

Emma L. Andrews Library and Community Center

How to Handbook for Volunteers

Opening

- The library is closed when the city is under a parking ban for weather, when schools are closed for weather, and for federal holidays
- Unlock the lockbox to get the key by pulling down the top rectangular button on the top of the keypad on the keypad, entering the code, and then pressing down open. After unlocking the door, replace the key, enter code, and press down the clear button to close the lockbox.
- Unlock the back door and the door to the ramp.
- Turn on the 2 air scrubbers.
- Put out the flag.
- Put on your name tag.
- Check the bathroom for toilet paper, etc. Restocking supplies are in the closet. Check for cleanliness, wiping down sink and toilet with a wipe. Check the supply of masks and gloves.
- If you are working the circulation desk, sign-in, noting the date and shift time on the circulation form. (There are three different sign-in sheets based on the day of the week.) Record the number of adults and children who come in on your shift and the number of books taken out. Also record the number of craft bags taken.
- Sign in as well whenever you come into the library in the green Volunteer Log binder.
- Read the Communication Log and initial when read. If you leave a note, be sure to sign your name. In the same binder, check to make sure your name and information are listed correctly on the Volunteer List.
- Check phone messages. Record phone messages in the Communication Log if necessary or contact the appropriate person.
- Check the date on the book stamp. It should be two weeks from the current date even if the due date is a holiday. Books are circulated for two weeks only.
- Retrieve books from the book drop (key is in an envelope in the middle desk drawer,) check in and shelve. Check the mailbox located by the side porch entrance. If there is mail for the upstairs tenant, place it on her stairs.
- Check new book shelves. There should be NO EMPTY book stands. Make sure there are no new books shelved on the regular shelves (look for orange or red stickers.)
- Check for the Daily News outside. Place in the correct file box. Four weeks are kept. As you file the newest paper, recycle the oldest.

Closing

- Make sure the Coffee Maker is empty and off
- Turn off the computer and printer.
- Turn off the air conditioners in summer.
- Turn the heat down to 60 degrees in the winter.

- Bring in the flag and place it in the coat rack.
- Complete and file the Circulation sheet (per directions in the Circulation Statistics)
- Close and lock all windows including the bathroom window.
- Do not leave any opened or uncovered food out.
- Take out the trash and recycling to the barrels under the back stairs (the plastic bag does not go in the recycling bin.)
- Check/Fill soap, paper towels, and toilet paper. Check for cleanliness, wiping down sink and toilet with a wipe.
- Check overall cleanliness of the library.
- Turn off the two air scrubbers.
- Lock all doors, door to the ramp plus front and back doors.
- Shut off the lights, leaving the porch light on.

Identifying and Shelving Adult Books

- Fiction books have a white spine label showing the author's last name. Shelf by author. Make sure to keep all of an author's books together. If there are multiple authors with the same last name, shelf by last name and then first name.
- Nonfiction books have a white spine label with a number and then the author's last name. Shelf by number and then if multiple books with the same number, use the author's name.
- Newly released books have an orange or red sticker. Shelf them on the stand alone book shelves in the center of the adult room. They should only be on display for 12 months. Sometimes a book is a bestseller and is in demand. Those books may remain on the new book shelves longer.
- Shelf magazines by title in the appropriate box under the notice board.

Identifying and Shelving Children's Books

- Children's Fiction Books are shelved by call number
 - Board Books (BB) by author's last name
 - Easy Readers (ER) by author's last name
 - Picture Books or Young Juvenile (YJ) by author's last name
 - Junior (J) by author's last name
 - Young Adult (YA) by author's last name
- Children's NonFiction Books are shelved by category as shown by the picture spine label. There are category labels on the shelves and on a list posted on the side of the bookshelf for reference. Books have two spine labels:
 - Picture category label
 - White label showing a capital J plus a Dewey Decimal number plus the first few letters of the author's last name.
 - Shelf first by category, second by Dewey number, and third by author's last name

- Consult the list of picture categories posted on the bookshelf near the exit door to the handicap ramp.
- Child development books are shelved by Dewey Decimal number and author's last name.
- Children's YJ Seasonal Picture Books are shelved out of season on the shelves outside the restroom by author's last name. **Seasonal** is marked on the card.
- **Junior Fiction Series** and some paperback **Junior Fiction Chapter** books are shelved by the windows by the author's last name. **J Series** is marked on the card.
- **YJ Children's Fiction Series** books are shelved by series with the same author's last name by the windows. **YJ Series** is marked on the card.

Circulation Statistics

- Record the number of adults and children who came in during your shift on the form on the clipboard.
- Record the number of adult and children's books and magazines were checked out.
- Last shift of the day totals the visitors and circulation and files the sheet under the completed circulation forms file in the file cabinet. We keep these forms to show building use.

Missing Cards

- Cards may be misfiled, stuck together or placed in the wrong book.
- For returned books, check BOTH sides of the card file as many volunteers forget to stamp both book and card. Also, checked shelved books by the same author for misplaced cards.
- If you cannot find the card, place the book in the **Books in Need** basket. If the patron wants to check out the book without a card, make a handwritten card and write **Duplicate Card** on the top. Immediately add the title to the list of duplicate cards in the red **Overdue Binder** kept on the left side of the desktop. This avoids confusion when the original card reappears.
- A typed **Duplicate Card** for books in the **Books in Need** basket should be made as soon as possible.

Request to Hold a Book

- Clip a note on the date due card with the name and the number of the patron requesting the hold. Do **NOT** call the borrower and do **NOT** reveal who has the book checked out.
- When the book is returned, call the requester, write the name, telephone number, and the date called on a post-it on the book and place the book on the typewriter table.

