

At the beginning of the Orientation Manual put in your Library's name, address, phone, website and the date the manual was published. Further pages should include staff names, extensions and telephone numbers, then information about Trustees...name, address, phone etc.

LIBRARY HOURS

MONDAY - THURSDAY 9:00 - 8:00

FRIDAY 9:00 - 5:00

SATURDAY 9:00 - 5:00

SUNDAY CLOSED DURING SUMMER

SUNDAY DURING SCHOOL 1-5

(574) 654-3046 voice line

(574) 654-8260 data line

Library website: www.ncpl.info

General Library Information:

Where does the Library get its money to operate?

The library receives its money from the following sources:

Property taxes from homeowners and businesses in the Town of New Carlisle and Olive Township. These taxes provide a majority of the library's operating income. The library also benefits from some excise taxes, County Option Income Taxes (C.O.I.T.) and from money we receive from fines, fees, dvd rental etc.

We receive less than \$500 per year from the State of Indiana, Our budget for 2005 is \$582,593.00.

Who can use the Library?

Residents of New Carlisle and Olive Township plus we also provide full-service to many folks who reside in LaPorte County. We have had a Reciprocal Borrowing agreement with the LaPorte County Public Library since 1968 and we maintain this agreement primarily for the benefit of the students in the New Prairie United School Corporation.

We also have Reciprocal Borrowing agreements with the Mishawaka-Penn Public Library and the Michigan City Public Library. Not so long ago, the St. Joseph County Public Library began granting privileges to residents of St. Joseph County, we follow that same arrangement.

What is a PLAC card?

PLAC is an acronym for Public Library Access Card. These cards are available at most Indiana Libraries and for a fee enable the purchaser to use any library in the state. Most libraries have different policies on what they will loan to the holder of a PLAC card. The fee is approved by the Indiana State Library and is \$28.00. This card does not grant the purchaser full privileges, such as dvd rental and inter-library loan.

Why do we have a non-resident fee?

To be fair to the taxpayers supporting our library we charge a fee of \$150.00 to people not residing in St. Joseph or LaPorte county for full library privileges.

When was this building built?

Our current facility was finished in 2002. Our original building was downtown in what is now the New Carlisle Town Hall. That building was built in 1921!

Is it true that we must share patron information with law enforcement officials?

Our library keeps only a minimum amount of information regarding patrons and their borrowing habits. Information about patron records, research, or other activities at the Library is not released to anyone--including other government agencies, whether local, state or federal-- without an order from a court of competent jurisdiction.

GENERAL RULES YOU SHOULD BE AWARE OF

ALWAYS be prompt when reporting for duty, when coming back from your break, or when returning from lunch.

The library is equipped with a keyless entry at the staff entrance. Be sure to memorize the entrance code.

When closing the library you **MUST** engage the security system. Please be sure that you are shown how to properly engage it.

When working more than six hours on a given day, you are entitled to a 30 minute lunch break and a 15 minute break.

SHOW UP PROMPTLY FOR WORK.

NEVER CLOSE THE LIBRARY EARLY.

Be sure to follow the posted closing procedures.

Be aware of your schedule. It's your responsibility.

Sign in/out every day.

Paydays are the first day after the 15th and the 30th of the month.

If you need to call in sick, be sure to do so no less than four hours prior to your scheduled time.

Dress neatly. No sloppy shoes, no shorts, no sandals.

There are many policies regarding staff members. Be sure to have your supervisor give you a copy of the policies.

Keep personal telephone calls to a minimum. No long distance calls are allowed for personal business.

Be aware of your general daily duties. When in doubt ask!!

Please do not sit down and say you have nothing to do. If your tasks have been properly finished, ask a fellow staff member what else needs to be done.

You are able to access your library e-mail via the Internet. To access webmail go to <https://mail.ncpl.lib.in.us> You will be asked for your username and password. Then select OK. You are able to send and receive mail using the webmail client.

