CANCEL on the Hold window.
- If patron is paying for Lost Books – PLEASE WRITE RECEIPT

#### Checking in –

- Open books and look for damage, loose items or foreign substances (papers, photos, peanut butter, BUGS etc...) Watch for water (or other liquid) damage or moist pages
- If questionable check with the library director

If damaged place in bin with a note

If missing pieces DON'T CHECK IN –

Need to notify patron to look for the missing piece.

Search the item and write name & phone of patron. Then call them asking them to check their player for the disc etc...

- Scan items and WATCH THE SCREEN
- Before checking in DVDs, Blu Rays and Audio materials confirm correct titles are in the cases and COUNT pieces
- If you see “Lost now Found” – jot a note with date and where you found item
- If Holds box appears – Choose “Print and Confirm”

## NEXT SOFTWARE SYSTEM - REVIEW

#### SEARCHES

- Basic search for items is “keyword” and spelling matters
- Search by Author, Title, Subject
- Limit search to Meriden-Ozawkie
- Advanced search with limits:
- Note Novelist suggestion tab in an item record

#### HOLDS

- Create hold/cancel hold
  - Finding location of holdings
  - Placing item hold
  - Check in to “trap” the hold
- Look at patron account to see their holds
  - How to tell if they have a hold waiting.
- Choose record with greater # of items (See Outlander or Little Women)
- Placing multiple holds for a patron using CART – then empty it
- Canceling a hold from patron side or item side
- Some records allow no holds if items damaged or lost
- Placing hold on a specific copy + adding note
- After Courier processed, Circ. staff notifies patrons of holds by Email, phone or text

## PATRONS

- Want only 1 card in system per patron – Other Nexpress cards work here.
- Create New Patron account – must have photo ID & current address with them.
- Search a Patron
- Edit (change info or retrieve Login or create Password)
- Hold contact method
- Message preferences
- Kids must be present and parent must be in good standing to apply for child card
- Renew items
- Determining Fines and Paying (can pay partial amounts)
- Writing off fines for items found here
- Circulation History & Messaging history
- Demonstrate how to interpret “fine” page

## Share It.-Library Loan (ILL)

- Requesting items not found in our catalog
- Patron should allow 2-3 weeks

*Remember It Always Helps to Smile! Are you doing it?*

## EBooks

- 2 Nooks
- Show patrons how to use Sunflower Overdrive and Hoopla

## Kansas Library Cards

- Allows access to state databases
- Must be Kansas Resident
- Go to [kslc.org](http://kslc.org) or [kslib.info](http://kslib.info)
- Log into administration
- Enter patron name and birth date
- Copy their number issued on their new KS card

## Helpful websites -

- our website [meriden-ozawkie.org](http://meriden-ozawkie.org)
  - Lynda
  - Flipster for magazines
  - Hoopla
  - Kanopy
- [amazon.com](http://amazon.com) (of course)
- [Goodreads.com](http://Goodreads.com)
- [imdb.com](http://imdb.com) (for movie and actor info)
- “whats next” for series info (Kent District Library)
- Wikipedia for detailed TV series info
- [Kslib.org](http://Kslib.org) (databases)
- e-book info
- Novelist Plus in State Databases
- Fantastic Fiction

# Customer/Patron Service

## **Start with a Smile**

Smiling at a patron when they enter the library puts them at ease and shows them that you're ready to help them.

## **Be Civil and Respectful**

Not all customers are friendly. No matter what happens, it is vital that you remain civil and respectful in your response. Even the angriest person will sometimes calm down if they are treated with respect and kindness.

## **Treat Patrons with Empathy & Understanding**

Putting yourself in a patron's shoes is a great way of understanding their perspective.

## **Respond Promptly and Accurately**

No one likes to be kept waiting for too long. If there is a patron waiting, make eye contact and tell them you will be with them in just a moment. When helping a patron make sure you are giving them the correct information. Never be afraid to ask another staff member for help.

## **Anticipate Customer Needs**

Remember the empathy point? If you're in tune with your patron's emotions you'll be able to understand their needs and provide for them before they bring it up. This will make your customer all the more comfortable with your knowledge, and your service as a result.

## **Make Information Accessible**

People don't want to operate in the dark. So while you're explaining the process to them, make sure they know where to find any information about the services the library can provide.

## **Look for Ways to Get to 'Yes'**

The art of great patron service is about carrying on the right conversation. Do the research and ask questions until you can provide help or materials that will make the patron feel empowered. Remember this is **Their Library**.

## **Ensure Every Encounter Goes Well**

Make sure you're consistent. Treat every patron the same way. Try to make sure they leave feeling satisfied.

## **Own up to your Mistakes with Humility**

No one likes someone who pretends they didn't make a mistake when they have. Own your errors and do so with humility. We all make mistakes. A mistake is just something to fix not something to worry about.

## **Make Relationships Matter**

Great patron service is about building relationships. Remember the patrons fund the library. It is vital that we keep them happy and cared for.