

William Rand Kenan, Jr.

Library of Veterinary Medicine

Student Assistant Training Module

1



Orientation



The NCSU Libraries

- NCSU has two main libraries and three branch libraries
 - **D. H. Hill** Library
 - James B. **Hunt** Jr. Library
 - Harrye B. Lyons **Design** Library
 - **Natural Resources** Library (NRL)
 - William Rand Kenan, Jr. Library of **Veterinary Medicine**
 - (Veterinary Medicine Library, Vet Med Library, VML; users often call us CVM Library or Kenan Library)
- There are also two affiliated libraries on campus
 - Media, Education and Technology Resource Center (METRC)
 - The African American Cultural Center Library (AACC)



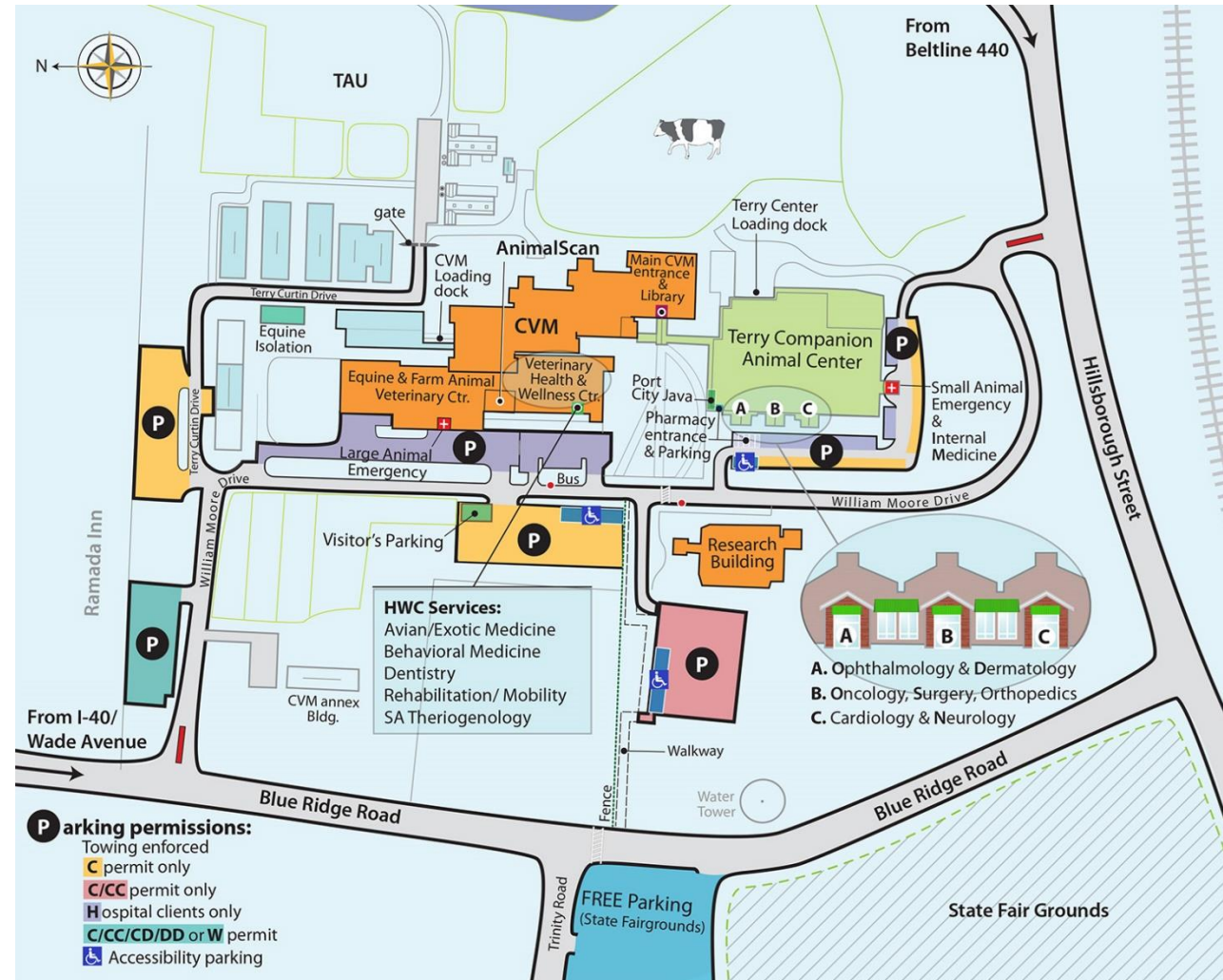
Orientation

College of Veterinary Medicine

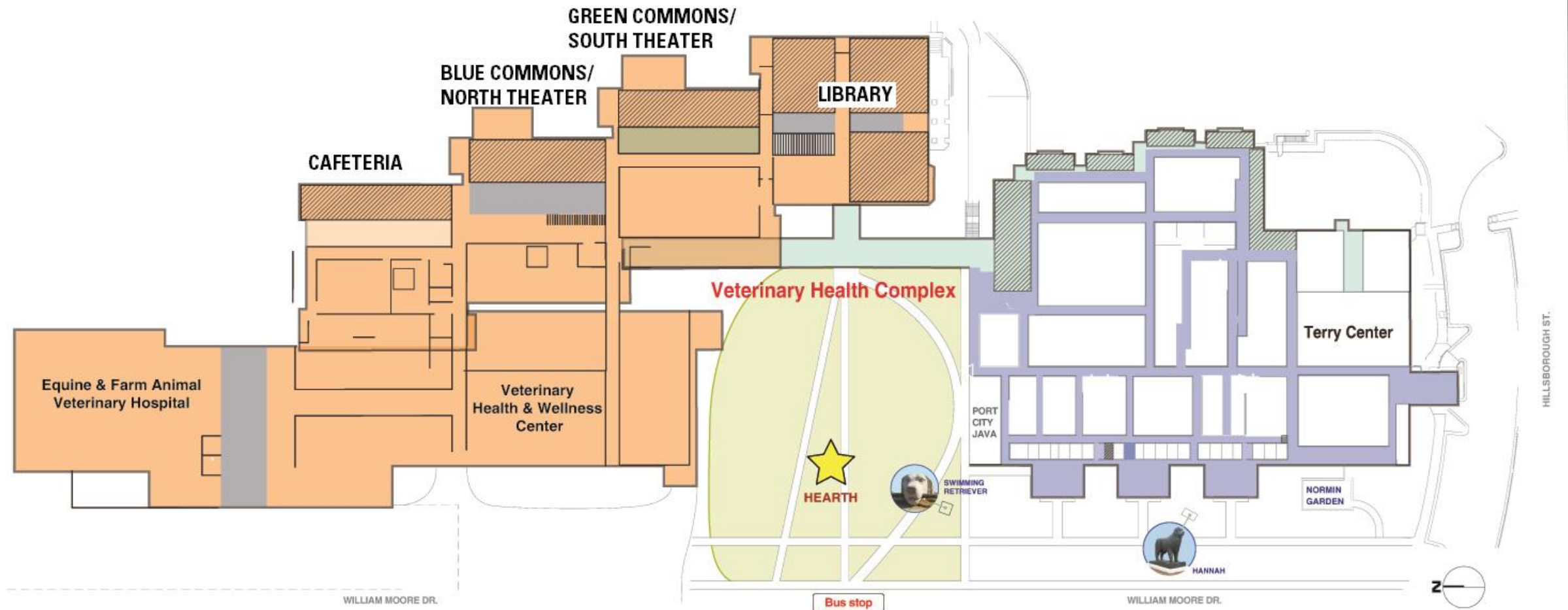
The NCSU CVM is made up of three departments that operate many programs and services

- **Department of Clinical Sciences (DoCS)**
- **Molecular Biomedical Sciences (MBS)**
- **Population Health & Pathobiology (PHP)**
 - Teaching Animal Unit
- There is a graduate degree program in Comparative Biomedical Sciences (CBS)
- The CVM also operates the NC State Veterinary Hospital with clinicians from all 3 depts.
 - Terry Companion Animal Medical Center
 - Equine & Farm Animal Veterinary Center
 - Veterinary Health & Wellness Center

