



SANTIAGO
LIBRARY SYSTEM

Santiago Library System
Reference and Local History Committee
Meeting Notes
November 8, 2022 10:00 a.m. - 12:00 p.m.
Orange Public Library
407 E Chapman Ave, Orange, CA 92866

1. Call to Order: 10:00 a.m. Chair
2. Roll Call Secretary

- Ted Kane, **Buena Park Public Library**, tkane@buenaparklibrary.org
- Rebecca Lightfoot, **Newport Beach Public Library**,
rlightfoot@newportbeachca.gov
- Julia Reardon, **Orange County Public Libraries**, Julia.Reardon@occr.ocgov.com
- Keisha Loidolt, **Orange Public Library**, kloidolt@cityoforange.org
- Chair: Jessica Young, **Yorba Linda Public Library**, jyoung@yorbalindaca.gov
- Amy Crepeau, **Huntington Beach Public Library**, acrepeau@surfcity-hb.org
- Jenna Pontious, **Fullerton Public Library**, jenna.pontious@cityoffullerton.com
- Bruce Dunphy, **Mission Viejo Public Library**, bdunphy@cityofmissionviejo.org
- Patty Lopez, **Santa Ana Public Library**, plopez@santa-ana.org
- Megan Tolman, **Placentia Public Library**, mtolman@placentialibrary.org
- Cheri Pape, **Fullerton Public Library**, cheripape@cityoffullerton.org
- Aida Cuevas, **Orange Public Library**, acuevas@cityoforange.com
- Secretary: Lisa Weber, **Anaheim Public Library**, lweber@anaheim.net

3. Adoption of Agenda
Motion to adopt: Rebecca Lightfoot
Seconded by: Keisha Loidolt
All in favor? All yesses, motion passed.

4. No public present. No public comments.

New Business

5. **Training** Committee

Newport Beach, Rebecca Lightfoot

· All new hires go through a two-week training period where they are partnered with different supervisors/staff members and trained on various aspects of their job. They observe the various desks and shadow others until they are ready to be at the desk unsupervised. The City provides online training on harassment prevention, disaster services, and online security that must be completed within the first two weeks.

· Additionally, all staff are encouraged to participate in training opportunities as they arise via online classes, webinars, and City offered training events.

Anaheim, Lisa Weber

- Circulation staff are trained at Central branch, then sent out to their respective branches. Other training is done at each branch and at each supervisor's discretion. There is a large binder full of City Policies that new hires go through and initial. Also, HR offers a New Employee benefits morning training and the Library attends to share our programs and books with new staff. New Librarians are trained one-on-one and not given solo desk time until they are comfortable, usually two weeks or so. We have system-wide staff development days once or twice a year with a variety of workshops, some hosted by staff and others that are out sourced.

Orange, Keisha Loidolt

- We use a global training method so that most reference staff are trained to work at most desks (Reference, Lending Services, One Desks) at most locations.
- Each new staff member receives a building tour, a safety tour, a training binder customized to their position, and a 3-4 week Reference Desk training schedule to start.
- In 2020 we created the binder method for Reference staff to streamline training. We keep a Table of Contents master copy on the staff intranet. It contains a list and location of every training document.
- The Division Manager generally oversees a new staff person's training, but one reference staff member acts as a primary lead for each desk (Children's, Information, Adult, Local History, branch libraries). The staff assigned to train at a specific desk use the documents in the binder as a guide. After one week, the trainer determines if the new staff member can move on to the next desk.
- Staff members start out at the Main Library. Depending on their position, they receive Lending Services training (a completely different training method that can take 4-6 weeks), then 2 weeks of branch training. Once complete, staff are considered complete with training. The process can take anywhere from 3-6 months.

