EMU Library Training

TEAM MEMBERS:
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Agenda

- Welcome! – Elizabeth
  - Introduction
  - Library employee expectations
  - Good communication, customer service, problem patrons
  - Library services for people with disabilities
  - Handling Emergencies

- Library Tour I - D’Anne, Tony, Robin

- Directional questions – Bill

- IT Training – Debbie

- Library Tour II - D’Anne, Tony, Robin

- Lunch!
What it Means to be a Library Employee

- Library ambassador; represent the entire library
- Culture of service
- Helping patrons is your primary work, public service
- How you greet and meet others matters
- Listening devices/earbuds
- Personal laptop
- Sweatshirt/jacket hoods
- EMU’s Student Employee Policy
- Wear your name tag
- Don’t send the patron from one place to another; verify the location before referring them
- Be thoughtful of what you place and tag on social media
Expectations of All Library Employees

- Direct users to the locations of all units and major services in the Library
- Refer patrons for help. **Don’t be afraid!**
- Answer the library’s most frequently asked directional and informational questions
- Refer users to the responsible office or unit, depending on the question
- Report the interaction on LIBSTATS
- Search the public catalog and E-Search by title and by author, and be able to interpret the results
- Request items out of storage using the public catalog
Good Communication

- Observe verbal and non-verbal messages
- Ask questions to learn more
- Use silence well. Five or six seconds of your silence will encourage the patron to elaborate.
- Be cautious of using humor
- Say “I’m sorry”, “I understand” or “I see”, to let the patron know you are empathetic to the situation.
- Know when to refer someone to another person
- Remain polite and professional.

Dealing with Problem Patrons

➤ Refer to policies that relate to the situation
➤ Broken record – keep repeating yourself
➤ Use intentional body language, e.g., stand tall
➤ Make the conversation contingent on the behavior of the patron: e.g., “If we discuss this problem without shouting, we can resolve this situation better.”
  o Give the patron something to do about their issue, e.g., refer patrons to the online Library Comments & Suggestions form: https://www.emich.edu/library/forms/feedback.php
  o Show patrons where the Library Comments & Suggestions boxes are located on the 1st floor (2 under the bulletin boards near the stairwell 1 on the back side of the Info Desk).
➤ Refer patrons to a supervisor when necessary
Assisting Disabled Patrons

- Two Categories
  - Walk-in
  - Referred from EMU’s Disability Resource Center (DRC)
- Walk-in
  - Wait for the person to request assistance
  - If assistance is requested, walk over/call the Circulation Desk and speak with a Circulation Supervisor
  - If Circulation staff are available, the patron can be assisted immediately
  - If Circulation staff are not available, the patron can leave their list of items to be pulled & the person will be contacted when the list is complete
Assisting Disabled Patrons, cont.

- Referred from EMU’s Disability Resource Center
  - These people have contacted the DRC before coming to the library
  - The DRC has made arrangements with the library prior to the person arriving in the library
  - The person knows to go directly to the Circulation Desk

- Students needing adaptive technologies - see CATE Lab web page
  - http://www.emich.edu/catelab
Handling Emergencies

- If an alarm sounds, leave the building
- Monday – Friday – report emergencies to a librarian or your supervisor
- Weekends and evenings – report emergencies to the Circulation Supervisor
- If you don’t recognize someone walking in your area, talk with your supervisor
- If you feel threatened, leave then call 7-1222
- Use your judgement – falls, arguments
Library Tour – Ground Floor

- G04 Holman Success Center
- G03 Auditorium
- Bulletin Boards (2 small and 1 Large)
- G01 Specialty Printing Center
- Restrooms
- Computer Lab, Copiers, Color Printer & the Mobile Computing Lounge
- Fax Machine/Vending Machine
- Eagle Café
- G11, G07… Teaching Computer Labs
- Staff Lounge
Library Tour – First Floor

- Reference Books Area
- Non-EMU student stand-up computers (no internet, no Wi-Fi but library access and email access.)
- IT Help Desk and Computers
- Faculty Development Center (FDC)
- Course Evaluation Drop Box
- Feedback Forms/QR Code/Bulletin Board
- Circulation (Lost & Found)
- Academic Projects Center (APC)

- Reference Desk (Questions, Subject Librarians)
- Faculty Publications Alcove
- Cell Phone Charging Station
- Water Bottle Fill-Up Station
- Restrooms
- Copier/ Paper Cutting Station/ Scissors
- Maps Library
- Eagle Study Tables
- University Writing Center
- Rms. 110 & 111
Directional Questions
IT Information
Library Tour – Second Floor

- Library Administration Office
  - Meeting Room - 200c
  - Room Reservations
  - Employment Applications
- Meeting Room - 217
- Faculty Senate Office - 216
- Women’s Commission - 215
- Periodicals Area
- Individual Study Rooms
- Digitization Lab
- Periodicals & Government Information Offices
Library Tour – Second Floor, cont.

- Law Reference Area
- Microforms
- Newspapers
- Group Study Rooms
- Government Documents
- Supplemental Instruction - 205L-P
- Lactation/Breast Feeding - 205M
- Children’s Literature Books
- Educational Resource Center (ERC)
- Meeting Rooms - 202 & 203
Library Tour – Third Floor

- Meeting Room (Teleconference) - 300
- Carillon Room - 301
- Meeting Room - 320
- Books with Call Numbers beginning A-L
- Faculty Study Rooms
- Group Study Rooms
- University Archives - 310
- Books with Call Numbers beginning M-Z
- Meeting Room – 302