

## **Staff Training Program: Circ. Desk-Fax Machine**

### **Documentation of the Mastery: Fax Machine**

1. Sending a fax from a library staff member.
  - Staff members of the library do not have to pay to send faxes.
  - As a member you do not have to put a copy of your receipt in the box.
2. Sending a fax from a patron.
  - Our cover sheets are free & the first page of the fax is \$3.00; each additional page is \$1.00.
  - We do not charge over \$13.00 per fax no matter how many pages there are as long as they are all going to the same place.
  - Make sure you enter the fax number correctly.
  - Be sure to count the number of pages correctly so you charge the patron the right amount.
  - If the fax does not go through you may try again if the line is busy. The receipt that is printed from the fax machine will tell 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 next to the machine. Give the original receipt plus the original papers to the patron.
  - Next you will charge the patron the correct amount of money and enter it in the cash register. There is a separate place in the register for fax money.
3. Receiving a fax for a staff member.
  - Staff members do not have to pay to receive faxes. Find your coworker and inform them of the received fax. Put the fax in their mailbox if they don't come get it right away.
4. Receiving a fax for a patron.
  - When receiving a fax for a patron they will be charged \$1.00 per page.
  - There are received fax receipt 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 came from, the date and time it was received, the number of pages, the amount due, amount collected, and your initials.

**Proof of Mastery:** Send a fax in front of a training proctor.

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

- Meg VanPatten
- Erin Hart

### **Resources:**

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

### **They will need:**

- access to the fax machine and the folders of paperwork next to it
- access to a copy machine