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LIBRARY STAFF



Access Services
Access Services Librarian, Cathy Doyle7134
Circulation7133
Circulation Assistant, Carol Lockwood7246
Periodicals, Reserves & ILL7135
Laurie Garrison, Periodical/Reserve Ass't. Betty Smith, Periodical/Reserve Ass't.
Director's Office
Library Director, Wendell Barbour
Office Manager, Donna Mitchell7059
Secretary, Shirley Richardson
Media
Media Services Librarian, Nick Koltun7136
Reference
Reference Librarian, Mary Daniel7245
Ass't Reference Librarian, Trish Kearns7132
Reference Assistant, Vickie Heffner7244
Technical Services
Assistant Library Director & Technical Services Librarian, Jennilou Grotevant7137
Acquisitions7137
Fiscal Technician, Jean Barger Acquisitions Assistant, Jerry Waddy
Cataloging7138
Catalog Librarian, Molly Hand Catalog Assistant, Ann Dando

STUDENT EMPLOYMENT

Listed below is important information concerning your employment in the library. Please feel free to ask any questions, and to discuss any problems that arise with your supervisor. Remember, this is a real job and can be used for future reference when applying for other jobs; therefore, your performance is important to both of us.

- 1. A student who has never worked on the CNC campus before must complete W4 forms in the Counseling and Career Services Office before submission of his/her first Time Record. You cannot be included on the payroll until this has been accomplished.
- Record your time of arrival and time of departure each day on the sign-in sheet provided.
- 3. One 15 minute break is allowed for any time you work four consecutive hours. The break must be taken during the time worked and not used to leave early. For a longer break, you must record departure and return times on the time sheet.
- 4. If you are not able to work when scheduled, you are expected to contact your supervisor as soon as possible. In some areas, you may be expected to arrange for substitute coverage of your hours. Discuss this with your supervisor.
- 5. While on duty, student assistants are expected to work. Personal phone calls and visits from friends must be kept to a minimum.
- 6. At the end of each pay period, the hours worked will be transferred from the daily sign-in sheet to the payroll record. (Green time records are used for hours worked when school is in session. Pink time records are used for hours during scheduled breaks or vacation periods.) All students, whether work study or non-work study use the time records provided. Completed and signed Time Records must be turned in on the 13th and 25th of each month. (A late time sheet will delay your being paid.) You are responsible for seeing to it that your time record is signed each pay period.
- 7. Student pay checks are picked up in the Personnel Office.
- 8. Student employment is limited by personnel regulations to twenty hours per week (8 hours per day) when classes are in session, and not more than forty hours per week during vacation periods. Normally library student assistants are scheduled for not more than 15 hours per week.

PATRON INTERACTION

YOU are probably the first person the library patron will meet.
YOU are the person most likely to: be asked questions,
check out materials,
qive assistance.

WHEN YOU MEET ...

You and the library patron have a lot in common--you are both very special people. Get to know one another.

Whenever possible, greet the patron with a smile, "Hi, may I help you?"

QUESTIONS?

How late is the library open? Do you have change for a dollar? Where's the restroom?....It's the thousandth time you've heard the question, but STOP--remember--it's the first time the person in front of you has asked.

Don't know the answer to a question? When in doubt, ASK for HELP! Check the library guidebook, ask the senior student assistant on duty, your supervisor, the librarian.

ASSISTANCE?

Does the request fall within my job duties?

Can I accomplish the task (or do I need help?)

Will it take me away from my work station? (Can I get someone to cover my station?)

PROBLEMS!

When you experience difficulties with a patron, keep your cool-don't take issues personally--ask your supervisor for assistance!

Your supervisor and other librarians on the staff can handle problems for you.





TELEPHONE ETIQUETTE



How well you handle phone calls is important to the overall impression patrons receive about the library. Your supervisor will tell you how to answer the phone to identify the department. Every caller must be spoken with courteously. You should attempt to give every caller a satisfactory answer as quickly as possible.

