

Staff Training Program: Ref Desk – Mastery: Ref Desk Checklist

Documentation of the Mastery:

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 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! When a computer starts up, you will need to Ctrl-Alt-Del, press Enter, and 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 your own email

- i. Click on the shortcut on the Desktop that says BPL email. (For Ref Desk computers)
- ii. Log into your account. If you don't know your account name and password, ask Bob, Julia, or Meg.

d. 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.

Proof of Mastery: Go through the steps above with a Training Proctor.

Current Training Proctors for this Mastery: Ref Desk Checklist

- Julia Schult
- Meg VanPatten
- Bob Loftus
- 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