

TUCKER FREE LIBRARY POLICY & PROCEDURE MANUAL

| | TRAINING COMPETENCIES | DESCRIPTION | DT/BY | COMMENTS |
|-----------|--------------------------------|-------------------------------|--------------|-----------------|
| 1 | Materials Maintenance | Cleaning Books | | |
| | | Checking AV Materials | | |
| | | Looking for problems | | |
| | | What to do when you find | | |
| | | What repairs to make | | |
| 2 | Facility Maintenance | Keeping your area clean | | |
| | | Other duties as assigned | | |
| | | Wednesday night/garbage | | |
| 3 | Shelving | | | |
| 4 | Shelf Reading | | | |
| 5 | Checking In Materials | | | |
| 6 | Checking Out Materials | | | |
| 7 | Collecting Fines | | | |
| 8 | When & How to Direct Inquiries | | | |
| 9 | Reserves | Taking Reserves | | |
| | | Taking Interlibrary Loans | | |
| 10 | Phone | Phone Etiquette | | |
| | | Picking-up/Transferring Calls | | |
| 11 | Opening/Closing Building | What gets turned on/off | | |
| | | Book Drop | | |
| 12 | Defining Disorderly Conduct | Running | | |
| | | Climbing | | |
| | | Bare Feet | | |
| 13 | Supplies/Keys | | | |
| 14 | Patron Access Catalog | How to find books | | |
| | | Helping patron find books | | |
| 15 | Overdues/Fines | Books | | |
| | | Videos | | |
| 16 | CONFIDENTIALITY | | | |
| 17 | Problem Solving | No card but in the system | | |
| | | Refilling Slip Printer | | |
| | | Revoked Cards | | |
| | | Overdues | | |
| 18 | Staff Emergency Contacts | Calling Off | | |
| 19 | Time Sheets/Payday | | | |
| 20 | Using the Internet | Registering Patrons | | |
| | | Where the Policies are | | |
| | | Printer Problems | | |
| 21 | Issuing Cards | Determining Residency | | |
| | | How To | | |
| 22 | Processing Materials | Property Stamps | | |
| | | Covers | | |

Appendix 19