Transferring Calls

Many of the calls received at any phone are for a different department. As soon as you realize the caller should be talking to someone else, state this fact and offer to transfer the call. Before transferring, tell the caller the name of the department or person you are trying to reach, and the the phone number in case the call is disconnected.

To transfer a call, press the phone switchhook once quickly. After three short tones followed by a dial tone, dial the number you want. When the department answers, identify this is as a transfer call. When you hang up, the transfer will be complete.

If the number you are trying to reach is busy or does not answer, press the switchhook once to be reconnected with the original caller. Explain why the transfer was not completed, and make sure the caller has the number (s)he should try later before ending the call.

If you are nervous about transferring phone calls, ask your supervisor about practicing with another student until you are comfortable with the procedure.

Taking Messages

If a caller is trying to reach a staff member who is not available, ask if you can take a message. Be sure that you have heard the message correctly by repeating it as you write it down. If necessary, ask the caller to spell his/her name. As soon as you end the call, make sure the message you have written is legible and includes the date and time. Post it immediately on the proper desk.

Pages

Often calls are received asking to page or get messages to patrons using the library. Explain to the caller that we do not have a paging system and that it is impossible to find someone in the building. Offer to post a message at the exit so the person being sought will see it when leaving the building. If the caller persists or states that this is an emergency, give the call to the supervisor on duty. If no supervisor is available, offer to transfer the call to Campus Police.

Calling Back

If a caller needs information that will take some time to retrieve, exercise judgement about how long to keep him/her waiting on the phone. You need to consider how long it will take to find the answer and how busy the department is at the time. If you think it will take more than a few minutes to find the answer, tell the caller that if (s)he will leave a name and phone number you will get back to them as soon as possible.

If you start looking for the answer and then discover that it is going to take longer than you thought, tell the caller, and ask if you can call back later with the information.

Providing Information

In all departments of the library questions will be asked that you cannot answer because you do not have the information or that you should not answer but refer to your supervisor. If this happens, there is nothing wrong with telling the caller that you do not have the information. If the supervisor is not available, take a message.

Do not try to answer reference questions. Transfer all reference questions to the reference phone, ext. 7132. If no one is in the reference office, call the nearest librarian to the phone. If no librarians are available, take a message.

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THE CARD CATALOG

YOU will be asked many questions about the collection!

Answers about books will be found in the Card Catalog which is located in the Reference Room.

- ... Author, Subject and Title Cards are interfiled in alphabetical order. Each card has a Library of Congress letter-number combination printed in the upper left hand corner. This is the call or classification number assigned to denote subject and author as well as the book's proper place on the library shelves.
- ... A brief outline of LC subject classifications can be found on either end of the Card Catalog.
- ...LOCATION SYMBOLS, placed on the catalog card above the call number indicate materials which are shelved in special locations.

Ref. Reference Room (non-circulating)

Per. Periodicals room (non-circulating)

Microforms Microfiche, Microfilm located in the

Room Microforms Room

Media Department

Lrn Rsc. Learning Resources (Instructional

Materials) adjacent to Media

Juv. Children's literature shelved near

Instructional Materials

Cat. Technical Services (non public)

Acq. For information, ask at Reference.

Naut. Alexander C. Brown Nautical Collection,

adjacent to the smoking lounge

Beas. Ray J. Beasley Memorial Collection

(Biology), second floor

Hus. or Woodroof Hiden Hussey Memorial Collection

Huss. (Horticulture), second floor

... Non-circulating materials are designated as follows:

Non-circulating materials, shelved with

the circulating collection

** Non-circulating Archival/Rare Books

... A colored stripe on the top edge of the card means:

Microforms, located in the Microform Room Purple

Audio-visual software located in Media Green

Browsing Collection Orange

... One symbol which does not indicate location is:

shelved in call number order in Oversize, q the circulating collection

... Two collections of books on Microfiche do not have call numbers. The following designations are found in the upper right hand corner of the catalog card:

LEL +

Microforms Room a number

LAC +

a number Microforms Room



SPECIAL COLLECTIONS



YOU will be asked about Special Collections.