OCPL, Julia Reardon

- County New Employee Orientation – topics include County culture and benefits – half day
- Library Orientation for new employees – half day
- Employee Handbook – agency hierarchy, mission/vision/values statements, library history, customer service guidelines, other basics like personal appearance and name badge
- County Training system – called Eureka. Webinar and virtual classes such as team development, delegating, safety training, work-life balance but can be set up to track registrations and completion for Library's classes such as Leading Book Groups.
- New librarian meetings

HBPL, Amy Crepeau

- HBPL training duration depends on the job and background experience of the candidate but generally 2-3 weeks.
- New employees go to a City Orientation.
 - At the library, we have checklists for topics to cover and some Powerpoint presentations

on Sharepoint so they are available for review.

- I would like to have a binder of some kind and update our online documents.
- HBPL is now offering two staff development days each year and hope to continue this. It is required for all full-time staff and encouraged for all part-time staff. All our locations are closed on these days. Topics and themes will vary but our upcoming training will focus on access and inclusion.

YLPL, Jessica Young

Checklist with basics for all new employees

- o Kept on file in the administrative office
- o Covers dress code, time sheets, basics of the city and departments, personnel manual, customer service expectations, service models, etc.
- Training checklist for adult and teen services
- o Modified based on position
- o In house promotion vs new employee checklist
- Horizon and Bibliocommons Training
- o Basics is covered in the checklist. Then go over common reference questions with a staff member one on one to try the different ways to search in the ILS.
- o A second set of questions, for the employee to do on their own.
- Librarian's Guide to Homelessness
- o Library paid for a subscription to access the basic training along with additional webinars for 2022.
- Print Basic Instructions
 - o Study Room
 - o Phone Basics
 - o AV Guide
 - o Scheduling 3W How to
 - o Readers Advisory List
 - o Time sheet basics

Placentia, Megan Tolman

- New employees spend a few hours with Business Manager
- Shadowing at Desk
- Checklist by Supervisor
- Two Staff Development Days a year

Santa Ana, Patty Lopez

- Orientation for new employees with supervisor
- Procedures
- Policies

- Databases
- We have a flip chart with files at the desk
- We have cross training

6. Local History

Committee

Newport Beach, Rebecca Lightfoot

- Due to the proximity of the Sherman Library and Gardens, local history has never been a priority for the Newport Beach Public Library system. We have a small local history collection behind locked cabinets at the Central Library that patrons may browse. Staff will unlock and remove items upon request. The most asked for items are the local high school yearbooks. We have a clipboard at the Reference desk where we write down the patron's library card number (or driver's license, if they don't have a card) and the book and staff will initial when the patron returns the item.

Anaheim, Lisa Weber

- Our local history room is housed in the Museo building and is one of our branches. It is staffed by two full-time librarians, and several part time clerks and techs. Almost a million items pertaining to the founding of Anaheim Colony and its history since the 1850s are available for research. Common questions include new homeowners looking for information to add their homes to the Mills Act Program, obituary searches, and yearbook requests. Founders' Park, a one-acre site in the original Anaheim Colony, also functions as a branch and offers monthly tours as well as field trips for Anaheim third graders (offered since 1962). More info on Founders' Park is available [here](#).

Mission Viejo, Bruce Dunphy

- Mission Viejo Library has about 500 real estate brochures from all over Orange County from the 1970s until mid-2000s. A possible project could be to organize a clearinghouse for this type of material for redistribution. It could involve other types of materials as well.
- A discussion was initiated about how to develop a consistent in-house yearbook use procedure.

Fullerton, Cheri Pape

- Room is back open to the public Tuesday – Friday from 11-1 for in-person service.
- We've purchased a new microfilm machine – an upgrade of our old ViewScan – which will enable us to start digitizing our Fullerton News Tribune microfilm in-house. Digital database will not be searchable due to the quality of the microfilm.
- Partnered with Fullerton College and the California State Supreme Court on the renaming of one of the college buildings for Supreme Court Justice Cruz Reynoso, a Fullerton College graduate.
- Going forward...we are looking into the possibility of podcasting with the Parks & Rec department or the local independent Fullerton Observer newspaper