PATRON SERVICE AND RELATIONS

The patrons are our business. They utilize us because we have something they need...

ENTERTAINMENT

our books, tapes, videos, dvds, music, magazines, genealogy materials, programs and other materials provide pleasure, amusement and diversion.

INFORMATION

our nonfiction materials provide news, facts, data and knowledge in many areas for our patrons' many interests.

RELAXATION

our various materials provide an escape to many worlds

We need to be constantly be aware of our image as it relates to helping the patron. As a Library Employee you should be...

APPROACHABLE

friendly and open

ADAPTABLE

able to meet the needs of each individual

SINCERE

honestly willing to be of assistance

**WE ARE COMMITTED
TO SUPERIOR
PATRON SERVICE**

INCREASING YOUR KNOWLEDGE OF THE LIBRARY'S COLLECTION

The New Carlisle Public Library has more than 50,000 different titles. New ones arrive almost daily. Shelving and straightening the books will help you remember titles and authors. You can broaden your knowledge base by spending time in all sections of the library....

TOUCHING EVERY BOOK will help you learn the collection

Many patrons like to stick with authors they like. You will need to learn the popular authors and their equivalents. Here's how to start:

If you are especially interested in a particular subject area, LET US KNOW. Experts are far and few between. Be it humor, science fiction, fantasy...let us know.

New titles, new authors and new patrons arrive every day. Checking carts and the new book areas will make your job more interesting and help you give better patron service.

Go to www.Amazon.com and select a title. Frequent at the bottom of the page there are recommendations for other titles that are similar. Another site that can help is <http://www.readersadvice.com/>

EXERCISES

1. Get a tour of the library by the Director or your direct supervisor.
2. Make sure that you receive a map of the library. This will help you identify special areas of interest to both yourself and the patrons.

NOTE: before attempting #'s 3 & 4, please be shown how the library's shelving and organizational systems work, THIS IS VERY IMPORTANT.

3. Choose a section you are interested in and straighten it, touching every book (this will help you remember where they are).

4. Choose a section you know nothing about and straighten it.
5. Go through the New Books, Science Fiction, Reference, and Children's sections. You may want to write down some of the titles and authors that interest you.
6. Please refrain from any personal searching while on library time.
7. No personal reading while on duty.

HELPING THE PATRON

The most important part of your job is helping the patrons. Without them there is little need for you.

"It is not the employer who pays wages - he only handles the money. It is the customer (patron) who pays the wages (through his/her taxes)." Henry Ford

The patron usually forms an opinion of the library through the service he or she receives. For that reason the way you approach a patron is critical.

Tools for good patron service:

Greet the patrons when they enter the library. If you are busy with another patron, you can still say "hello," smile and make eye contact.

Ask open-ended questions that can encourage conversation. "How may I help you?" Volunteer information and be detailed and realistic about promises. If you are unsure about the patron's question, ask him/her again. If you're still unsure ask a senior staff member. **YOU ARE NOT STUPID, IF YOU WERE THE DIRECTOR WOULDN'T HAVE HIRED YOU!!!**

Be a good listener and encourage patrons to state their needs, but don't be too pushy. Sometimes what the patron has need of knowing is none of our business. If you are again unsure of what the patron specifically needs, use good listening skills, example: a patron asks you for a book on water. You would then repeat back to the patron his/her question using your own words.... When in doubt ASK!

Be helpful. If you can't answer a question, say that you will find out and check with a senior staff member. When you direct a patron - **TAKE THEM TO THE SECTION AND PLACE THE BOOK IN THEIR HANDS OR SHOW THEM THE BOOKS ON THE TOPIC THAT THEY ARE INTERESTED IN. NEVER, NEVER, JUST POINT AND SAY THAT IT'S "OVER THERE."**

You will develop the ability to read a patron. Patrons might be browsers, harried, hurried, have specific needs or be undecided. Each one needs you for something and each needs different treatment. Don't ever say, "What do you want?" They'll probably say "Nothing at all...from you," and leave the library.

