

Text Reference and Explore More Bags

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To: Adult Services <AdultServices3@rlalibrary.org>

 1 attachments (594 KB)

google voice instructions.pub;

Text Reference

- The Library is now offering both phone and text reference options for patrons. All phone reference is as it always has been. The text reference is available through Google Voice, which John set up.
*see attached sheet
- Youth Services will currently be in charge of monitoring text reference but you may be called upon to help if they are unable to answer a question. To login the site is **voice.google.com**.
- **Login:** roundlakelibrarychat@gmail.com
- **Password:** *****
- **Phone number:** 224-338-9586
- This is very similar to when we did previous chat reference. The difference is patrons can text our Google number and we can respond via browser, tablet, or phone (though it's probably easiest from the browser). Our messages will appear as text messages to the patron.
- New messages will pop up on the left hand side.
- Once the library opens more and Youth Services has more in building responsibilities we will probably begin rotating the monitoring of texts like we did with chat.
- As of the time of this email this service has not been promoted yet but will be shortly.

Explore More Bags

- We will be offering hold bags to patrons soon - these will be called *Explore More* bags!
- The start date will depend on when Eugenia is able to have the form added to our website. Patrons can fill out the form themselves or if we receive a phone call, for example, we can fill out the form via the website for them. All requests should go through the online form so we have a record.
- If a patron calls AS and wants us to fill out the form for them (but it's only for YS items) please transfer them to YS.

How it will work

- Patrons can, themselves, fill out the form on the website. It will ask for contact information, info about the people involved, and interests, etc.
- This info will be submitted into a Google form that will then notify the YS email (Sean, Aleece, Julie, Christi, Denise, Kelly, Yolanda, Gloria).
- **If the requests are for adults only:** YS will forward us the form to take care of.
 - Depending on workload/availability/patron interest I will assign the bag to someone. If one comes in that you would like to work on please go ahead and email all of AS to claim it. We have 7 days to get the bag ready for the patron.
- **If the requests are for YS and AS materials:** YS will notify us of our portion and the time frame We will pull items as necessary and check w/ YS. Whoever is last to finish pulling items will contact

the patron. (Incentive to pull AS stuff fast if you hate contacting patrons!)

- We are only pulling items that are currently available in our department, meaning we are not placing holds on materials. If patrons request specific titles that are on shelf (like the 3rd Harry Potter book) we can pull it but it's not a requirement or guarantee. We want to make sure patrons are aware Explore More bags are for staff to curate items based on what's available. Please inform patrons that specific item requests should be placed as holds.
 - Example: Patron wants "newest Elephant & Piggy book" and "Princess Elena books". We can certainly pull Elena books but we cannot guarantee the "newest" E&P book(s), so we would pull a couple of what's on shelf.
- When the bag is curated we will check out the items to their account, print off a receipt, and place them in a paper bag - just like curbside bags.
- Patrons should then be contacted to schedule a pickup time. Please book these in the Demco Curbside events and put "AS-Explore more" in the library card field
- Please write **EXPLORE MORE** on the bag in sharpie to distinguish it from regular hold bags as well as the patron last name, date and time of pickup.
- When the bag is completed please place it on the round tables near the reference desk (since we lost our tax form table for staging)
- Each morning, whoever is scheduled should check the round tables for any bags that need to be brought to circulation that day.

Please let me know if you have any questions on how either of these are working. In both cases Youth is taking point and I expect them to be doing the bulk of the work (although I do hope we get interest in the explore more bags for adults and teens).