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General Expectations

- Be familiar with the Policies & Procedures Manual (available on the website)
- Staff present a neat and clean appearance
- Willingness to work in both children's and adult sections of the library
- Willingness to assist with programming at all levels
- Alert Director and Assistant Director if you are unable to make your shift
 - Minimum 3 hour warning except in case of emergency
 - Make an attempt to swap shifts with a coworker to cover your hours

Opening

- Always open on time.
- Turn on all lights, including the chandelier on the stairs
- Unlock and turn on front door
- Retrieve books from the book drop
 - Check them in and shelve or place on courier table as appropriate
- Water plants (Tuesdays only)

Closing

- Always close on time.
- Check all library spaces, including bathrooms, to ensure that no patrons are still in the building.
- Turn off and lock the front door.
- Upstairs:
 - Restart all patron computers (at least those that were used)
 - Total patrons from tally marks and write on the calendar at the back of the clipboard
 - Total patrons who used the computer and write on the calendar - circle this number
- Downstairs:
 - Make sure toys are picked up.
 - Spot sweep/vacuum as needed.
 - Make sure the rats have food and water.
 - Turn off any gaming systems and TVs that are on.
 - Restart gaming computers that were used.
 - Turn off all lights
- Close all windows on staff computers.
- Ensure all lights are off except the foyer.
- Check that the door latches behind you.
- Please leave in pairs

Daily Practices

- Tally each person who enters the library on the log sheet
- Shelf books and DVD's
 - CAUTION: Double check that items are ours and are being shelved in the correct area
 - Ensure DVD's have been removed from cases
- Ask for the first name of each person who needs to use a computer
 - Log the computer number they sit at (this will make closing faster)
- Financial Transactions
 - Note the total paid for any transaction on the sheet under the counter
 - If a transaction falls into the "Other" category, please note what it was (for example, tickets for a home tour)
 - Any amounts patrons pay over their charge may be recorded in the "Other" column as "Donation"
 - Total the sheet, count out that exact amount from the change drawer, place in an envelope with the sheet on the director's desk when the total reaches at least \$5
- Check the "Clerk Projects" Google Drive for tasks to complete
- Straighten books

Checking Out

- Scan their card or ask for their first and last name. Note: You do not need to type in their full name to find them. “Mor Crab” will be enough to bring up Morgan Crabtree’s account, for example.
- Scan barcodes. Count to ensure that all books are scanned before sending them with the patron.
- Current checkouts? Remind the patron of the item(s) and due date. Renew if needed.
- Fines? Let the patron know how much and what they are for. **Fines for overdue items (not lost) are no longer charged by most libraries. In the case of overdue fines, make a note and the director will call the lending library.**
- Offer to print a receipt of their checkouts.
- Place the monthly bookmark in the patron’s top book.
- Hand the patron the books/items and tell them the due date.

Checking In

- Ensure that every barcode scans (if it will not scan, it is probably an Agent book - check there)
- Check to make sure that all discs are in DVDs and audiobooks
 - Remove all DVDs from their cases if they will be reshelfed here
- Hit “Okay” on items that should return to other libraries and place on ILL table
- Hit “Confirm and Print” on items that are going on hold for a patron here or at another library
 - Tape the slip to the front if for our patrons
 - Tuck the slip inside the book and place on the courier table if for another library

Agent

Agent is for use when the book a patron wants is not in KOHA.

1. Click the agent shortcut on the desktop or in the browser or enter this address:
<https://ksuc.agshareit.com/home?cid=ksuc&lid=ksuc>
2. Under select your library choose "DZ3 : Osawatomie Public Library" from the drop down menu
3. Login: dz3
4. Password: osawpl42
5. Search by title, author, etc. Try multiple searches and refresh (or look for the "Add to Search Results" button at the top right), as Agent will often load more results after your initial search.