EXAMPLES: "How can I help you today?"
"Were you looking for anything in particular?"
"Were you able to find what you were looking for?"

Quite often you'll see a patron trying to figure out how to use the OPAC. Many patrons do know how to use it, but quite often we find that they don't. It's your job to help them without being demeaning. In time you'll be able to tell when a patron needs your help.

You may be assigned a different task while working at the front desk. While this task is important, it can wait until you have helped the patron. Don't block out what's going on around you. Learn to be aware and always keep in mind that your first priority is to serve the patron.

THE PATRON IS NEVER AN INTERRUPTION

Act as if the library's success and reputation depends upon your actions, it often does.

EXERCISES:

1. Watch as your supervisor helps a few patrons. Try to remember the following: how the approach was made, what questions were asked to determine the patron's needs and what suggestions were made.
2. Try approaching a few patrons while your supervisor observes.
3. Come up with three good open-ended questions to find out what a patron may be looking for and practice them with your supervisor.

REQUIREMENTS FOR PATRONS

Anyone is able to use the services of the New Carlisle Public Library. Where we make restrictions is when a patron wishes to checkout materials.

ALL PATRONS CHECKING OUT MATERIALS MUST BE REGISTERED BORROWERS OF THIS LIBRARY.

REQUIREMENTS

Residents of New Carlisle or Olive Township. Patrons who live in Hudson Lake, etc. are also granted full library privileges. Our library also extends full service to the following surrounding communities: Rolling Prairie, Hudson Lake, Mill Creek, Union Mills. We also grant service to residents in Michigan City, and Mishawaka. Effective August '04 we now grant full service to cardholders of the St. Joseph County Public Library.

If the patron lives out of state we charge \$150.00 for a card.

Patrons who do not live within the areas specified above may purchase a Public Library Access Card (PLAC). The current rate for this card is \$31.00.

Patron must fill-out a card application. See policy manual for full information on patron benefits and services.

Please do not sign-up patrons who are under the age of 5. We ask that parents do it for them. When in doubt ask.

General loan period - 2 weeks for books, magazines, books on cassette. 1 week for videotapes \$1.00 charge for each. Patrons must have a current library card to check out materials.

If a patron is using a PLAC card please see that they apply for a NCPL card.

Confidentiality of patron records. Absolutely positively do not give out any information concerning patrons. Never look in the patron file for addresses, telephone numbers, etc. for anyone. NEVER photocopy a borrowers card from any of the books. If a patron begins to give you problems about this policy, contact the Director or the Assistant Director IMMEDIATELY.

PATRON SERVICES

1. YOU --

as a library employee. Your primary directive is to provide the patrons with available library materials.

You are the Library to the patrons. Our dress guidelines allow for casual dress, but clothing must be clean and free of tears and stains. Piercings should be limited to the ears only. Tattoos should not be visible. More about this is in the library's general policy manual.

2. BOOKS --

generally all of our books circulate for a period of two weeks. Never allow a patron to check out a REFERENCE book, only senior staff members or the Director can permit this.

3. INTER-LIBRARY LOAN --

if the library doesn't have a certain book we can generally order it from another library. You'll be shown how to do this later.

4. VIDEOTAPES and DVDs --

Patrons under the age of 18 may not check out videotapes rated "R".

Patrons must use their cards. Do not let patrons check out materials by "remembering" their card number. Look it up in the patron file. BE SURE THEY HAVE RETURNED ALL PREVIOUSLY LOANED MATERIALS

The fine for overdue videotapes is \$3.00 per day.

Patrons are asked to pay \$1.00 per title borrowed.

