

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 to use 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, etc. We suggest you match the number with the computer: GUEST9 for REF9 computer. You cannot use the same name someone else is using; you will get an error message - which you can override if needed.

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