HBPL, Amy Crepeau

No local history room at HBPL

- Orange County California Genealogical Society collection is housed at our Central Library and can be accessed by the public during library hours. OCCGS volunteers staff the area at set times during the week and the public can make appointments.
- We have offered some history based programs – Neutra Event, History of Surfing, HBPL History, Main Street Branch Photo Exhibit
- Work with our City Archivist on programs – Kathie Schey

Orange, Keisha Loidolt

- Major Current Projects:
 - Inventory: We're in the process of conducting an inventory of the entire Local History collection. It includes spaces in our History Center and basement.
 - Disaster Preparedness Plan: We're on track to create a plan in 2023. We will have an appointment with the Northeast Document Conservation Center to consult on our archive.
 - Digital Database Migration: Our Knowvation database that houses our entire digital collection is being upgraded by the vendor this fall. It will include a new look and better functionality.
 - Heritage Days: Preparing for a library-wide program for all ages in April 2023, around the time of the City's birthday.

YLPL, Jessica Young

- New local history display with the theme "Yorba Linda: The Land & the People" containing black and white photos (mid 1850s to early 1900s) of early Yorba Linda history.
- A very successful presentation by Chris Jepsen (Assistant Archivist for OC Archives) about Orange County History in September. We had over 50 in attendance and will have him back for parts 2 & 3 in February and March.
- A successful presentation by County Coroner and Genealogist Pat Williams in October for Family History Month.
- Genealogy Investigators every 2nd and 4th Thursday evenings run by GSNOCC volunteers.
- A very successful turnout of the reopening of the Susanna Bixby Bryant Museum that was run by the Yorba Linda Historical Society. The mayor was in attendance and gave a lovely speech.

Placentia, Megan Tolman

- History Room is open for patron access anytime the library is open.
- Archival materials are by appointment only
- We received the Memory Lab grant and patrons can now digitize the following appointments

by appointment (<https://www.placentiallibrary.org/memory-lab>)

- VHS & VHS-C
- Audio Cassette (1/8 inch)
- 3.5" Floppy Disk
- DVCam & MiniDV
- Digital 8, Hi8, & Video8
- Documents & Photographs (Up to 8.5" x 11.7")
- Film Negative
- Slides
- 8 mm Film and Super 8 mm Film (Video only, no audio)
- Digital history items can be viewed in History Room on computer.

Round Table

Committee

Anaheim Public Library, Lisa Weber

- Anaheim hosted Indie Author day on November 5, celebrating both the return of Indie Author day as well as Saturday hours at Central Library. Over 200 people attended workshops, kaffeeklatches and a highly popular outdoor Poetry Tent. More than 50 independently published authors and poets attended the event which was hosted by Anaheim's Poet Laureate, Wendy Van Camp.
- Currently have 6 Library recruitments active, three of them are for full-time positions.
- The lighted and decorated Library STEAM Mobile (baby shark) and Bookmobile (monster) participated in the Anaheim Halloween Parade (hosted annually since 1929).
- The ever popular In-n-Out reading program runs through November 12 and thus far we've had 945 participants.
- The Library updated its Computer Use Policy to allow computer use even if a patron has an account balance of \$15 or more without requiring a payment or partial payment. Effectively, until a patron pays for lost/not returned books, their Library card is downgraded to a Computer Use Only card.

Mission Viejo, Bruce Dunphy

Mission Viejo Library has about 500 real estate brochures from all over Orange County from the 1970s until mid-2000s. A possible project could be to organize a clearinghouse for this type of material for redistribution. It could involve other types of materials as well.

A discussion was initiated about how to develop a consistent in-house yearbook use procedure.

Orange, Keisha Loidolt

- Painting & Carpeting
 - Each library location is undergoing painting and recarpeting from now through the holidays, possible after. Libraries will remain open during construction.