4. PHOTOCOPIES --

Each photocopy costs \$.15. Please mark down how many photocopies you make for patrons on the sheet next to the cash register. Double sided copies are \$.20 each sheet

5. FAX SERVICE --

The charge is \$2.00 for the first page of a long distance transmission and \$1.00 per page thereafter. For local calls the charge is \$1.00 per page.

After the fax has been sent the machine will print a report of the transaction. You will use this as the patron's receipt and write in the necessary information.

6. TRANSPARENCIES --

transparencies are clear sheets of "Mylar" used on overhead projectors. For each sheet we charge \$.50. Money for transparencies is entered into the cash register.

7. PATRON COMPUTER STATIONS –

We use a product called PC-COP for scheduling patrons on the public access computers. If the patron has a valid library card they simply have to stop at the front desk and request a username/password. If the patron hasn't a library card we can still register them to use the computers by simply registering them as a guest. Print costs for patrons are as follows: 15 cents b/w & \$1.00 if in color.

8. FLATBED SCANNER –

used to scan text or photographs

9. TYPEWRITER –

Is generally always available, no reservations are required.

10. MICROFILM MACHINE –

We have the South Bend Tribune on microfilm from @2002 back to 1960. Please be sure you are shown how to properly use the machine.

11. FREE WIRELESS INTERNET

For laptop computers (patron owned). Most that are wireless enabled can very easily use our wireless network at no charge or set-up (generally).

CAUTION-----

Under no circumstances should you make change for patrons, i.e. a patron comes in and asks you to change a \$5 bill for him/her.

Change can only be given to a patron when they have paid a fine or have paid for photocopies. If they want change, tell them politely to go to the bank. If they become agitated, call the Director or a fellow staff member. This is for your protection.

CLOSING PROCEDURES

Shelving and picking up toys in children's department.
Shelving and picking up in adult department
Wipe down all keyboards and mouse on all patron machines with anti-bacterial wipe.
HELP PATRONS!
CLOSING TASKS
Cafe
Empty trash
clean cappuccino machine
fill cappuccino machine if necessary
wipe off counter
wipe off tables
RESTROOMS
Check nightly for cleanliness
GENERAL
Be sure book drop is emptied
Push all chairs under tables etc.
Use anti-bacterial wipes on all patron stations (mouse and keyboard and tabletop). Turn machine off first.
Be sure exterior doors are locked including door from children's program room to outside and door from children's department (button should be in and horizontal and door should be latched)
turn off all ceiling fans

turn off lights (including christmas lights)

make sure all windows are closed

Turn off all **CIRCULATION and OPAC** programs.

Turn ON night button on telephone and don't forget to engage security system.

WHEN ANSWERING THE TELEPHONE

1. Try to answer the phone within three rings.

2. Start with a "verbal handshake." For instance;

"Good (morning, afternoon, evening) public library, this is _____, how may I help you?"

3. Listen and concentrate. Take notes to avoid mistakes if you are interrupted.

4. Explain what you will do. Give the patron your undivided attention.

5. Never leave a patron on "hold."

6. Making promises you can't keep will create disgruntled or lost patrons. Be careful when you are helping patrons at the desk and trying to answer the telephone at the same time. Unless you're Superman, forget it.
WARM BODIED PATRONS COME FIRST.

7. Be helpful. Many calls are from patrons who needed the answer yesterday. While looking for the book or information don't leave the patron on "Hold" for too long. Rather, take their name and telephone number and tell them you will return their call as soon as possible.

8. Return the call with all of the relevant information. Give realistic deadlines. "No, we don't have that book, but we can order it for you through inter library loan and we can, sometimes, have the book here within one or two weeks." Or inform the patron that we can special order items and have those items here within seven to ten working days.

9. Be professional. Close the call by thanking the patron and offering to help them again.

MERCHANDISING

For many years libraries just sat around and waited for patrons to walk in the front door.

NO MORE!!

People now have a lot more alternatives and choices to make. We need not be the patrons only alternative or choice, but we must be one of them. This is where merchandising plays a major role in our organization.

