REMINDERS:

The library’s main extension is x1266.

Check Blackboard for important announcements and postings at the beginning of your shift.

You should not be behind the Circulation Desk unless you are on duty.

You should not use your status as a student worker to access your own library record. Another student worker or staff member should be checking out your books, collecting fines, renewing items, etc. on your own time.

Work time should not be used for class work; you should not be typing/printing or saving your personal documents on library computers. As stated in your student worker contract, you may read or study notes after you have completed your required shelving and shelf reading, and the desk is not busy. The two Circulation Desk stations should be used for checkin/checkout, the Online Catalog, and the library website to assist patrons – not to check your personal email, internet searching, etc. Please use your own time and the computer labs for printing class work. All laptops, phones, backpacks, coats, etc. should be placed in the closet when arriving for your scheduled shift.

You should not be eating meals while on duty. A small snack such as crackers and a securely covered beverage is permitted, but please remember to dispose of or take it with you after your shift.

Please keep socializing with other student workers to a minimum. Do not spend extended periods of time talking with friends/classmates at the Circulation Desk while on duty.

If a patron does not have an ID, you may do a name search in WMS to locate their record. You MUST verify their home address to be sure you have the correct patron.

Please close a patron’s record before trying to open another. Use the X to the left of the patron’s name listed in the left menu.

You should not be instructing patrons to “hold items over their head” when going through the security gate. This action is telling patrons how to bypass our security system, allowing the possibility of theft. You need to pass any media items around the gate and hand them to the patron.

Stamper dates are set each morning for a 30 day borrowing period for books. Due dates for media, faculty, staff, etc. will be different and should be written in on the date due slip. Please do not change the date on the stamper to anything other than the 30 day due date.

Please remember to do a second check in of all items before you shelve them.
When you are checking in an item, please watch for a yellow flag near the top left of the screen that may appear with a message that the item is BILLED, MISSING, LOST or CLAIMS RETURNED. Please place these items, with the message on a post it, on gloria’s desk.

If you are checking out an item to a patron, and the message “owes too much money” appears asking for an override, the patron needs to pay at least a portion of the amount owed before checking out another item. Click on the Bills tab, select the charge, and click Pay/Waive/Refund. Enter the amount being collected and click on Resolve. You should now be able to continue with the checkout.

The Air Products Room key should only be given to faculty and staff members, not to students unless they are supervised at that time by a faculty or staff member.

Paper at the Circ Desk may be used for all library printers and copiers. Toner for first floor printers is stored at the circ desk, and toner for the 2nd floor labs is in the cabinet below the printer in PCII. Circ desk workers are responsible for refilling printer and photocopier trays and for changing toner in all library printers. Photocopier toner will be changed by staff.

Color printing for students is not available in the library. Please refer patrons requesting color printouts to the Minuteman Xpress next to the bookstore in the DUC. They also have a color photocopier.

Requests for Kindles, or Inter Library Loan (shown as a temporary item on checked out items) renewals should be referred to Scott Parkinson. Call him at x1257, or show the patron to his office. We cannot approve renewals for Inter Library Loans or Kindles.

Do not remove charging cords from the Laptop Cabinet. Do not “borrow” items from laptop pouches. Each laptop has a pouch with the accessories for that specific computer.

Do not refund money to patrons that lose funds in the load station. Patrons need to report malfunctions to the University Card Office for refunds.

While on duty, you should be using one of the two designated student worker desks, not a staff desk. The Reference Desk is located behind the Circulation Desk next to the column. Except with permission of a staff member to work on a special assignment, it is not a student work station.

Please use the first floor restrooms while on duty, not the staff restroom.

If you don’t know the answer to a patron’s question, please ask a staff member. We do not want to give out incorrect information.