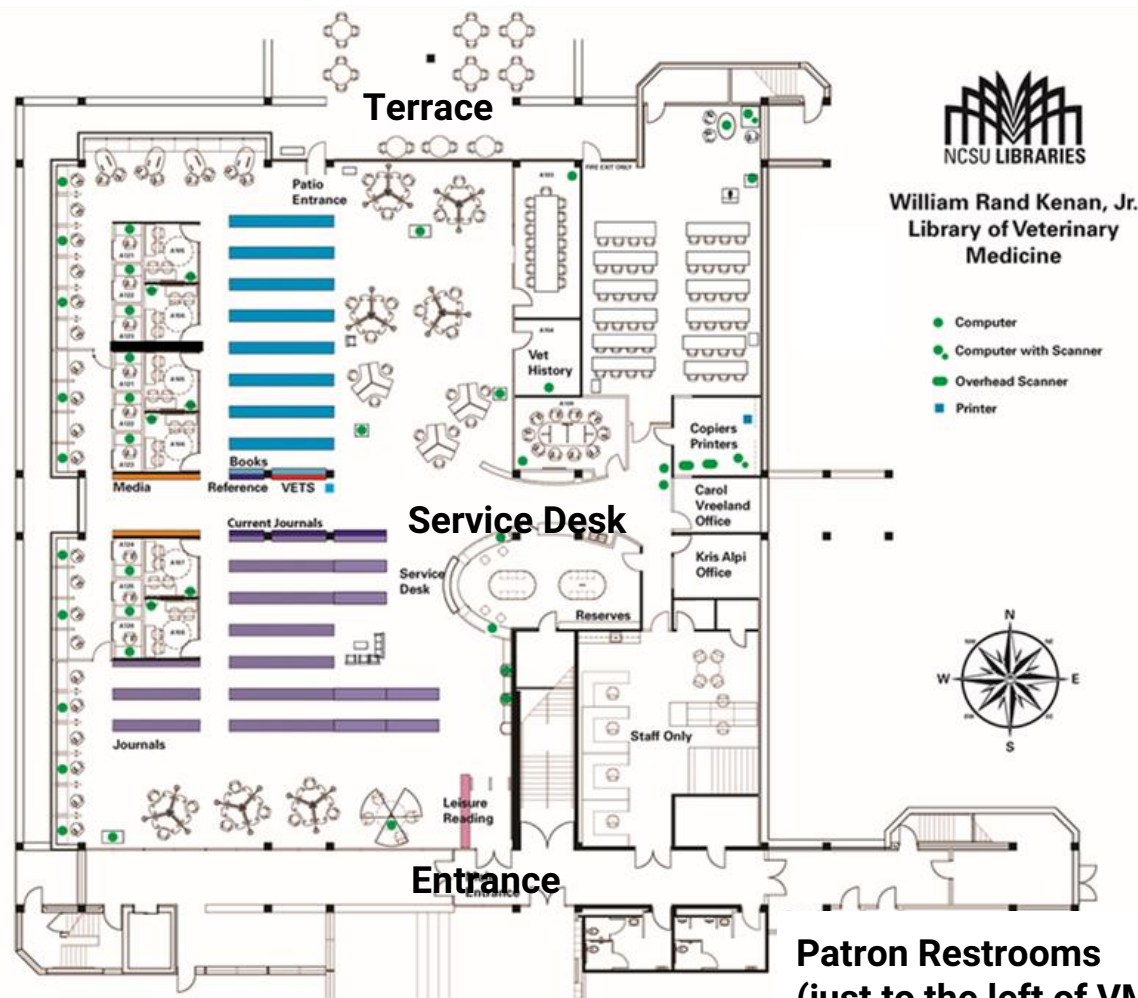
Orientation



Orientation



Orientation



Patron Restrooms
(just to the left of VML entrance)

Orientation

Where Is...

- the Terry Center/Hospital/Pharmacy?
- the closest bathroom?
- Room A101?
- the cafeteria?
- a vending machine?
- the 24-hour printer?
- the lactation room?
- the meditation/prayer room?

If you don't know, be sure to find out from your coworkers or supervisors!

Orientation

Service Philosophy Overall

- The goal of the VML is to provide friendly, quick, easy, and reliable customer service to all users. Every transaction should be a positive and enjoyable experience from which the user gets what they need or the information necessary to retrieve it. We value every user of the VML.
- We also value the importance of every NC State user of the VML equally. This means that we strive to provide equal access to all of our resources to everyone, which sometimes means that we are unable to meet an individual user's specific need.

Orientation

Service Philosophy in Practice

- When those two goals conflict and do not permit us to provide exactly what an individual user requests, we make every effort to find an alternative solution or compromise that will meet the user's needs.
 - Suggest that a user scan a selection of pages from a book that does not circulate.
 - Offer a reasonable extension of a Tech Lending loan period, or suggest an alternate Tech Lending item with a longer period.
 - Suggest online access to books that are checked out, when available.
 - Explain the TripSaver process and assist a user in placing a request for an item that NCSU Libraries does not have (ask if they think we should purchase it and offer to pass on the requested title info and their contact info in the shift report).

