3 Must Have Activities for New Employee Training Handouts
Carterette Series Webinars 2024 | Presented by Casey Wallace and Alex Olsen

Glossary of Terms

Branch Scavenger Hunt Activity

Book Award List Activity

Reference Interview & Readers’ Advisory Handout

GCPL’s Dos and Don’ts of Customer Service Handout

Code of Conduct Scenario Examples

Match Game: Customers and our Resources
GCPL Glossary of Terms

**Beanstack**: an online platform where customers can participate in reading challenges by logging their books or time spent reading.

**Bibliographic Record**: also called a Bib Record, this is an entry in our ILS that stores identifying information like title, author, and subject headings, as well as circulation information like availability and call number.

**Bibliotheca**: our self-checkout machines allowing customers to check out their materials, renew items, and pay fines.

**Book a Librarian (BAL)**: customers can request a one-on-one appointment with a library staff member to discuss a specific topic. These are usually 30-60 minutes long.

**Claim Return**: the process staff take when a customer reports they have returned an item that is still showing up in their library account.

**Comprise**: the public computer reservation system and the name for our printing kiosk.

**Communico**: the online platform that runs our events calendar and room bookings.

**Incomplete Item**: when an item is returned missing a piece; for instance an audiobook missing a disc or an empty DVD case.

**Integrated Library System (ILS)**: the software that stores our customer accounts and cataloging records and is only accessible to library staff.
**Interlibrary Loan (ILL):** when the library requests an item we don't own from another library system so that the customer can check it out.

**Item Record:** a record in our ILS that pertains to a specific copy of an item with a unique barcode. Multiple item records can be attached to a single Bib Record.

**Learning Labs:** located in several branches, this is a space to create, collaborate, and share digital content through specialized equipment and software.

**Mobile Cart:** refers to the roving laptop carts used by library staff to assist customers.

**Picklist/Pending:** the list generated by our ILS that shows what items customers have requested for holds. Staff use this list to pull items from the shelf.

**Polaris LEAP:** this is the browser version of our ILS and allows staff to log into through any mobile computer or device. Primarily used for on the floor customer interactions.

**Polaris Remote Desktop:** this is the installed version of our ILS and is downloaded onto specific computers for staff to use.

**Public Access Catalog (PAC):** refers to our online catalog where customers can search for materials, place holds, and view their account (currently powered by Vega Discover).

**Radio-frequency identification (RFID):** a tag placed on each library item that uses electromagnetic fields to automatically identify items by scanning the tags.

**Reader's Advisory:** the process library staff use to suggest materials to customers based on their responses to a series of questions.
**Reference Interview:** a conversation between library staff and a customer to determine what the customer is looking for or trying to learn.

**Serials:** refers to the magazines offered to customers.

**Slush:** the items picked up from around the branch that need to be reshelved.

**Snag Shelf:** where “problem” materials are stored after being processed, but until the “problem” is resolved. This could include damage items, incomplete items, etc.

**Summer Reading Challenge (SRC):** a national program that occurs every year during the summer to promote reading and literacy during the months kids are out of school.

**Techstation:** refers to the iMac computers in each branch where customers can use specialized software not found on the regular Public PCs.

**Unclaimed List:** the list generated by our ILS that shows held items that are past their pick up date. Staff pull these items from the Holds shelf and check them in.

**Vega Discover:** our public catalog where customers can see their checkouts, holds, and fines, as well as search our catalog.
Branch Scavenger Hunt

Walk around and explore the branch in order to answer the following questions.

Where are the staff located?

Pick a customer and describe how they’re using the library?

Locate a book display. What display did you choose and is it effective in promoting its books? How could it be better?

Explore the children’s area. Share one observation about this space.

What three words would you use to describe the branch?

Have you visited another library system? If so, how is GCPL different from that library?
Book Award List Activity

1. Pick 2 book award lists and look them up

Pulitzer Prize
Booker Prize
National Book Award
Edgar Awards
The Hugo Award
Printz Award
John Newbery Medal

Caldecott Medal
Coretta Scott King Award
Stonewall Book Awards
Miguel de Cervantes Prize
Women's Prize for Fiction
Mythopoeic Awards
RITA Awards

2. Answer the following questions for each award

Who is this award for?

Do we own any of the titles that have won this award?
# The Reference Interview

## 1 Using Open Questions

<table>
<thead>
<tr>
<th>Used For</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helping customers get to the point</td>
<td>What information are you looking for?</td>
</tr>
<tr>
<td>Clarifying issues and ideas</td>
<td>I’d be interested in knowing...</td>
</tr>
<tr>
<td>Helping customers be more specific</td>
<td>Would you explain what you mean?</td>
</tr>
<tr>
<td>Allowing customers to air their views</td>
<td>Could you be more specific?</td>
</tr>
</tbody>
</table>

## 2 Using Closed Questions

<table>
<thead>
<tr>
<th>Used For</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limiting conversation</td>
<td>Are you saying that...?</td>
</tr>
<tr>
<td>Reaching decisions</td>
<td>Does that answer your question?</td>
</tr>
<tr>
<td>Summarizing thoughts</td>
<td>Is this the information you need?</td>
</tr>
<tr>
<td>Following up</td>
<td>Do you need anything more right now?</td>
</tr>
</tbody>
</table>
Readers’ Advisory

3 Tools and Resources

Our Catalog - catalog.gwinnettpl.org
Novelist - www.gwinnettpl.org/digital-resources
Goodreads - www.goodreads.com
The StoryGraph - www.thestorygraph.com
Fantastic Fiction - www.fantasticfiction.com
Which Book - https://www.whichbook.net
What Should I Read Next? - www.whatshouldireadnext.com

Common Sense Media - https://www.commonsensemedia.org
Reading Rockets - https://www.readingrockets.org/bookfinder
Accelerated Reader - www.arbookfind.com
Lexile Levels - hub.lexile.com/find-a-book/search
Fountas & Pinnell - www.fountasandpinnell.com/textlevelgradient

4 Five Finger Rule

Use this quick trick with kids who don’t know their reading level. Have the child open to any page in the book and read the whole page. As they read, have them hold up a finger for every word they do not know the meaning of. If they miss five or more words the book is a challenge. If they miss no words the book is a breeze. Three words and it is just right!
GCPL’s Dos and Don’ts of Customer Service

✓ Do acknowledge every person with a smile and/or word.