- Grants
 - We received the State Parks Pass Grant and a Sustainability Grant.
 - Programming for each will occur between January and June 2023. Hiking and birdwatching backpack kits will be added to the collection. A teaching garden will be added to the El Modena Branch Library, we're expanding the Seed Library collection to each library, and we're investigating having an apiary.
- Holiday Break
 - City of Orange services close from December 24 through January 2 for the annual holiday break.
- Programs
 - Book Talk and Signing on Saturday, November 12: *A People's Guide to Orange County*
 - Winter Reading Club for Adults begins December 17 through January 28.

OCPL, Julia Reardon

Events:

- Andrew Morton, author of *The Queen: Her Life*
 - Thursday, December 1st at 6:30 pm at the Lake Forest Community Center.
- Continuing Big Read events
 - Patricia Engel, author of *Infinite Country*, Thursday, December 8 at 6:30pm at the Bowers Museum
- University Park/Irvine branch received a Library Innovation Lab grant from California Humanities to provide humanities-based cultural programming for their community.
- Saturday, November 12 @ 2pm
Author Talk: María Amparo Escandón. María Amparo Escandón will discuss her novel, *L.A. Weather*.
- Saturday, November 19 @ 2pm
Family Story Crafts for Children- Make your own family story book and a special paper doll—featuring YOU.
- Saturday, December 3 @ 3pm
Celebrating "Home": Teen Poetry Workshop with Xochitl-Julisa Bermejo
Families and homes take all kinds of shapes and forms. In this workshop, young adults and teens will spend time writing celebratory poems for the people, places, and moments that shaped who they are.
- Sunday, December 4 @ 2pm
Author Talk: Matthias B. Lehmann - UCI professor, Matthias B. Lehmann, will discuss his new release, *The Baron: Maurice de Hirsch and the Jewish Nineteenth Century*.
- Aliso Viejo Library will host a Fall Literacy Festival on Saturday, November 19 from 11am to 2pm. Activities will include photos with Lyle Lyle Crocodile, crafts, face painting, and guest author

Jennifer Holm who's known for the Baby Mouse series.

· OCLP has changed our Literary Orange program to multiple days. Current plans include two author events

o Susan Orlean – April 2023

o Steve Barry – June 2023

Branch updates:

· The San Juan Capistrano and Brea branches reopening dates have been pushed back. They are slated to open after the holidays.

Collection Development - OCPL received a Zip Books grant again

HBPL, Amy Crepeau

HBPL went fines free this month

- We are circulating Busy Bags for preschool families with books, learning toys and game, and parenting information – testing checking out things with lots of parts
- State Park Pass Grant – we are doing a logo contest to put on items for future State Park themed backpacks for circulation
- We are continuing with Zipbooks
- Chromebooks now available for use at our locations for adults and children. The devices only connect to library Wifi and are disabled if they leave the building.
- Teen internship program has begun – looking forward to teen interns
- We will have a new Principle Librarian (assistant Library Manager) starting next week.

YLPL, Jessica Young

Upcoming Programs for Adults:

DIY Stain Glass Décor

Monday, November 14 from 6:00-7:30 p.m.

Wednesday, November 16 from 2:00-3:30 p.m. or 6:00-7:30 p.m.

Saturday, November 19 from 10:00 -11:30 a.m.

Art Instruction: Brush Lettering

Saturday, December 3 from 2:00-3:30 p.m.

Monday, December 4 from 6:00-7:30 p.m.

DIY Gift It

Monday, December 12 from 6:00-7:30 p.m.

Wednesday, December 14 from 2:00-3:30 p.m. or 6:00-7:30 p.m.

Saturday, December 17 from 10:00 -11:30 a.m.

Holidays on the Paseo

Wednesday, December 21 from 5:00-7:30 p.m.

Upcoming Programs for Teens:

Youth Empowerment Day

Saturday, November 19 from 10:00 a.m.-1:00 p.m.

Exposed Gala and Awards Presentation

Tuesday, December 6 from 6:30-7:30 p.m.

Teen Snack N' Study

Thursday, December 15 from 3:00 p.m. - 5:00 p.m.

