Training Outline

1. Review privacy laws with patron.
   - Can't tell others who you've seen in library.
   - If an officer of the law comes in requesting information about a patron:
     1. Do not answer any questions
     2. Have the officer talk directly to HL and if not there give him/her Laurie Ortega phone number.
   - A patron must have the library card of the person they are picking the materials up for.
   - Do not reveal to other family members items that are on the holdshelf.
   - When calling patron for hold pickup do not reveal what those items are.
   - If a call is received about the presence of a patron in the library. Page for the patron; patron does not have to take the call. Never reveal if a patron is in the library.
2. Talk about MNLINK, ELM databases, state eBook collection
3. Differentiate the different patrons: PLS patron, Reciprocal patron, Non-resident patron.
4. How to logon to Sierra
5. Steps to creating a NEW patron
   - Patron look up
   - How to add & delete Messages and Notes
   - How to look up Township/city
   - Add Preferred Name
   - Input format
   - Lost cards

6. How to correctly check out materials to a patron

   - Must have library card
   - Overdue items, fines
   - Checking item for damage

7. Checked out Items

   - Renewing Items (Identifying and renewing ILL)
   - Claims Returned
   - Lost

8. Fines

   - Adding Fines/Fees
   - Collecting Fines/Fees

9. Check-In (Patron)

9. Renewing Patron Records

10. Reciprocal Patrons

11. How to correctly check in items – Check-In (No Patron)

- Backdating
- DO NOT CHECK IN IF SUBSTANTIAL DAMAGE
- Remove anything left in Item (Bookmarks, receipts, etc.)

12. Holds

- How to search for Records to place holds on
- BIB/Title, Hold Copy Return Soonest Holds
- Item, Hold Selective Item
- Cancel Holds

13. Notices

- Item barcode matches barcode on Notice sheet

14. Missing Items

15. Clearing the Expired Holds and Holdshelf

16. Barcoding Magazines

17. Item Use 3 (Weeding)

18. Sending Item(s) to the Service Center or other PLS libraries