

## **Documentation of the Mastery: Guest Passes (Revised 1/2019)**

Note: This mastery is intended for people who work at the Adult Information Desk.

**We do not prevent anyone from accessing the public access computers** except for those barred from the library. We should encourage them to pay existing fines or get a new card, but anyone can get a Guest Pass.

1. When someone needs access to the public computers, but does not have a library card with them:
  - a. Ask them if they have a library card from within Onondaga County, but it isn't with them
    - i. If they don't have a library card, ask them if they live locally or out of the area
      - If they are local, give them a Guest Pass and encourage them to get a card. Example: "I'll give you a GUEST pass to use the computers for today. You can get a card at the front desk with picture ID and proof of address. Then you can just walk up to the computers and use them."
      - If they are from outside the immediate area, but will be using the library regularly, give them a Guest Pass and encourage them to get a card. Example: "You can get a card in about 5 minutes at the front desk if you have an address in New York State."
      - If they are from outside NY State or are "just visiting the area" tell them we will give them a Guest Pass for the computers.
    - ii. If they have a card but it isn't with them, or they aren't sure, you can check their account number on Polaris, or if it is busy, give them a Guest Pass. If they show you a Picture ID you can give them their Card number so they can sign onto the computers themselves.
  - b. Making a Reservation:
    - a. We only need to make a Reservation for someone who needs a GUEST pass. If they have a library card number, they can get on the computers with it.
    - b. Make a reservation using the word GUEST1, or GUEST2, or GUEST3. If you use the same name while someone is logged in with it, you will get an error message - which you can override if needed. Or you can match the number with the computer: GUEST9 for REF9 computer.

### **Proof of Mastery:**

- Tell the Proctor under what conditions we would not give a GUEST pass to someone who asks to get on the computers.
- Demonstrate to the Proctor how to Make A Reservation on the Ref Desk computer

### **Current Training Proctors for this Mastery: Guest Passes**

- Meg VanPatten
- Nancy Howe
- Julia Schult
- Bob Loftus

### **Resources:**

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

### **They will need:**

- The documentation above
- Access to a Polaris station and the Ref Desk computer
- May need an Expert to answer questions