

## 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](mailto: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