These collections are popular with patrons:

ARCHIVES:

...The CNC College Archives are kept in the Rare Books/Special Collections Room. Appointment hours for research in the Archives are:

Monday, 1:00 pm - 9:00 pm Tuesday - Friday, 8:00 am - 5:00 pm

Send patrons to the Reference Assistant for appointments or for any assistance in the Archives.

REFERENCE COLLECTIONS ON MICROFICHE

...Reference collections do not circulate. Microfiche readers are provided in both the Reference Room and the Microforms Room. In addition a reader-printer is in the Microforms Room.

Catalogs of Virginia Libraries

(CAVILIR) Reference Room

College

Catalogs Microforms Room

Q - Data Corporation

Reports Reference Room
Phonefiche Microforms Room

VERTICAL FILE COLLECTIONS

... The Pamphlet File, kept in Instructional Materials, is particularly useful for the projects of education majors. Material from this file circulates for three weeks.

... The following vertical files are part of the Reference Collection and do not circulate:

Virginia Business File - a collection containing annual reports and employment information on those businesses which are not contained in the ${\tt Q}$ - Data File.

Virginia Localities File Virginia Publications - ephemeral publications Virginia Vertical File - miscellaneous Virginia issues

Global Issues File - material on world concerns

ACCESS SERVICES DEPARTMENT

The Access Services Department is composed of two main areas, Circulation and Periodicals/Reserves.

The <u>Circulation Department</u> is responsible for checking out books to members of the college and community patrons. (Community patrons can buy library cards for two dollars.) Circulation reshelves all books. They have records of what's been checked out, so ask patrons to go to the Circulation Desk if they're having trouble finding a book that's not on the shelf. If a book isn't checked out, circulation staff will search for it. Please remember that the Media Department has its own circulation file, so check there if the call number starts with MEDIA.

Circulation makes change for the copiers and can perform simple repairs, such as adding paper and clearing paper jams. They also have the lenses for the microfiche machines and instruct patrons in their use.

During the evenings and weekends the Circulation Supervisor can contact the Campus Police via the telephone or two-way radio.

Faculty and staff can have copies made on the copy machine located behind the Circulation Desk. The usual limit is 25 copies per original.

The <u>Periodicals/Reserve</u> Department is responsible for the operation of the Periodicals Room and the Reserve Department. Their service desk is located at the rear of the Periodicals Room. If a patron wants to know if we've received an issue of a periodical, or where it's shelved this desk is the place to go.

Professors often put material on reserve so the entire class can read an article or book in a short period of time. The Reserve Department organizes this material by professor's name and checks it out for limited periods ranging from one hour to three days.

<u>Interlibrary Loan</u> is handled by the Periodicals/Reserve Assistant. Books or copies of periodical articles can be borrowed from other libraries through this program. Forms can be found on the door of the Periodicals Office.



MEDIA SERVICES SERVICES ... AV Instruction ... Reference Assistance ... Reserve Materials ... Viewing Facilities (groups up to 30) ... AV Selection Consultation HOURS ... Monday through Thursday---- 8 am to 9 pm ---8 am to 5:00 pm ... Friday ... Saturday and Sunday ----1 to 5 pm RESEARCH TOOLS ... AV Reference Assistance ... Equipment Evaluation Guides ... AV Software Evaluation Sources ... Microcomputer Software Evaluation Sources ... Purchasing Catalogs (Equipment & Materials) EQUIPMENT FOR ...INCLUDES... CLASSROOM USE ...16mm Projectors, Filmstrip & Audio/Filmstrip *48 hours Projectors Advance notice ...Slide Projectors & Audio/slide Projectors ... Overhead Projectors requested ... Record Players (call: 7136) ... Audiocassette Player/Recorders ... Microphones ...1/2" VCR & 12" Color TV EOUIPMENT FOR ...1/2" and 3/4" VCR's IN LIBRARY USE

... Equipment listed above is available PLUS...