✘ Don’t make assumptions about customer requests—always ask.

✓ Do under promise and overdeliver.

✘ Don’t be the library police.

✓ Do use your coworkers and supervisors for support.

✓ Do look for opportunities to turn negatives into positives.

✘ Don’t take things personally.

✓ Do greet your coworkers with a smile and greeting.

✓ Do listen to hear what the person is trying to ask; clarify if needed.

✘ Don’t get lost in tasks, look up and put people first.

✓ Do emphasize what you can do, not what you can’t do.

✓ Do approach someone who looks lost and ask what you can do.

✘ Don’t prepare your rebuttal while the customer is talking; use your active listening skills.

✓ Do show the customer where you found your answers.

✓ Do offer to lend your coworkers a hand when you have time.

✘ Don’t tune out customers when you are maintaining the collection.

✓ Do ask customers if there is anything else they need help with.

✓ Don’t allow customers to monopolize your time.

✘ Don’t avoid opportunities to help customers.
Code of Conduct Practice Scenarios

1. **Unattended Children**
   
   **Problem:** you notice a child alone in the kids room with no parent anywhere nearby. You speak with the child and determine that they're 6 years old.
   
   **Solution:** locate and approach the parent and encourage them to comply with Unattended Children Policy.

2. **Rowdy Teens**
   
   **Problem:** a group of teens have taken over a corner of the kids room, piled book bags in an aisle, laughing loudly, and making fun of other customers while sitting on each other's laps.
   
   **Solution:** you need to assess if the teens can better manage their behavior or do they need to leave for the day.

3. **Thief in the Library**
   
   **Problem:** a customer has reported their laptop has been stolen and they want you to check the cameras.
   
   **Solution:** you need to determine what response the customer should take vs staff. You or your supervisor can check the recording or camera angle to determine if such a recording exists. The customer should be encouraged to make their own police report.

4. **Medical Emergency**
   
   **Problem:** a customer thinks they are having a heart attack but they don't want you to call 911.
   
   **Solution:** make the call. EMS does; charge unless the customer is transported elsewhere and they can make the determination with the customer on next steps. Also, if the customer loses consciousness– you must call anyway.

5. **Threatening Behavior**
   
   **Problem:** a customer “doesn't like your face” and suggests physical violence. You recognize this as a threat.
   
   **Solution:** if you cannot call 911, learn ahead of time how to signal to a colleague to make the call in the back.
Match Game: Customer Profiles

**Customer Profile: Ava**
Ava has recently moved to Gwinnett County with her partner and children and they’re looking for fun things to do this summer.

**Customer Profile: Chris**
Chris has started a small business selling cosplay props and he just discovered your library branch is close to his home.

**Customer Profile: Isabel**
Isabel has been having a hard time finding a good job without a high school diploma but as a single mom she wants to improve her education while still spending time with her kids.

**Customer Profile: Kai**
Kai is a student at Georgia Gwinnett College and they need a quiet place to study and work on assignments when they’re not in class.

**Customer Profile: Jordan**
Jordan recently lost his home and has been living in an extended stay hotel so he enjoys spending the day in the library.

**Customer Profile: Hector**
Hector used to visit the library often but his new job keeps him busy and it’s harder for him to get to the library when it’s open.
Match Game: Resource Cards

- **Beanstack**
  - An online portal where customers can participate in reading challenges.

- **Career Online High School**
  - An online program for adults to earn their high school diploma.

- **Kanopy**
  - Customers can use their library card to stream select movies and documentaries.

- **Loaner Chromebook**
  - Laptops that customers can check out and take home for 3 weeks.

- **Book A Librarian**
  - A service where customers can set up one-on-one appointments for assistance.

- **Events Calendar**
  - Our online calendar of programs and events.

- **LearningExpress Library**
  - Customers can use their library card to access this database focused on education and careers.

- **Novelist Plus**
  - Customers can use their library card to access this database of reading recommendations.

- **Book Club**
  - A branch program for customers to read and discuss a pre-selected book.

- **Interlibrary Loan**
  - A service where customers can request books from other library systems.

- **Learning Labs**
  - Community makerspaces which customers can book to create and collaborate.

- **Open Access**
  - Customers can use their library card at select branches for additional unstaffed hours.

- **Book Concierge**
  - A service where customers can get staff recommended books based on their interests.

- **Intro to 3D Printing Class**
  - A class offered by the Learning Labs to teach customers how to 3D print.

- **LinkedIn Learning**
  - Customers can use their library cards to access thousands of video tutorials on a variety of topics.

- **Overdrive**
  - Customers can use their library card to check out e-books and e-audiobooks.

- **Public PCs**
  - Windows and Mac computers customers can use in the branch with their library card.

- **Tutor.com**
  - Customers can use their library card to access free online tutoring.

- **Zoo Atlanta Pass**
  - A first come, first serve DVD that can give customers tickets to the zoo upon return.

- **Social Service LibGuide**
  - A list of resources for those dealing with challenges related to homelessness and mental illness.

- **Storytime**
  - A children's program including reading, singing, crafts, and social interaction.

- **Study Rooms**
  - Customers can book a private study room to use for 2 hours per day.