First, a lesson on some terms you will need to know:

Endcap - display area at the end of a shelving unit

Face Outs - to display the cover of a book, not just the spine.

Spine Outs - to display the spine of the book

Mass Market Paperbacks - small paperbacks, usually 4" x 7".

Power Aisles - heavily trafficked sections of the library.

New Books - materials received within the last year.

SHELVING

1. Take a booktruck to the stacks

- a. sort cart into like areas
- b. take books to section and shelve according to spine label.

2. Problem solve with your supervisor on any shelving problems you encounter. Go around the library and notify your supervisor of three areas with shelving problems. For example:

- a. new mysteries are ready to be shelved, but there isn't any room on the shelves.
- b. shelving patterns in the fiction collection make no sense.

3. Get out the map of the library and label each section if it hasn't already been done.
4. Choose a section by author and one by subject and do some shelf reading (this is putting the books in order on the shelf)

STRAIGHTENING

Do you like shopping in a messy, confused, and disorganized store? Most customers don't. In their mind, a messy store is usually associated with a poorly run store. The library works the same way.

The most intensive straightening is done while shelf reading, during inventory and during a weeding. Use the following guide to help you. This may be easily done about 30 minutes prior to closing time.

1. All materials checked-in and shelved.
2. Wall sections neat.
3. Endcaps full and neat.
4. magazines in order and faced out.
5. Front desk clean.

All library employees need to do their part. Every shift should leave the library ready for the next shift.

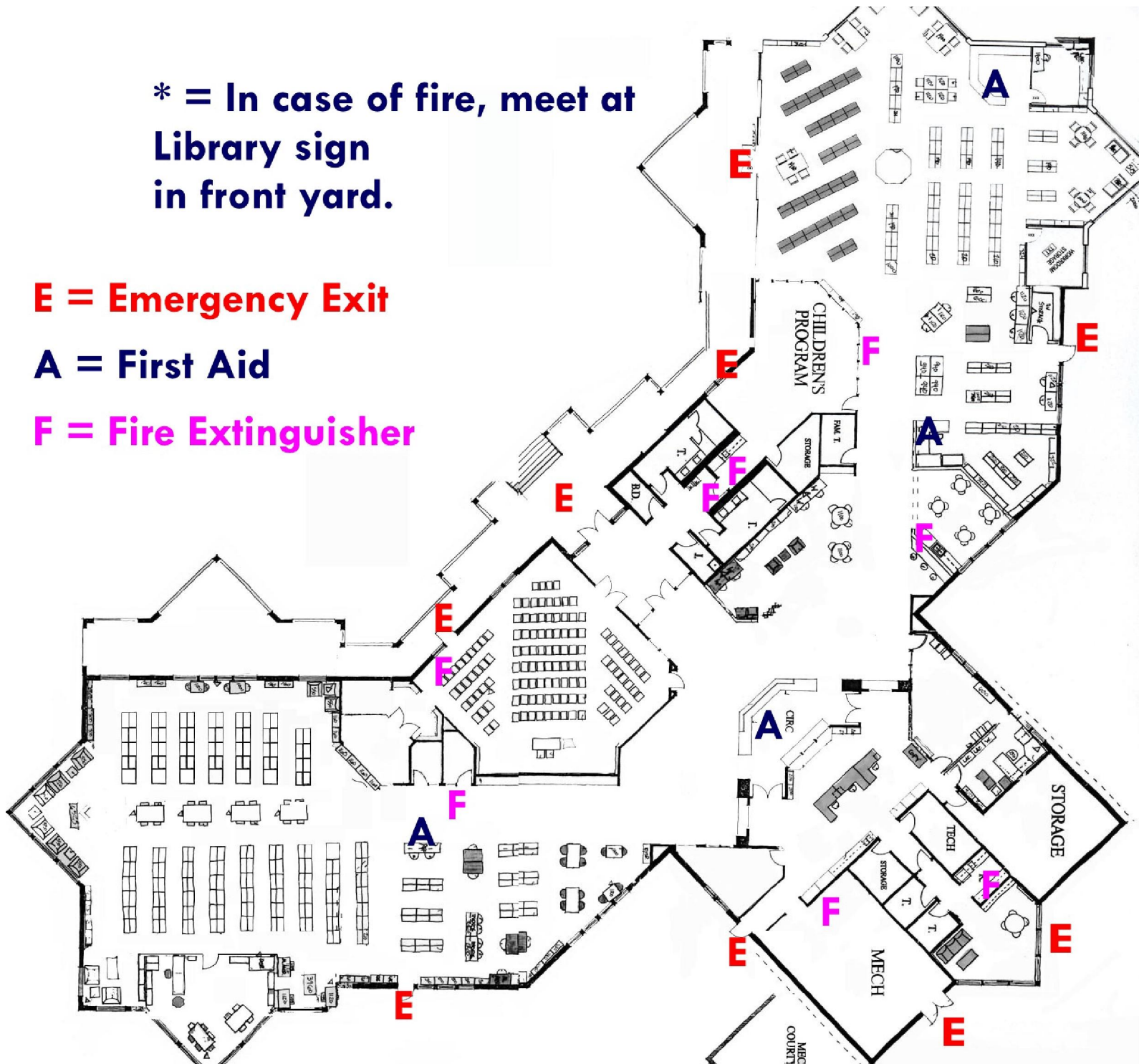
Keeping the library neat and well organized improves the image of the library and of you, the employee.
YOU ARE IMPORTANT.