Advance Notice

... Television Receiver/Monitors

Requested

... Apple II+ and IBM Microcomputers

... Ektagraphic Copy Stands

...Laminator

... Overhead Transparency Maker

...Laser Disc Player

AV MATERIALS ... A wide range of subjects are covered. the CARD CATALOG for further details.

... TRC (Teacher Resource Ctr., Newport News) AV MATERIALS AVAILABLE OM ... AVS (AV Services for VA Dept. of Educ.) LOAN FROM ... TEAMS (Traveling Exhibition & Media PARTICIPATING Services of the Virginia Museum)

INSTITUTIONS ... Eastman-Kodak

CATALOGS of available materials located in Media Department

FOR EQUIPMENT RESERVATIONS, INFORMATION CALL....7136

REFERENCE SERVICES

Many of the questions that you will be asked can be answered in the Reference Department.

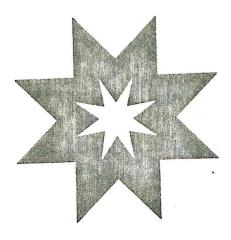
The Reference Collection contains frequently used sources such as encyclopedias, dictionaries, college guides, census and statistical information, biographical volumes, almanacs and bibliographies. It spans all subject classifications and contains answers to many of the questions that will be asked by our users. The Reference Collection does not circulate.

Professional Librarians staff the Reference Desk Monday - Thursday, from 8:00 am - 10:30 pm, Friday 8:00 am-5:00 pm, and Sunday 1:00 pm - 8:00 pm.

They answer questions, provide one-on-one library instruction in the Reference Collection, and assist in the use of all library resources.

They provide special services to CNC patrons which include: Paper Trace, a term paper consultation service; Online Services, the electronic retrieval of bibliographic information; and Library Instruction to classes in specific subject areas.

The Reference Department also provides interaction between the Patron and the special collections and materials of Smith Library.



TECHNICAL SERVICES

Acquisitions and Cataloging are both part of the Technical Services Department. Most questions about technical services that are asked need to be referred to one of the staff members in the department. Such questions include:

How do I order books?

Is there any money left for my department to order books?

Has the book I ordered come in?

Faculty members order, or request books be ordered, using 3x5" blue cards. They can get additional blue cards in acquisitions. If they ask for advice or assistance in filling out the cards, recommend they use BOOKS IN PRINT located in the Reference Room.

Gift books can be accepted in public services. The donor should first fill out a donor form. Copies of the form are available at circulation or in acquisitions. Any gift books should be brought (with the form) to acquisitions. Any questions about tax deductions for gift books should be referred to the Acquisitions Department.

Some library tools--reference books and bibliographies--are located in the Technical Services Department. Any patron wanting to use these books should be referred to a librarian for assistance.



EMERGENCY PROCEDURES

Contacting a Campus Police Officer

To contact a campus police officer for assistance during regular office hours call extension 7053.

After hours use the two-way radio dispatch system at the Circulation Desk. To summon a security officer, depress the button on the left hand side of the unit and speak into the grill. Always identify yourself and state that you are in the library. State the nature of the problem so the campus police will know what to expect when they arrive. All circulation staff should know how to operate the radio.

If the radio is not available, call extension 7253. This will patch you into the campus police radio link. Speak slowly and clearly so you can be understood.

When calls for the campus police are received in the library at night, the two-way radio is used to contact a campus police officer. Find out from the caller the nature of the problem and the exact location at which the officer is needed.

Fire Drill Procedure

In general we will follow the attached emergency procedures outlined by the campus police.

