Orientation: 24/7 Study Area Student Assistant Training

I. Start of shift

   a. Where to put personal items
   b. Clock in/out
   c. Read the BLOG - scc.sdsu.edu/blog

II. Schedule Adjustments

   a. Learn to use the Hours Exchange online (currently, via the Blog)

III. Public Service Standards--PATRONS first!

   a. Perception matters as much as what we do--always look ready to assist someone
      at the desk, be neat and clean, keep personal conversations to a minimum and
      immediately stop talking with one another when a patron is at the desk.

      Patrons are your first concern. Brief cell phone conversations are permitted in the
      break area --just make sure your work partner knows you are unavailable for a few minutes.
c. When not "on the clock," do NOT hang around the main desk. Some patrons are reluctant to ask for help when there is a crowd around the counter.

d. Try to find alternative ways to assist patrons rather than say, "No, we can't do that." Suggestions: "Perhaps a Reference Librarian can assist you," or "I don't know the answer to that question but I'll see if I can find someone who does," or "Maybe it's best if you speak with my supervisor--here is her business card."

e. **No food or drink in public view**, except for water bottles in screw top containers. Feel free to eat and drink in the break area out of public view.

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**IV. Safety and Security**

a. Any life-threatening event call the Emergency number **911**

b. Public Safety (non-emergency) call 41991

c. Get the Security Guard for food policy violators or other concerns by calling the Circ Desk or using the walkie-talkie on channel 6.

d. Meeting area location for evacuations south of Aztec Shops;

e. First aid kit, band aids

f. What to do in case of earthquakes, ceiling leaks, evacuation (Emerg Prep Booklet)

g. Emergency exits on our floor, fire extinguishers

h. Security gates: when to stop patrons, ask patrons to step on our side of gates,

   Ask if they have any used books, DVDs, books from other libraries. Have them walk through again without those items.

i. Any requests for private information should come from SDSU Public Safety, not other law enforcement agencies. Get your supervisor or call x41991.
j. Location of Disaster Response Supplies
k. Take Emergency Quiz in Blackboard
l. Take Library Locations Quiz in Blackboard

V. General Library Information
   a. Library Phone List
   b. Referrals to Library Administration
   c. Referrals to Reference Desk
   d. SCC/ETS locations and referrals
   e. Special Collections
   f. "Who Ya Gonna Call?" list
   g. Out of Order signs--be sure to use the correct one

VI. Library Tour
   a. 24/7 Study Area: Quiet Study, large study, group study, multi-media room, computers
      b. Library Administration
      c. Special Collections
      d. Circ/Reserves Desk
      e. Reference

VII. Circulation (Checkin/Checkout)
   a. ID--what's required, what's allowed, when to make exceptions.
   b. How to check out and return items.
   c. Provide receipt and tell patron when the item is due and where to return.
d. Check in markers/headphones immediately to avoid overdue fine.

e. Refer fine disputes to scc@rohan.sdsu.edu

VIII. Record Keeping

a. Daily Log—note ANYTHING out of the ordinary, Post on the BLOG

b. Head count at night. Recorded in the Nightly Log category on the BLOG

IX. Confidentiality and passwords

a. Patron records are confidential. NEVER give information to anyone over the counter or on the phone. This is university policy and immediate cause for dismissal if violated.

b. Don't share the 24/7 Study Area main password with anyone.

X. Study Rooms

a. These are intended for a minimum of three people only.

b. No more than four hours at a time, unless no one else is waiting for the room.

c. First come, first served—or by reservation. Read the rules and guidelines.

d. Absolutely NO food or drink, except water in spill proof container.

XI. Computer Support and Print Station (Copy Services in charge of printers)

a. How to change printer paper and toner; where supplies are kept; Call Copy Services for more supplies. Use the Copy Services Log so multiple people don’t request the same thing.

b. Printer prints black lines—call Copy Services

c. Paper jam; if can't be fixed—call Copy Services and report it to Renee

d. CD stuck, use "eject CD" icon or insert a safety pin in the manual eject hole near the CD drive.
e. Floppy is stuck; call the SCC and report it to Brian or Mike

f. Unable to save work to a floppy? Try another workstation or save to Network Temp, thumb drive or have the email themselves.

g. Unable to open attachments? Try changing to a different web browser. Save document to desktop before trying to open.

h. Patron needs to establish wireless connection. As long as they have a signal, they just need to type in their info on the registration page that automatically shows up when a browser is opened. Refer to SCC if can't get a connection.

i. Monitor is not working; check for loose connections.

j. Need to burn CDs? Use the Windows 7 built in burning option.

k. Older USB drives may not fit in new machines; can use port in the back of computers.

l. Appropriate Use: pornography and other issues; discuss with supervisor.

XII. Food and Drink Policy

a. Food and drink friendly areas of library will be pointed out on tour.

b. No food/drink enforced in the Quiet Study/Classroom and by the computers.

c. Have patrons leave food and drink on the table outside of the Library Adm. Office.

XIII. Copiers, Dollar Changers, and Print Card Machines (CSVT)

a. Paper is generally automatically filled by Copy Services in the morning; if additional is needed throughout the day give them a call--x42558

b. If patrons lose money in the copiers or change machines, notify Copy Services - record on yellow pad

c. If patrons lose money in the Print Card Machine(CSVT) call the SDSU Card Office x43450
XIV. Supplies
   a. Dry erase markers and erasers are available for those using the Group Study rooms - Check out using Red ID
   b. Headphones - Check out using Red ID
   c. All other supplies must be used at counter. Do NOT check out.

XV. Lost and Found
   a. Turn in Lost and Found items to the main Circ Desk within an hour after receiving. Night shift students--hold items for day shift.
   b. Turn in valuables ASAP! Better to get wallets and other valuables there and safely put away rather than keep at our desk.

XVI. Disabled Student Study Room
   a. Keys to the designated room on the 4th floor is kept in the lockbox with the rest of the keys.
   b. Only checkout rooms to students whose names are on the list provided by Disabled Student Services or to proctors who have paperwork verifying that they are proctors.