Teen Craft for a Cause: Happy Holidays

Saturday, December 17 from 1:00 p.m.- 4:00 p.m.

Teen Holiday Cookie Decorating

Tuesday December 13 from 6:00 p.m. - 7:30 p.m.

Placentia, Megan Tolman

- We have hired a new Adult Supervisor and she will be at the next SLS meeting.

Santa Ana, Patty Lopez

- Getting Collection HQ
- We are working on getting a lease with the Delhi Center to move into some of their rooms when the renovation is due to start.
- We recently recruited for some librarian positions. There is another recruitment now for 2 more.
- We are expanding hours in January
- We got the Zip Books grant
- There will be a Winter Village in the civic center and the library is participating with activities

Motion to adjourn: 1st: Rebecca Lightfoot 2nd: Ted Kane

Adjournment: 12:07 a.m.

LIBRARY TRAINING MANUALS

ORANGE PUBLIC LIBRARY:

OPL- New Staff Training Binder

Table of Contents

1. New Staff Administrative Checklist

○ Library Tour & Staff Introductions	M:\Building\Misc\Tours
○ Staff Biography	
○ FLSA Form (FT)	M:\Forms\FLSA
○ Employee ID#, Security Keycard, and ID Badge	
○ Building Key	
○ Computer Workstation <ul style="list-style-type: none">▪ Workflows▪ M Drive Access	
○ IntelliTime <ul style="list-style-type: none">▪ Timesheets	M:\Training\New Staff Training\Administrative Checklist
○ Phone <ul style="list-style-type: none">▪ Personal Phone▪ Contact Lists▪ MiTel Quick Reference Guide	M:\Administration\Rosters M:\MITEL PHONE SETUP
○ Monthly Accomplishment Reports	M:\Forms
○ Email <ul style="list-style-type: none">▪ Staff Outlook Calendar▪ Outlook Web Access▪ Best Practices▪ Spam▪ Email Signature▪ Social Engineering Red Flags	M:\Training\New Staff Training\Administrative Checklist https://mail10.cityoforange.org/owa
○ Global Schedule	M:\Training\New Staff Training\Administrative Checklist
○ Absent from Work Procedure	M:\Policies & Procedures\Procedures
○ Leave Requests	Intranet>Forms>Library
○ Calcard Guidelines	M:\Calcard Logs
○ Purchase Orders	M:\Training\New Staff Training\Administrative Checklist
○ Graphics Office <ul style="list-style-type: none">▪ Plotter▪ Laminator	

2. Policies & Procedures

○ Library Policy Binder Table of Contents	M:\Policies & Procedures\Policies
○ Red Desk Binder Quick Guides	M:\Policies & Procedures\Procedures
○ Confidentiality of Library Records	M:\Policies & Procedures\Policies

○ Rules of Conduct	M:\Policies & Procedures\Policies
○ Computer and Internet Use	M:\Policies & Procedures\Policies
○ Cell Phone Use	M:\Policies & Procedures\Policies
○ American Disability Act <ul style="list-style-type: none"> ▪ Service Animals 	M:\LIC\Misc
○ Guidelines for Groups	M:\Adult & Branch Services\Reference\Handouts
○ Study Rooms	M:\Policies & Procedures\Policies
○ Lost & Found	M:\Policies & Procedures\Policies

3. Information Desk

○ Opening & Closing Procedures	M:\Policies & Procedures\Procedures
○ Lobby FAQs	M:\Policies & Procedures\Procedures
○ Posting & Distribution of Information	M:\Policies & Procedures\Policies

4. Adult & Branch Services

○ Training Checklist	M:\Training\New Staff Training\Adult Services
○ Opening & Closing Procedures	M:\Training\New Staff Training\Adult Services
○ Announcements	M:\Policies & Procedures\Procedures
○ Purchasing Guide	M:\Adult & Branch Services\Collection Development\Budgeting & Ordering