The library has smoke detectors in part of the building. In addition to the detectors, the building has several pull-down fire alarm stations. Anyone spotting a fire should immediately pull the nearest fire alarm. These alarms do not sound in the campus police office, so they must be called at extension 7053 (days) or 7253 (evenings). Campus police will then notify the city fire department.

Circulation will call campus police when a fire alarm sounds or has been pulled. The supervisor calling should identify him/herself advising security of the nature and location of the alarm.

Do not turn off copiers. Close all doors, but do not lock them. Leave all lights on.

One circulation desk assistant is responsible for checking the carrels, elevator and upstairs stacks from the elevator to the rear of the building.

The second circulation desk assistant will check second floor browsing area, smoking lounge, and stacks back to the elevator. DO NOT ENTER ELEVATOR. The Reference Librarian will be responsible for checking reference room, offices and lounge. If someone is trapped in the elevator, notify the fire brigade immediately.

Periodicals will be responsible for checking the periodical reading room and microforms. If necessary, use the bindery room exit.

The media assistant or student assistant will be responsible for the media area and the learning resources center. This includes checking the rest rooms.

All cash boxes will be locked in the circulation area.

Everyone will evacuate by the nearest door. Library student assistants will aid in evacuating the building. Library staff will remain near the exits until the building is cleared.

All people should move away from the library to avoid possible injury.

NO-ONE will re-enter the building until the all clear is received from Campus Police or the Fire Department.

Bomb Threat

In case of bomb threat, follow the attached procedures outlined by campus security. Evacuate the library following the procedure outlined above under "Fire Drill Procedure".

Exit Alarms

Emergency exits in the building are equipped with exit alarms. The control panel at circulation indicates the location of all exit alarms. Keys to turn the alarms off are located in the key box in the Circulation Office.

When an alarm sounds, circulation will check the control panel to determine which door has been opened and proceed immediately to that area to see if the person using the exit can be apprehended.

The control panel is then re-set and the circulation supervisor will check the door to be sure the alarm is re-activated.

Detex exit alarm operating instructions:

To turn unit ON: Rotate the key fully counter-clockwise and withdraw it. Note: the unit does not become fully armed until about 15 seconds after having been turned on.

To turn unit OFF: Rotate the key 360 degrees clockwise and withdraw it. They key may turn endlessly in the clockwise direction. If you miss the 360 degree position, do not back up but go around again until the key can be removed with its last motion having been in the clockwise direction.

To pass through door without sounding alarm: Use key in the alarm.

Threats to Patrons

If a patron reports threatening or illegal incidents, the circulation supervisor will notify campus police. Try to keep the patron in the circulation office until the police arrive to get an account of the incident and a description of the offensive person. If the patron will not wait, take name, address and phone number for future contact by campus police. Fill out an incident report, found in the Circulation Supervisor's files.

Notify campus police as soon as possible.

Any incident should be reported to the Access Services Librarian as soon as possible.

Medical Emergencies and Injuries

The college has provided the library with a first aid kit for minor emergencies. It is located at the circulation desk. The kit contains adhesive bandages, gauze, regular bandaids, etc...

A log is kept showing name and address of the person treated and what was administered, however minor.

When the stock of any item is low, notify the circulation supervisor so it can be reordered.

In case of serious medical emergency or injury, the supervisor will call an ambulance immediately and then notify campus police.

Building Emergency

During the day, campus maintenance is called for building problems. The Access Services Librarian should be notified and they will contact maintenance.

In the event of building emergencies (broken windows, leaks, etc.) occuring after business hours, notify campus police so they can contact the maintenance person on call. Also the Access Services Librarian should be contacted at home.

Emergency Closing

In cases when it seems that an emergency closing of the library or campus is likely call your supervisor. Local radio stations will also broadcast this information and the campus police can inform you of the status of the campus.

A log of emergencies and unusual occurrances is kept by the Access Services Librarian. Any emergency covered in these procedures requiring campus police should be reported as soon after the event as possible.