*** = In case of fire, meet at
Library sign
in front yard.**

E = Emergency Exit

A = First Aid

F = Fire Extinguisher



Map of Rooms in Library

New Carlisle - Olive Township Public Library

Schedule of loan times, fees and fines

Updated: January 16, 2006

Effective February 1, 2006

Revised March 7, 2006

Item	Loan Period	Fine	Limit	Fee
Books, magazines	2 weeks, may be renewed by phone, max of three renewals, may be reserved	5 cents per day, <i>no limit previously</i> <i>had a limit of</i> \$3.00	25 item limit total	n/a
Inter-Library loan	dependent upon lending library	will be responsible to pay fines imposed by lending library		
Videotapes, DVDs	One week, may be reserved, Must be 18 to check out "R" rated materials	\$1.00 per day, no limit, was previously \$3.00 per day with a \$15.00 limit	no limit	n/a
Books on cassette, Books on CD, Audio CDs	Same as books	Same as books	25 item limit total	n/a
Cost for missing or damaged cases for videotapes, DVDs and audio CDs				\$3.00

Fax transmissions	n/a	n/a		15 cents per received page, (was <i>previously \$1.00 per incoming page</i>) \$1.00 per page to send \$2.00 for first page for long distance. For international faxes the cost is \$5.00 for the first page then \$1.00 thereafter
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Item	Loan Period	Fine	Limit	Fee
Photocopies, computer printouts, microfilm prints	n/a	n/a		b/w 15 cents per page, 20 cents for double sided, 25 cents for ledger, \$1.00 each page for color
PLAC Card				\$31.00 per year
Out of state card				\$150.00 is commensurate with local tax rate
Replacement cards				\$1.00
New Cards				Free, but we ask 50 cents for postage
Damaged, overdue or lost materials				The replacement cost of the item will be charged if the item is lost or damaged beyond use, plus fines. After 120 days if the material isn't returned the patrons account will be handed to the Credit Bureau for collection
Meeting rooms				Free to not-for-profit organizations, a \$35.00 minimum donation is requested for all other groups
Reciprocal borrowing from LaPorte County Public Library, Mishawaka Penn Public Library and Michigan City Public Library	As prescribed by lending library			Users will be responsible for fees as prescribed by the lending library