


## Documentation of the Mastery: Fax Machine

1. Sending a fax from a library staff member.
  - a. Staff members of the library do not have to pay to send faxes.
  - b. As a staff member you do not have to put a copy of the confirmation receipt in the box.
2. Sending a fax from a patron.
  - a. Cover sheets & basic rates are in the rainbow folder under the front desk computer on the left.
  - b. Our cover sheets are free & the first page of the fax is \$3.00; each additional page is \$1.00. 15 to 25 pages: we do not charge more than \$15.00 as long as all are going to the same place. If it exceeds 25 pages: the fee is \$25.00.  
If fax is international or out-of-country, add a \$10.00 surcharge to the total above.
  - c. Be sure to count the number of pages correctly so you can charge the patron the correct amount.
3. The fax machine has a touch screen. The fourth icon over is the one for 'Fax'.
  - a. Papers go face up to be scanned or copied.
  - b. Enter the fax number correctly, including the area code (outside of 315, you need to use a '1' at the beginning).
  - c. If the fax does not go through, try again if the line is busy. Ask the patron to double-check the number to make sure it is correct.
  - d. The fax machine will print a receipt that tells you if it was sent or failed. Once it has been confirmed that the fax was sent, make a copy of the receipt to put in the box (tray) next to the machine. (You can Copy on this machine or use the copy machine in the workroom.) Give the original receipt plus the original papers to the patron.
  - e. Next, charge the patron the correct amount of money and enter it in the cash register (using the 'fax' button). There is a separate place for fax money in the drawer on the far left.
4. Receiving a fax for a staff member.
  - a. Staff members do not have to pay to receive faxes. Find your co-worker and inform them of the received fax. If you can't find them place it in their mailbox.
5. Receiving a fax for a patron. (Fax number is 315-635-6760)
  - a. When receiving a fax for a patron they will be charged \$1.00 per page (no charge for cover sheet).
  - b. There are Received forms to fill out right next to the fax machine. Fill out the date, who the fax is for, the telephone number of the patron, who the fax is coming from. When the fax comes in note the date and time it was received, the number of pages, the amount due, amount collected and your initials. Put the slip in the wooden box (tray).

Proof of Mastery: Send a fax while a training proctor observes.

Current Training Proctors for this Mastery:

- Meg VanPatten
- Erin Hart
- Cathy Johnson

Resources:

This task is estimated to take 10-15 minutes for someone to master.

They will need:

- Access to the fax machine and the folder under the front desk.
- Access to a copy machine (or they can use fax machine to copy).