

Staff Training Program: Circ Desk – Polaris Format Rules

Documentation of the Mastery:

1. Entering the person's name correctly – very important so you avoid giving them a duplicate card

- Last names with two capital letters should be entered without a space.
Ex. MacDonald not Mac Donald
- If the name has an apostrophe in it, treat the apostrophe like another letter.
Ex. O'Hara not Ohara.
- Last names with a hyphen should be entered without a space.
Ex. Smith-Brown not Smith -Brown

2. Entering an address properly

- Use abbreviations such as St., Rd., Dr., La., Blvd., Pkwy., etc
- Enter the zip code properly – important as you could be placing them in the wrong county.
- You may have to ask if they live in the Village of Baldwinsville, or in one of the towns but outside village limits.

3. Entering the phone number and email address correctly.

- Enter the phone number by including the area code, with dashes in the appropriate places.
Example: 315-720-1234
- Make sure you put in the email address exactly as the patron gives you
Example: L1bra1an@gmail.com
Be sure to ask if they are i's or l's or 1's, or zeros vs. o's, or anything else that can be easily confused with other letters/numbers. If you can't read the person's handwriting, double check all of the information with them verbally.

Proof of Mastery: Have a Training Proctor fill out a fake card for you to create a library card that they will check afterwards (and then the Training Proctor will delete the patron card).

Current Training Proctors for this Mastery:

- Meg VanPatten
- Julia Schult
- Erin Hart

Resources:

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

They will need:

- access to a Polaris computer
- the documentation above