**Review Worksheet**

**RR and Info Desk**

**Name:**

**Date:**

**Training/Onboarding**

+ - Actively engaged in training

+ - Asks questions

+ - Observes other staff as instructors

+ - Sees customer interactions as learning opportunities

+ - Can refer back to training resources when needed

+ - Open to suggestions

+ - Accepts correction

**Info Desk Competencies**

+ - Greeting patrons and observing reading room

+ - Searching collection(s)

+ - Location of items

+ - Reading patron records

+ - Placing holds

+ - Computer class registration

+ - Evanced / Events calendar

+ - Subject Desk referrals

+ - Info Pass procedure

+ - ILL procedure

+ - SAM/computer login/staff admin

+ - Printing Process/Pharos and Pharos remote

+ - Retrieval procedures

+ - Assisting with common computer help questions

+ - Assisting with common handheld device questions (Overdrive, Freegal, etc.)

**Info Desk Policies and Procedures**

+ - On time at start of shift

+ - Willingness to take first seat

+ - Visitor/courtesy computer use

+ - Printing assistance for new card applicants

+ - Appropriate break and lunch times

+ - Back-up duties

* Makes contact at the beginning of period
* Logs on 3rd station
* Communicates location
* Assists as needed
* Cooperative in scheduling breaks and lunches

+ - Asks questions when unsure

**Info Desk Public Service**

+ - Proactive

+ - Greets patrons

+ - Offers help before being asked

+ - Spends appropriate amount of time with patrons

* Gone from desk too long
* Too involved in some questions
* Spends too little time with some patrons
* Keeps things moving

+ - Aware of patrons who appear confused

+ - Observes activity in Reading Room

+ - Moves around

* Print station
* Open shelves
* Media Room
* New Books
* Holds shelf

+ - Communicates appropriately

* Listens carefully
* Conveys acceptance and willingness to help
* Can handle difficult patrons/situations

+ - Calms difficult situations

+ - Makes difficult situations worse

+ - Freezes in difficult situations

+ - Judgment

+ - Does fair share of work

+ - Willingness to assist other desk mates with challenging patrons/situations

+ - Offers additional suggestions

**Ready Reference Competencies**

+ - Navigates Sierra (ILS) effectively

+ - Locates items in County Cat (public catalog)

+ - Retrieval procedures

+ - Reading patron records

+ - Register for classes/programs in Evanced/events calendar

+ - Knowledge of reference resources

+ - Able to get to the “real question”

+ - Tone of voice

+ - Patient

+ - Courteous delivery of bad news

+ - Asks when unsure

+ - Appropriate transfer to subject desks and branch libraries

**Ready Reference Policies and Procedures**

+ - On time at start of shift

+ - Replaces a person, not a chair

+ - Follows RR policy guidelines

+ - Length of call, stays on topic

+ - Asks when unsure

+ - Accepts correction

+ - Other staff must interrupt call because wrong information is given

+ - Handles back-up duties

+ - Courteous close of call

**IM**

+ - Understands IM interface/login

+ - Picks up incoming IMs in reasonable time

+ - Chat reads like a real person wrote the information

+ - Accurate information given

+ - Appropriate length of chat

+ - Review of IM transcripts

**Extra Activities**

+ - READ @ MPL review submitted

+ - Committee Assignments

+ - Program Assistance

+ - Displays

+ - Readers Advisory

+ - Additional Training with HR

+ - Conferences/Workshops

**Off Desk Assignments:**