If you find the book:

1. Click on "Request Item"
2. Enter the Patron's name
3. Enter 000 for Patron contact
4. Click Submit
5. Return to Staff Dashboard
6. Check Awaiting Approval - approve if needed
7. Print the request form (click format to print)
8. Highlight the request date, author, and patron name
9. Fold into quarters
10. File in front of box under book title
11. Write down how many books you order on the "Agent Us" calendar in the top right drawer

If you do not find the book, let the patron know that you were unable to locate it.

When an Agent book arrives:

1. Pull the sheet from the box and rubber band to the book.
2. Go to the Agent staff dashboard
3. Under borrower, select the Request Number Search

4. Enter the Request ID# to locate the book
5. Change the status to "Received" and Submit
6. When the patron picks it up, have them sign the sheet and refile it in the "Signed Sheets" section by book title.

Agent Requests

To check for books requested from us by other libraries, log into Agent, go to Staff Dashboard, then follow the instructions below:

1. Click on Request Manager
2. Click on Pending - under Status
3. Click on the Title→ Format to Print→ Print
4. Locate books and pull from shelves
5. Change "Pending" to "Will Supply/In Process" for all books located
6. Change "Pending" to "Will Not Supply" for any books not located
7. Submit
8. Copy printed sheets - one goes with the book; one goes in the box under "Books we Loan" tab
9. Attach a "Please Do Not Remove" slip (forms folder) to each book
10. Check the books out to the destination library in KOHA
11. Send in courier bag
12. Change "Will Supply & Process" to "Shipped" and Submit
13. Agent Them calendar - record number sent and/or denied

Agent returns:

For books returned by our patrons:

1. Pull the form from the signed sheets section of the file box
2. Open agent and select the Staff Dashboard tab
3. Under borrower, select request # search
4. Enter the request ID #
5. Choose returned from drop down menu
6. Hit submit
7. Recycle signed form

8. Place the book in a red bag addressed to the appropriate lending library on the courier table

For books returning to our library:

1. Remove the label from the cover of the book and discard
2. Check the book in via Koha
3. In Agent choose Staff Dashboard
4. Under lender, select request ID # search
5. Enter request ID #
6. Choose check in from drop down menu

Lost/Damaged Items

If a patron reports that they have lost an item, mark the item as lost so that it will apply the charge to their account.

1. Locate the patron's account in KOHA
2. Click on "Show Checkouts"
3. Click on the barcode of the lost item
4. Click on "Edit Item"
5. Scroll down to the "Statuses" section and choose "Lost" under the "Lost status" section

If an item returned by a patron is damaged beyond repair or use, place a charge on their account.

1. Locate the patron's account in KOHA
2. Click on "Accounting" on the left
3. Click on "Create Manual Invoice" at the top
4. Under "Type" choose the appropriate category
5. Enter the barcode of the lost or damaged item
6. Place the title in the description
7. The amount should be the replacement cost listed in KOHA

*If an item is damaged but you are uncertain whether or not it can be repaired, please tell the patron that you will need to check with the director. Do so immediately if possible. If not, leave the director a note and let the patron know that we will call him/her as soon as possible.

**If an item arrives damaged on the courier, leave the director a note with the item. Do not send the item out to the patron or reshelv it.

***If an item arrives damaged in the mail from the supplier, leave the director a note with the item. Do not catalog or shelve the item.

Staff Trained in Book Repair:

Staff Trained in Disc Cleaning:

New Patrons

Search for the patron in KOHA under “Checkout” even if they claim not to have an account

- Tip: Search by just a partial name. Eg.: Sar Wil instead of Sarah Williams. This will bring up all possible matches and help to prevent accidentally creating duplicate accounts due to misspellings.

