

Curbside Printing Procedures

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To: Adult Services <AdultServices3@rlalibrary.org>

Links and Rules:

Curbside printing form is now live on the website. Direct link: <http://rlalibrary.org/index.php/services/curbside-printing>

Officially patrons can get 10 free black and white pages at a time (or 4 color, basically \$1 worth). Anything above that will have a charge added to their account to be paid later at standard printing rates. I'm flexible with this. If they have 11 or 12 pages that's fine and let them have it free.

Officially patrons are supposed to have a Round Lake Card to get free printing. I'm also fairly flexible with this. I'm okay giving a handful of pages free to anyone who requests it but if we notice patrons abusing it we will crack down. As far as I know none of our neighboring libraries are offering free printing.

Please direct any patrons ahead of time to submit the form for printing. If patrons show up at the greeter desk needing to print we can give them the print@rlalibrary.org email address to send files to instead of making them try to fill out the form on their mobile device. This email address emails the adult services list.

Procedures for Printing:

Monitor your email throughout your shift in the office. When a print comes in you should print it out according to the directions provided in the form for color, qty, etc.

When you print an item you should use a post it note in the top right corner to write the patron's name and the date you printed it. Use a paper clip to clip it together.

If the items seem especially sensitive there are large envelopes in my office "mailbox" that can be used to place the items in and then put the post it on the outside of the envelope.

If the print job is large and you need to add a charge to the account please follow the instructions in the attached video.

Take the print job to the curbside pickup table and place in the appropriate spot of the file system based on patron last name.

There is no need to contact the patron unless there is an issue with the print job.

Jesus- I am assigning you responsibility for saving copies of all the submitted print job emails for at least a month to keep an eye on anyone that might be abusing our free printing offers. I would also like you to check the file every Monday and contact anyone who has print jobs that have been sitting there for more than 5 days. I'm not expecting this to happen too often but I could be wrong :)