**Adult Services PT Reference Training Schedule**

Whitefish Bay Public Library

|  |  |
| --- | --- |
|  | Service Population and service to other county patrons |
|  | Open hours and hours for staff |
|  | Our contribution to MCFLS holds /reference |
|  | Departments of the library vs. departments at other libraries |
|  | Library Tour (public areas and staff only areas) |
|  | Use of computers in the library |
|  | Rules and regulations |
|  | Dress Code |

Adult Services Department

|  |  |
| --- | --- |
|  | Service population and service to young patrons |
|  | Tour of the Adult Services area |
|  | Sweeping during reference time |
|  | Use of the computers in adult services |
|  | How to print from the computers |
|  | Use of the copier/scanner |
|  | Digital resources and databases |
|  | Gimlet reference question tracker |
|  | Unpacking and checking in new books |
|  | Book Bindery |
|  | Customer service expectations |
|  | Reader’s Resources and Book Club Books |
|  | Reference Email |

Adult Collections

|  |  |
| --- | --- |
|  | New Fiction |
|  | New Nonfiction |
|  | New Large-Print |
|  | Audiobooks and Playaways |
|  | Romance paperbacks |
|  | Science fiction/Fantasy |
|  | Mystery |
|  | Fiction |
|  | Nonfiction |
|  | Large Print |
|  | Language Collection |
|  | Reference |
|  | Graphic Novels |
|  | Newspapers |
|  | Magazines |
|  | Consumer Reports |
|  | Movies and Rental Movies |
|  | Music CDs |
|  | Laptops and iPads |
|  | Location of Mimi Bird collection, local history, Consumer Reports, ValueLine |

Services

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| --- | --- |
|  | Programs for young adults (16 up) - shared with Youth Services |
|  | Programs for adults |
|  | Programs for seniors |
|  | Adult Book Clubs |
|  | Summer Reading Program |
|  | Reference Desk Services |
|  | ILLS and InfoPass |
|  | Study Rooms |
|  | Program Room- Booking and Online Calendar |
|  | Desk Set up - where to find stuff |
|  | Reference binder |
|  | Reference desk computer - shared server, shortcuts, website bookmarks, etc. |
|  | Sweeping the AS area |
|  | Monitoring the adult computers |
|  | Monitoring and helping with the copier/scanner |

Using Sierra

|  |  |
| --- | --- |
|  | Set up and modes (Search/Holds) |
|  | Login for AS |
|  | Searching by title |
|  | Searching by author or group |
|  | Searching by word(s) |
|  | Limiting to library or type of collection |
|  | Cataloging and Acquisitions |

Technology

|  |  |
| --- | --- |
|  | Work E-mail |
|  | Library Server |
|  | E-Readers, Libby, Hoopla, Overdrive Etc |
|  | Wireless Password |

Other Stuff

|  |  |
| --- | --- |
|  | Youth Department |
|  | Shadowing at circulation and youth services |
|  | Responsibilities of other staff |
|  | Facebook, Twitter, Instagram |
|  | Programming concepts and examples |
|  | Program shadowing |
|  | Baker & Taylor account |
|  | Amazon account |
|  | Timesheet Software |