5. Children's & Teen Services

○ Training Checklist	M:\Training\New Staff Training\CATS
○ Opening & Closing Procedures	M:\Training\New Staff Training\CATS
○ Children's Formats	M:\Training\New Staff Training\CATS
○ Announcements	M:\Policies & Procedures\Procedures
○ Children in the Library	M:\Policies & Procedures\Policies
○ Steve Ambriz Storytime Room Use	M:\Policies & Procedures\Policies
○ Homework Centers	M:\Policies & Procedures\Policies
○ Children's Courtyard	M:\Policies & Procedures\Policies
○ Purchasing Guide	M:\Children's & Teen Services\Collection Management\CATS Purchasing Guide.docx
○ Storytime Training	

6. Local History Center

○ Training Checklist	
○ Opening & Closing Procedures	
○ Local History Center Use	M:\Policies & Procedures\Policies
○ Guide to the Local History Collection	M:\Training\New Staff Training\LH Training
○ Guide to Local History Interactions	M:\Local History\Procedures & Policies\Procedures

7. Building & Safety

○ Training Checklist & Tour	M:\Building\Misc\Tours
▪ Building	M:\Training\New Staff Training
▪ Safety	
○ Evacuation Procedure	M:\Policies & Procedures\Procedures
○ Earthquake Procedure	M:\Policies & Procedures\Procedures
○ Power Interruption Procedure	M:\Building\Utilities\Main
○ Power Outage Checklist	M:\Building\Utilities\Main
○ Utility Interruption Guidelines	M:\Building\Utilities\Main
○ Reporting Graffiti	M:\Building\Graffiti
○ Procedures for Calling the Police	M:\Policies & Procedures\Procedures
○ Safety Guide to Help Prevent Stalking	M:\Building\Safety\EMERGENCY & EVACUATION

8. Technology

○ Technology Emergency Procedures	M:\Technology & Support Services\Procedures\Technology Issues and Emergencies
○ Guidelines for Reporting Technology Issues	

9. Incidents and LIC

○ LIC Training Checklist	M:\LIC\Training
○ OPL Vital Numbers Directory	M:\Policies & Procedures\Procedures
○ Incident Guidelines	M:\LIC\LIC Documents\Suspensions + Warnings
○ Incident Logs	M:\LIC
○ Potential Claim Forms	M:\Forms
○ Barred Card Procedures	M:\LIC\LIC Documents\Suspensions + Warnings
○ Suspensions & Warnings	M:\LIC\LIC Documents\Suspensions + Warnings
○ Bicycle Hanger Procedures	M:\Policies & Procedures\Procedures

10. EI Modena

○ Opening & Closing Procedures	M:\Training\New Staff Training\Branches\Elmo training
○ One Desk Training Checklist for Reference Staff	M:\Training\New Staff Training\Branches
○ One Desk Customer Service Guidelines	M:\Adult & Branch Services\Branches
○ Alarm, Gate Information, & Door Codes	M:\Adult & Branch Services\Branches\EI Modena\Emergency Procedures and Training\EI MO Things to know
○ Storytime Info for Reference subs	M:\Training\New Staff Training\Branches\Elmo training
○ Homework Center Guidelines	M:\Training\New Staff

○ Power Outage Checklist	Training\Branches\Elmo training M:\Adult & Branch Services\Branches\EI Modena\Emergency Procedures and Training
○ Emergency Evacuation Procedure	M:\Policies & Procedures\Procedures
○ Utilities Map	M:\Adult & Branch Services\Branches\Both
11. Taft	
○ Opening & Closing Procedures	M:\Adult & Branch Services\Branches\Taft\Procedures
○ One Desk Training Checklist for Reference Staff	M:\Training\New Staff Training\Branches\Taft Training
○ Utilities Map	M:\Adult & Branch Services\Branches\Both
○ Power Outage Checklist	M:\Adult & Branch Services\Branches\Taft\Admin\Power Outage Procedures
○ Emergency Evacuation Procedure	M:\Policies & Procedures\Procedures
12. Other	
○ Literacy	
○ Volunteer Services	
○ Donation of Materials	M:\Policies & Procedures\Policies
○ Monetary Donations, Grants, Sponsorships	M:\Policies & Procedures\Policies
○ Marketing Procedures	M:\Marketing\!!Marketing Guides and How To
○ Room Reservation Software	

