EMU
University Library Training
Team Members: Bob Stevens, Elizabeth Bucciarelli, Keith Stanger, Brian Steimel, Brooke Boyst, Amber Davis, Monica Fly, D’Anne Hula
Agenda

- 9 AM – Introduction (Elizabeth)
- 9:10 AM – Library Worksheet Exercise & library location examples (Bob)
- 9:40 AM – Library Tour One (Ground & First floors) (D’Anne & Monica)
- 10:00 AM – Customer Service Tips (Brooke)
- 10:15-10:30 AM – Break
- 10:30 AM – Known Item Searching (Keith)
- 10:50 AM – LIBSTATS (Brian)
- 11:00 AM – Handling Referrals (Elizabeth)
- 11:15 AM – Library Tour II (Second & Third Floors) (Monica & Amber)
- 11:30 AM – Lunch!
Welcome!

Introduction
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
  - Friends
  - Food
  - Work breaks
  - Personal laptop/tablet
  - Common sense/appropriate dress for working with the public; sweatshirt/jacket hoods; shirts with graphics and wording
  
 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
- 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 (or to a public services team leader)
- Search the public catalog and E-Search by title and by author, and interpret the results
- Request items out of storage using the public catalog
Library Worksheet Exercise
Library Walking Tour I

Ground & First Floors
Library Tour I - Ground Floor

- Room G07A - learning lab, supervised by the Holman Success Center
- Holman Success Center - G04 - [http://www.emich.edu/hsc/](http://www.emich.edu/hsc/)
- Auditorium - G03

- Card Swipe Hallway:
  - Acquisition & interlibrary loan (ILL) - G20
  - Staff elevator (card swipe use only)
  - Video Studio - G19
  - Archives Workroom
  - Technology Office
Library Tour I - Ground Floor

- Cataloging Department - G02
- DoIT Offices and Specialty Printing Room - G01 - [http://www.emich.edu/it/](http://www.emich.edu/it/)
  - Printing, poster printing, laminating, color copying
    [http://it.emich.edu/service/labs/multimedia.cfm](http://it.emich.edu/service/labs/multimedia.cfm)
- Public restrooms & drinking fountain
- Main Hallway
  - Change machine
  - FAX machine
  - Vending machine for study & office supplies
Library Tour I - Ground Floor

- Hallway:
  - G11 learning lab
  - G07B learning lab
  - G07C learning lab
  - Staff Lounge
- Eagle Radio Room - G08
- Charging station for electronics
- Location of automated external defibrillator (AED)
- Boone Computing Commons - [http://www.emich.edu/it/help/labs/](http://www.emich.edu/it/help/labs/)
  - In the back of the Commons is the Mobile Lounge
Library Tour I - First Floor

  - Checking out & returning materials, paying fines
  - Automatic Retrieval Collection (ARC) – ‘storage’
  - Interlibrary Loan & MeL (ILL) pick-up
  - Reserve materials
  - Tech gadget sign-out
  - Lost & Found
  - Staff elevator (swipe card use only)
- “Where are You?” board
- Eastern Echo newspaper stand
  - Individual research and writing assistance
Library Tour I - First Floor

- Information/Reference Desk
- Public restrooms & water refill station
- Circulating Atlas Collection, large size photocopier, light tables
- Map Library - 114
- Eagle Study Tables area - supervised by the Holman Success Center
- University Writing Center - 115 - provides writing support for all members of the EMU community
  - http://www.emich.edu/uwc/
- Rooms 110 & 111 - learning labs
- New Book Shelf area
- Faculty Development Center (FDC) - 109 - supports faculty research
  - http://www.emich.edu/facdev/
Library Tour I - First Floor

- Faculty Publication Alcove (FPA)
- Department of Information Technology (DoIT) – 106
  - IT Help Desk
  - Multimedia Commons & Computer Lab Consultations
- Color printer
- Audio Visual viewing area
- Reference Collection
- Public workstations
- Pay-to-Print Workstation
- Pencil sharpener
Library Tour I - First Floor

- Librarian offices
- Location of the automated external defibrillator (AED)
- Copy card machine
- Course evaluations drop-box
- Suggestion Box locations
Customer Service
Dealing with Problem Patrons
Good Communication

- Don’t take someone’s anger or frustration personally
- Observe verbal and non-verbal messages.
- Ask questions to learn more.
- Don’t say “I don’t know”. Either look up the answer or ask a supervisor.
- 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” or “I understand” to let the patron know you are empathetic to the situation.
- Remain polite and professional.

Tactics

- Refer to policies that relate to the situation.
- Broken record - keep repeating yourself, do not stray from your answer
- Be intentional with your 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.”
- Give the patron something to do about their issue:
  - Refer patrons to the online Library Comments & Suggestions form: [http://www.emich.edu/library/services/forms/suggestions.php](http://www.emich.edu/library/services/forms/suggestions.php)
  - 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 CATELab web page -
  http://www.emich.edu/cateland
Handling Emergencies

- If an alarm sounds, leave the building
- Meet at the Bowen lot
- Monday – Friday – report emergencies to your supervisor/librarian
- Weekends & evenings – report emergencies to the Circulation Supervisor
- You don’t recognize someone walking around your work area, talk with your supervisor
- Feel threatened – leave, then call 7-1222
- Use judgement - falls, fires, loud arguments
Basic Searching for Known Items

http://guides.emich.edu/findingknownitems
LIBSTATS
Referring Patrons
Library Tour II
Second & Third Floors
Library Tour II - Second Floor

- Administration - http://www.emich.edu/library/about/directory/byDept.php?d=1
  - Meeting Room - 200c
  - Room Reservations - http://www.emich.edu/library/services/roomreservations.php
- Meeting Room – 217
- Faculty Senate - 219 - https://www.emich.edu/facultysenate/offices/
- Women’s Commission - 215
- Periodicals Area
- Digitization Lab
- Periodicals & Government Information Offices - 209
  http://www.emich.edu/library/about/directory/byDept.php?d=7
Library Tour II - Second Floor

- Law Reference Area
- Microforms
- Newspapers
- Government Documents
- Supplemental Instruction - 205L-P
- Lactation/Breast Feeding - 205M
- Children’s Literature Books
- Educational Resource Center (ERC)
- Meeting Rooms - 202 & 203
Library Tour II - 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
- Emeritus Faculty Room - 306
- Meeting Room - 302
LUNCH!!!