

Clarifications/Updates to Procedures

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Mon 10/12/2020 11:47 AM

To: Adult Services <AdultServices3@rlalibrary.org>; Youth Services <YouthServices@rlalibrary.org>

Clarifications/Updates to procedures:

- Only computer users need to check in at reference to get their slips to login and please complete these reservations when done.
- General library users do not need to check in at reference. You do not need to worry about clearing out and completing appointments. If the department is empty- close out all open appointments (please do this at the end of the day). We have plenty of room on our capacity limits and I don't think we need to be too strict about time limits for library use. If you notice an issue address it on a patron by patron basis. You can ask someone who you think has been there too long what their name is and check on the time and let them know it is time to wrap up.
- If you want to take a 15-minute break while on desk please coordinate with the backup person and your desk counterpart to schedule it. If you are here a full day you need to schedule your lunch break before or after your desk shift.
- Appointments should be booked under the appropriate type. Computers are much more limited so we need to be accurate with those appointments.
- Officially 1 adult and 1 child per appointment. It is perfectly fine to be flexible with this as long as we are still under capacity.
- You should be at the desk ready to take over at the start of your desk shift. If you are scheduled to start at 2:30 you should be at the desk at 2:30. If you are not, you are late and will be written up. If you are running late please call and let the desk staff know.
- You should not leave for the day until your backup arrives. If this is not possible (which might happen if they are late and you have other commitments) you need to call your supervisor and let them know.