OPL – A Reference Desk Training Checklist example:

Adult Reference Desk:

- Opening & Closing Procedures
- Announcements / PA
- Phones
 - ❖ Answering Calls
 - ❖ Checking Ref Desk Voicemail
 - ❖ Dialing the Circ Desk (only x2401)
 - ❖ Dialing the Sorter Room (x2602)
- Workflows / SIRSI
 - ❖ Patron Lookup
 - ❖ Item/Subject Lookup
 - ❖ Renewing Library Cards

- ❖ Holds
- ❑ OPACS
- ❑ Study Rooms
 - ❖ Study Room Policies
 - ❖ Booking Rooms
 - ❖ Extensions
- ❑ Computers & Printers
 - ❖ Policies
 - ❖ Troubleshooting Public PCs
 - ❖ Printing from Public PCs & Via WiFi
- ❑ SAM Reservation Station
 - ❖ User Still Signed In
 - ❖ Check Daily Time Used / Left
 - ❖ Adding Non-Cash Credit
 - ❖ Update DOB format
- ❑ Copier, Scanner
- ❑ Daily Tally Sheets
- ❑ Walking the Floor
 - ❖ Restart Computers if needed
 - ❖ Straighten Chairs
 - ❖ Pick up books and trash
- ❑ Adult Programs Info
 - ❖ Adult Desk Calendar
 - ❖ OPL Events weblink
 - ❖ Book Club selections
 - ❖ Adult Program Sign-Up
- ❑ Groups/Group Homes
 - ❖ Guidelines for Groups
- ❑ Literacy Office / Reading Lab
 - ❖ Sign-Up Procedure for Tutors
- ❑ Ref Desk "Help" Doorbell
- ❑ Patron Purchase Requests
- ❑ Inter-Library Loan (ILL)
- ❑ Ref. Desk Drawers & Items
- ❑ Supply Cabinets

- ❖ Printer Paper (Public vs. Staff)
- ❖ Cleaning

- ❑ Local History Questions & Collection
- ❑ Ready Reference Collection
- ❑ Review Media by Due Date
- ❑ Help Desk Tickets
- ❑ Headphones

- ❑ Kits

Security:

- ❑ Silent Alarms (panic buttons)
- ❑ LIC

- ❑ Patron Incident Reports, Log Charts & Letters

HUNTINGTON BEACH LIBRARY
HBPL – Librarian Training DRAFT

Librarian Training

Draft 2022

Day One

HBPL Overview

- Slide show
- Tour of Central
- Departments
- Branches
- Organizational Chart
- Shuttle
- AMH room
- Supporting our many patrons

Reference Desk Overview

- Horizon & the public catalog

- Search tips for Horizon
- How to put a book on hold (select location, how many holds, when will the book arrive?, 10 holds per patron) – Holds Shelf
- New books/Sight Savers (floor map)
- 3 Weeks, automatically renew unless another patron has requested it
- Helping patrons make a book request (zipbooks is on day 2)
- Computer support for the public (April Lammers, Nick)

Children's Desk

- Binder
- Collection tour – new books, board books, VOX, XE, BR (XP), X (also XA, XN), Visual literature, nonfiction, G movies vs. PG (in the reference area)
- Special search tips – using Horizon and using Enterprise
- All the programs 😊
- Chrome books & wifi
- AWE

Security Basics

- What does security do
- What situations to contact security
- How to use Walkie Talkies
- Security Staff (a few names 😊)