Provide the patron with a paper application

Ask to see photo identification and proof of address

In KOHA, click on “Patrons” at the top left

- Click on “New Patron”
- Choose “Adult” for most patrons
- Choose “Child” if the patron is under 18
- Choose “Teacher” if appropriate

Complete the information using the paper application

- “Alternate Address” and “Alternate Contact” sections can be skipped
- Scan the library card into the “Card Number” box
- Skip “Library set-up” as this will autofill
- If the patron did not select a username and password, use an autofill option and write the username and password down for the patron
- Skip “Additional attributes” and “Patron messaging preferences”

Provide the patron with both the monthly bookmark and the new user bookmark with their login information written on it.

Hoopla

Hoopla provides our patrons access to audio books, e-books, tv shows, movies, and more.

To access Hoopla, the patron will need their library card number - provide this if they do not have their physical library card. Then instruct them to:

- Download the app or go to hoopladigital.com
- Follow the prompts to create an account

If a patron tells you that they were unable to borrow an item due to hitting the borrowing limit, please leave the patron's name for the director. The library has daily spending limits but these can be adjusted. Patrons are also limited to a certain number of borrows per month.

Copying/Scanning/Faxing

Prices:

B&W Copies/Prints - .05 per page

Color Copies/Prints - .10 per page

Faxes - .50 per page

Scanning - Free

Scanning:

1. Tap the "Scan" option
2. Tap the plus sign to add the patron's destination
3. Choose "enter using keyboard"
4. Enter email address
5. Place originals in the document feeder
6. If the originals are two-sided, tap send settings>original settings>2 sided
7. Press start

Faxing:

1. Tap the "Fax" button
2. Tap the plus sign to add the patron's destination
3. Choose "enter with number keys"
4. Enter phone number, including the 1
5. Place originals in the document feeder
6. If the originals are two-sided, tap send settings>original settings>2 sided
7. Press Start
8. Wait for confirmation to print

Patron Behavior

We are open to everyone. However, patrons must make space for others to use the library as well.

- Loud phone conversations should be taken outside - ask the patron politely to finish their phone call outside and return.
- Audible cursing will not be permitted, particularly in the presence of other patrons. Invite the patron to step outside until they can be calm inside the library.
- Library computers should not be utilized to access pornography. (This should be impossible with our filters, but where there's a will . . .) Ask the patron to leave immediately. If the patron's name is known, they will be banned from computer usage for a period of one month for the first offense.
- Harassment of staff or other patrons is not tolerated. Any patron engaging in such behavior will be asked to leave.
- DOWNSTAIRS RULES:
 - No Bullying
 - Clean up after yourself
 - Keep the volume at a reasonable level
 - Treat library equipment/furniture with respect
 - No playing in the elevator
 - No fighting
 - Watch your language
 - No PDA
 - Stay out of staff areas
 - Don't touch the rats
 - If others are waiting, gaming time will be limited to 30 minutes

Conference Room

The conference room may be reserved by anyone free of charge.

If someone wishes to reserve the conference room, check the Conference Room Google Calendar for the date and time to see if it has been booked. If not, note the name/group and the dates and times needed on the Google Calendar.

If someone walks in wishing to use the conference room, check the Google Calendar. If there are no bookings, the patron may use the conference room. Make sure to alert the patron if the room is booked for later in the day.

Maker Space

Maker Space usage must be scheduled, particularly for those who have not used it before. Check the MakerSpace Google Calendar to ensure that it will be available on the date and time requested.

The Maker Space may be booked for any time when a trained staff member is on duty. (See list below.)

When the user arrives, have them review and sign the MakerSpace policy.

Take them to the MakerSpace, train on the needed equipment, ensure that they have no further questions, and go back to your regular duties. (Note: Director or Assistant Director may also train patrons on MakerSpace equipment.)

