

Documentation of the Mastery: Ref Desk Checklist

A. Check the public computers to make sure they are all up and running

- i. Are the screens lit up? Check any black screens to see if computer is on.
- ii. Are they at the indigo (blue/purple) PC Reservations screen? Log in or troubleshoot any that aren't.
- iii. On the PC Reservations Console, click Computer Status. Look down the list and they all should be showing Available or In Use. Troubleshoot any that are not.
- iv. Compare those that are In Use with whether they have a person at that computer. If not, restart that computer and log in.

Note: if you don't know how to log into the Public Computers, please ask another librarian! After computer startup, hit Enter (for Ref account), then Ctrl-Alt-Del, then enter the password.

B. Check Ref Desk Voicemail for messages

- i. When light is blinking (accessing new messages),
 - Lift the handset and press the blinking button. When asked for code, use the extension you are at (Adult Information desk is 211, Children's is 225)
 - 1 plays the next message. Write down any relevant information.
 - If you need to listen to the message again, press *1.
 - If you have all the info you need, press 3 to Delete the message. If you may need to listen to it later, or have someone else listen, press 7 to save.
 - When there are No More Messages, you may hang up.
- ii. When light is not blinking (accessing saved messages)
 - Pick up the handset and dial 250.
 - When it answers, press * key.
 - When prompted for your voicemail extension, enter 211 (or 225 for Children's) then press #.
 - When prompted for the password, enter the same.
 - Proceed as above to listen, delete, or save messages.

C. Check the Library's Info email

- i. Open Outlook if it isn't already running.
- ii. Here's how to handle messages:
 - If they are reference questions, answer them!
 - Any that someone else in the library needs to deal with, forward message to them, and either Reply to the email so the sender knows who will contact them, or check with the person you forwarded it to so you are sure they will get back to the patron.
 - Any that are Travel-related can be deleted EXCEPT if they are announcing a new printed product: pamphlet or book. Forward those to Sharon Burton.
 - Any that have attachments are suspect, and probably are trying to give our computer a virus. Most legitimate emails to the library with attachments will go to a specific person's email, not the Info account. Delete them.
 - Any that are general library email or you are not sure of, leave in the Inbox. This includes overdue notices for BPL cards.
 - You can delete any messages in the Inbox that have been forwarded to another party or you are sure we have finished with them.

D. Check your own email

- i. Click on the shortcut on the Ref Desk computer's Desktop that says BPL email. Or open a browser and look for the BPL email shortcut on the Bookmarks Bar.
- ii. Log into your account. If you don't know your account name and password, ask Bob, Julia, or Meg.

Proof of Mastery: Take the attached test, then submit it to a Training Proctor. You can print it out, fill it out, then put it in their mailbox, or copy the test below, paste it into your email and email it to the proctor.

Current Training Proctors for this Mastery: Ref Desk Checklist

- Julia Schult
- Meg VanPatten
- Val Chism
- Sharon Burton

Resources:

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

They will need:

- access to the Reference Desk Computer
- the documentation
- possibly an Expert

Test for Mastery: Ref Desk Checklist

Your Name: _____

I. What 4 things do you check as soon as you can during your Adult Reference Shift?

- A. _____
- B. _____
- C. _____
- D. _____

II. Pull up the View PC Status window on the computer reservation console. What statuses do you see?

(Please indicate the current time & date: _____)

III. A. What is the passcode for the Adult Ref Desk Voicemail? _____

B. What is the passcode for the Children’s Desk Voicemail? _____

IV. When looking at the Info Desk email, how would you handle each kind of message:

Example responses: Delete, Forward, Reply, Leave in Inbox

Advertising? _____

Questions? _____

Email related to another Librarian’s activities? _____

Email related to Travel? _____

Email from Polaris regarding a BPL Library account? _____

Library profession related emails? _____

Email you don’t recognize that has an attachment? _____

Unsure what it is, but doesn’t look urgent? _____