Librarian Training

Draft 2022

Day Two

Reference Desk part 2

- Review of day 1
- Borrower Services desk vs. research & Information Desk – different duties and times to make an exception
- Where is that book? (review – check-in date, publish date, location)
- Reader's Advisory, sites to help
- Zipbooks
- Parks passes
- Libcal and how to help a patron sign up for an event

Tech Support

- Public wifi
- Guest stations
- Public printing (sending from email, app, from computer)
- Print release stations (also in Children's)
- Tech support for apps – where to find on public website
- Scanner, fax, microfiche

Surfnet

- Tour!
- Announcements, searching, etc.
- Schedule basics

Children's Desk 2

- Review of day 1
- Children's webpage and Teen's webpage
- Teen volunteers – how to sign them into a shift on volgistics

Circulation (for Branch librarians)

- Creating a library card – introduction
- Self-check machines (only Oak View has one currently)
- HBPL patron flyers about library cards/library use

Librarian Training

Draft 2022

Day 3

Setting up City Email/Kronos

- Set up city email (if username and password has been given by IS)
- OktaHB
- Kronos basics

Tech Support

- Public wifi
- Guest stations
- Public printing (sending from email, app, from computer)
- Print release stations (also in Children's)

- Tech support for apps – where to find on public website
- Scanner, fax, microfiche

Surfnet

- Tour!
- Announcements, searching, etc.
- Schedule basics

Circulation (for Branch librarians)

- Creating a library card – review and practice
- Damaged materials

Setting up City Email/Kronos

- Set up city email (if username and password has been given by IS)
- OktaHB
- Kronos basics

NEWPORT BEACH LIBRARY:

New Hire Checklist

NEWPORT BEACH PUBLIC LIBRARY
 ADULT AND REFERENCE SERVICES
 LIBRARIAN & LIBRARY ASSISTANT TRAINING CHECKLIST

1. REFERENCE DESK

- | | |
|-------|---|
| _____ | Reference Statistics Sheets and Other Forms on Clipboards |
| _____ | Ready Reference Collection (orange dots) |
| _____ | Local History-Check-Out Clipboard |
| _____ | Reference Desk Items - yellow spine sticker |
| _____ | Interlibrary Loans |
| _____ | Supplies |
| _____ | Database Helpsheets |
| _____ | Customer Comment Card |
| _____ | Emergency Procedures Manual |
| _____ | Blue Accordion File Folder - Items for Customer Pick-Up |
| _____ | Telephone Lines including Hot-Lines from Branches; 3861 ext. |
| _____ | Library E-Mail Reference Account/Muniref |
| _____ | Schedule |
| _____ | Manuals: PIC, SLS Resource |
| _____ | Copy/Printer/Fax Machine: Directions and Guidelines for Using |

Fax Cover Sheets
Keys [including Literacy Key in Reference Drawer]

2. 2ND FLOOR RESOURCES

Young Adult/Teen Collection
Local History and Locked Case Items
Computer Reservation Kiosk - Reference Desk
Large-Type Collection
Community Information/Give-Away Shelves
Environmental Documents
Internet Workstations
Wireless Service
Laptops: Checking In and Out, Recharging Batteries, Rules for Use
Passports: Office/Forms/Hours
Print Kiosks and Change Machines
Microfilm Scanner and Workstation
Microfilm Cabinets
Copy Room: Public Copier and Scanner
Study Rooms and Literacy Study Room: Rules for Use Of
Staff Copier/Fax

3. 1ST FLOOR RESOURCES

Children's Room
Popular Library
Rental Books/Magazines
AV: Books on CD/DVDs/Music CDs
Literacy Collection and Literacy Services
Diamond Collection - Staff Conference Room
Nautical Collection at Balboa
Media Lab and Sound Lab
Friends Bookstore
Friends Meeting Room
Circulation
Customer Holds Pickup
Flag Drop Box

4. COMPUTER TRAINING

WorkFlows/Sirsi
Library Webpage
Staff Web
Online Databases

City E-Mail
Beanstack

Employee _____ Date _____

Reference Supervisor _____