Costs

3D Printing:

\$3.00 for the first hour

\$1.00 for each hour after

\$3.00 minimum charge

Button Maker:

\$.10 per button

\$1.00 for 10

\$2.00 for 25

Video Conversion:

\$1.00 per blank DVD

\$5.00 per flash drive

Trained Staff Members

3D Printer:

Heat Press:

VHS→DVD Conversion:

DVD Copying:

Button Maker:

Sewing Machine:

Silhouette Cameo:

Cataloging

Prior to Cataloging

- Check book release dates. These are often included on packing slips. Do not catalog a book prior to its release date.
- Determine Genre: Search for the book in KOHA. Other libraries may have it categorized already. If not, search on Amazon (where does it rank?) or GoodReads (where do others have it shelved?)
- Find Call Numbers: Nonfiction books will need the correct call number. Search KOHA to see how other libraries have it. If it is not in KOHA or libraries are inconsistent, check LibraryThing (bookmarked on browser)

Cataloging

In KOHA, hover over “More” and choose “Cataloging”

Scan the ISBN

If results appear:

- Choose the correct item from the results - double check publication date, author, and page count
- Click on the “Actions” button to the right of the title and choose “Add/Edit Items”

If no results appear or none are correct:

- Click “New from” at the top of the results screen
- Select all “Search Targets” on the right and click on “Search” at the bottom left
- Choose the correct item from the results - double check publication date, author, and page count
- Click on the “Actions” button to the right of the title and choose “Import”
- Choose the “KOHA Related” tab
- Fill in the three required sections
- Save and continue to catalog as usual

If you are unable to locate the item via either search option, you will need to create the MARC

Record. Staff trained in creating MARC Records are listed below:

After cataloging

To print labels:

- Hover over “More” at the top of the page and click on “Tools” from the drop down menu
- Click on label creator.
- Click “New”>”Label batch”
- Scan barcodes of books that need labels
- Click “Add Items”
- Click “Export full batch”
- Choose “OSAW SPINE” from *both* drop down menus.
- Enter the starting label position, click “Export”
- Choose “Download PDF”>”Open with”>”Other”>”Google Chrome”
- Print and attach spine labels
- When needed, add genre labels. Add clear cover stickers on books that will not be covered.

Staff trained in covering books:

Courier/Pick List

Run the pick list at least three times per day.

- In KOHA, click on "Circulation" in the top left.
- Click on "Holds queue" in the center.
- Choose "Osawatomie" and click "Submit"

Check those books in, print the transfer slip, tuck it inside the front cover, and place on the courier table to head to their destinations.

Bag books every evening except Friday.

- Place DVDs and Books on CD inside bubble mailers before placing in bags.
- Count the number of small and large bags separately and record on the calendar posted on the side of the white work cabinet.

When the courier box arrives:

- Unpack the bags, recycle the Osawatomie labels and slips inside the items.
- Check in each book and print the hold slip on books for patrons. Tape these to the front cover of their books.
- Reshelve books returning to us once you have verified that the book belongs to us.
- Stack books by patron and call those who do not have an email listed on their hold slip.
- Rubber band books together for patrons with multiple holds.
- Place books on the hold shelves in alphabetical order by last name. (Check the counter for stacks of books as well - ensure that each patron's books are in only one spot.)

Beanstack

Summer Reading, Winter Reading, 1,000 Books Before Kindergarten, and more will take place on Beanstack! You will need to redeem prizes, log reading, and help patrons register for these events. Don't worry, it's not hard. Here's how:

1. Go to:
https://osawatomieks.beanstack.org/new_admin
2. Log in using staff credentials
 - a. Username: Staff
 - b. Password: beanstack
3. Click on "People"
4. If the patron already has a Beanstack account:
 - a. Search for the patron by name
 - b. Click on the appropriate button to redeem incentives, add to their reading log, etc.
5. If the patron wishes to have you create an account and log reading for them:
 - a. Click on "Add an Account Creator and Reader" on the left
 - b. Enter the needed information and click on "Create Account"
 - c. Return to Step 4

Crafts

Note the names and payment status of people registering for crafts on the sign up sheet located near the large calendar.

This month's craft is:

The cost for this month's craft is: