

Circulation Department Top 10 List

- 1) Review Library of Congress system, using training software, and become familiar with the various locations for shelving, as reflected on the spine label. Know how to shelve and shelf read, including what to do with books found damaged or out of place in the stacks.
- 2) Become familiar with the routine tasks at the desk which students should carry out on their own initiative, and review the procedures for doing them: handling annex materials, dealing with ILL books using ILLiad (including how to login to ILLiad), emptying return bins, getting returns from Central, adding paper to printers, obtaining change from the cash box.
- 3) Thoroughly learn each wizard in the Circulation mode in Java Workflows.
- 4) Review procedures for print release transactions, including obtaining ending balance, and logging them correctly.
- 5) Be prepared to do preliminary troubleshooting for printers, copiers, public workstations, and laptops, and know how to report problems with this equipment. Know where instructions are for configuring wireless laptops, and how patrons can add money to their ID's for printing and copying.
- 6) Review procedures for timesheets; go over call-in procedures, reinforcing the need to call in when unavoidably late; be aware of when stacks time begins and its duration (1 full hour).
- 7) Review procedures for checking laptops out and in, including the need to dispose of unwanted receipts, and to keep the cabinets locked.
- 8) Know how to handle visitors and procedures for obtaining clergy cards, judaica use cards, alumni cards, Fisk and Sewanee privileges, purchased library use cards, faculty surrogate cards, and what to do when a patron has an ID but no record in Workflows.
- 9) Know how to answer the telephone, transfer calls, and take accurate messages.
- 10) Become familiar with security and emergency procedures, and PATRIOT Act procedures, as the revised procedures are released.