

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.
 - Staff members do not have to put a copy of your fax 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**. Faxes **13-25 pages cost a flat \$15.00**. **More than 25 pages costs \$25.00**.
 - For faxes being sent out of the country, there is an **international fee** of \$10.00.
 - Make sure you enter the fax number correctly.
 - 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 confirmation page 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 confirmation page to put in the box next to the machine. Give the original confirmation page plus the original papers to the patron.
 - Next, 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 the staff member 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.
 - Received fax receipt forms to fill out are next to the fax machine. Fill in 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. (If no patron with a fax is available, the Proctor can pretend to be a paying patron.)

Current Training Proctors for this Mastery:

Erin Hart
Pepa Baberkova

Ginny Stady
Amy Bruce

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