Issuing New Library Cards

- Ask the patron to fill out a form found on the front table.
- Ask them to sign permission for us to send library event information to them.
- Assign the next available number (number list is in the blue binder kept on top of the file cabinet. Refer to the list) and fill out their name etc. Children 5 years and older may have their own card with parent contact information provided.
- Handwrite patron only in the number list, not the alphabetical list
- All borrowers must agree that we may contact them by telephone or email concerning overdue books.
- File the form alphabetically by last name in the appropriate blue card number binder in the second drawer of the file cabinet.
- Give them a membership packet and an Emma information brochure with a bookmark where you have written their patron number. Let them know that membership is not required but is encouraged. Membership forms are beside the bookmarks on the front table.
- If they want to become a member, have them fill out the form, accept payment, and put the form and money in the membership file in the top drawer of the file cabinet.

Overdue Books

- Ellen Andrews is in charge of overdue books. Her assistants make calls to borrowers. It is very important to follow the procedures for recording the return of overdue books so that Ellen will know when to stop calling. **Never** reveal the identity of borrowers.
- Overdue book cards can be found in two sections of the file box. The cards stay on the right side of the file box until Ellen calls the borrowers. She then moves the cards to the left side of the file box and adds the titles to her lists of overdue books in the red binder (stored on the left side of the desk.)
- When an overdue book is returned, search both sides of the file box for the card and cross off the name of the book with a red pen in the red overdue binder.
- Place the card in the book pocket and reshelve.
- If you cannot find the card, place the book in the **Books in Need** basket or type a **Duplicate Card**.

Circulation Desk

- After stamping the due date on BOTH the due date card and the book, write the borrower's number on the due date card. Verify all borrowers' numbers if in question.
- File due date cards alphabetically by the author's name, magazine title, or numbers (for nonfiction) in the file box.
- If a patron makes a phone request to renew a book, just request that they bring it back asap. Right an **R** on the card beside the due date.. Do not change the date on the card.

General Duties

- If you have a question, consult the list of people who handle specific issues located in the front of the **Communication Log**.
- To turn on the copy machine, press the button on the front. It will take a little time to warm up. To make a copy, place document, tap on copy, enter the number of copies wanted, and press start copy.
- If membership dues come in, file under membership in the top file drawer.
- If you receive money from Alfred Nichol from his writer's workshop, put it in an envelope with Virginia's name on it and place it in the basket on the desk.
- At the end of the day, put any donations in an envelope with Mary Brooks' name on it, denote where it came from (coffee jar, knitting, book clubs, used books, etc and file it in the Petty Cash file in the top drawer of the cabinet.
- If you purchase something for the library, put your name and receipt in an envelope with Mary Brooks' name on it and file in the Petty Cash file. Mary will reimburse you.
- If any supplies are low, please contact Mary Brooks at 978-462-4140 or maryb01950@comcast.net.
- If someone needs a thank you note, a sympathy card or celebratory card, write the name, address and why on the steno pad in the Corresponding Secretary's file in the top drawer of the file cabinet.
- If someone donates money for a book, make a note on the steno pad in the Book Plates folder filed with the Book Plates so that the book can have a book plate marker. Also, file a note in the Corresponding Secretary's steno pad so that a thank you can be sent. Put the money in an envelope with Libbet's name on it and place it in the desk basket.
- If the Emma stamps run out of ink, pull apart. The ink is in the top desk drawer. Squeeze into the holes. (Word to the wise, wear gloves!)
- NO DONATIONS OF USED BOOKS SHOULD BE ACCEPTED. ADVISE PEOPLE THAT THEY CAN BE PLACED IN ANY OF THE LITTLE LIBRARIES AROUND TOWN>

When You Have Some Time

- Review the publishing date of the books on the New Book Shelves. If over a year, remove the orange/red sticker and reshelve in the regular collection.
- Read shelves in both rooms for incorrectly shelved books.
- Dust the tops of books and the shelves.
- Help prepare for crafts and activities as needed.
- Check the books on shelves for date due cards. They should each have a card in them.

Processing New Books and Magazines

The materials for processing new books and magazines are in two clear plastic containers on the shelves across from the former book drop. (A copy of these instructions is in with the book supplies.) **DO NOT NOT PROCESS NEW CHILDREN'S BOOKS. LEAVE ALL CHILDREN'S BOOKS IN THE BLUE BIN BY THE FORMER BOOK DROP AREA.** The steps to follow:

- Stamp first page of book with Emma address stamp and add the current month and year next to the address stamp (i.e. 4/22)
- With the book closed, stamp top of the pages with the one line Emma stamp.
- Type book pocket. If **fiction**, type the author's name, last name first and on the second line type the title of the book. If **nonfiction**, type the Dewey Decimal number first, the author's name (last name first) on the second line, and the title on the third line.
- Type shelf card as above.
- Type a small spine label for **fiction** with the author's last name and for **nonfiction** with the Dewey Decimal number and then the author's last name. These labels should be placed ¼ inch from the bottom of the jacket of the book.
- Cover books using the clear plastic book covers located by the shelving on the landing to the basement stairs.
- Place an orange or red sticker on the spine by placing first a piece of scotch tape, the sticker, and another piece of scotch tape on the book jacket (like a layer.)
- Shelf on the new bookcase.
- All adult fiction books must be listed by title and author in the Master File (red binder in the second file drawer on the new book sheet in the front of the binder.
- Email title and author of all new books to valerianimike@cloud.com and he will post the new titles on the website. Note in the Communication Log that you sent the email.
- For magazines, stamp front cover with the Emma address stamp. On the card and pocket, type name, month, and year (i.e. May/June 2018)