Orientation

Desk Etiquette

- Keep your focus on Library spaces and be attentive to incoming/outgoing patrons
- Keep distractions to a minimum
 - Internet, cell phones, classwork, etc.
 - No headphones or earbuds are permitted
- Make sure all work tasks have been completed
- If a drink is needed at the desk, it should be kept on the rear island behind desk away from any materials.
- Food should not be consumed at the Service Desk
- Personal items (backpacks, jackets, etc) should be left in the Supply Closet

Orientation

Confidentiality and Privacy

- Inappropriate conversations
 - Be aware of patrons
 - They are quiet and can hear what is said at the desk - step away if possible.
 - Use discretion and best judgement
- Patron Confidentiality
 - It is your responsibility to restrict access to patron accounts that contain personal information.
 - This information must not be given out to others, including parents, friends and public officials.
 - If someone comes to the Service Desk regarding an account that is not their own, please notify Library staff as soon as possible.

Orientation

Scheduling

- The VML schedule is a regular schedule and is released for the entire semester in advance. You are responsible for covering all assigned shifts.
- Except for new Student Assistants (within their first month or two), there are no restrictions on switching and/or picking up shifts. Post to the Tradeboard on WhenToWork or email the Assistant mailing list.
 - You may want to call or otherwise contact co-workers individually to improve your chance of them agreeing to cover your shift. Be sure to offer to trade shifts whenever possible.
- Except in case of serious personal emergency or acute illness, you are ultimately responsible for your assigned shift and full-time staff are not available to help cover or arrange coverage for your shift.

Orientation

Contacts

Vet Med Library	919-513-6218
Dave Provost	774-232-8522
Courtney Hewett	919-623-1713
Rachael Posey	919-633-3724

VML Assistant Directory in Student Assistants binder at Service Desk

Contact info also available online:

- NCSU Directory
- When2Work

Orientation

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Add these numbers to your contacts now!

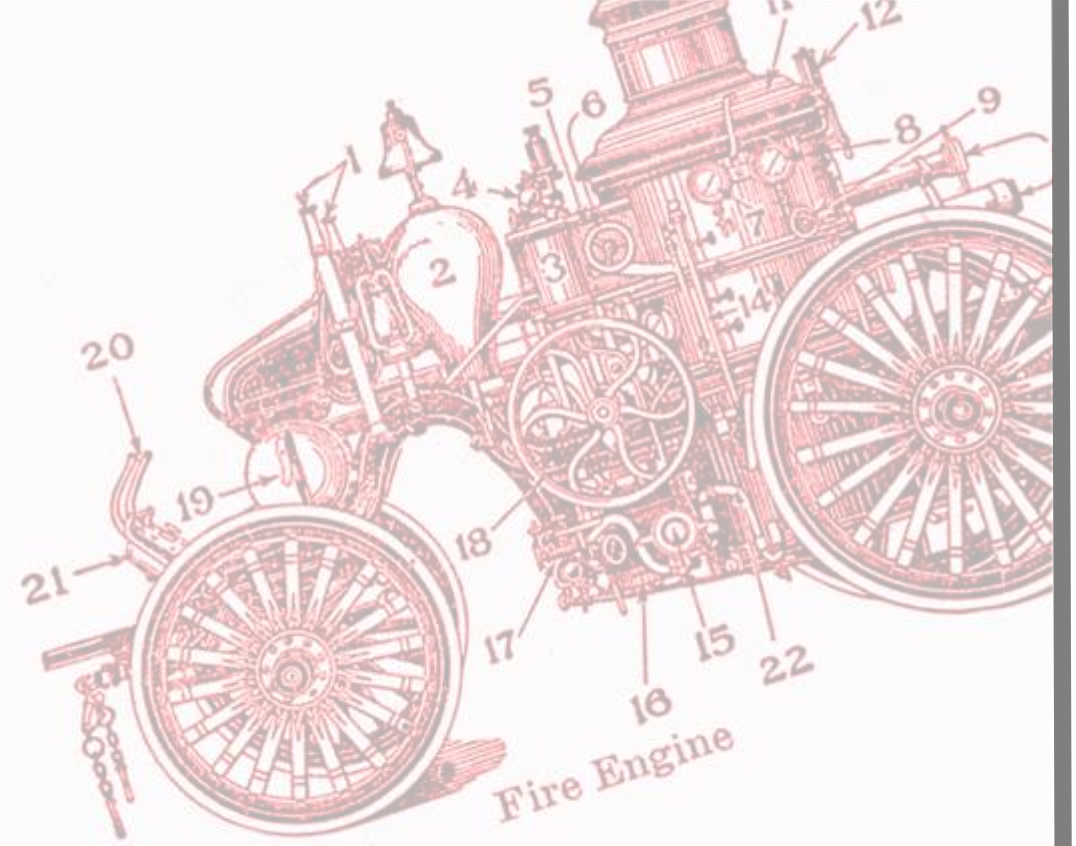
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Orientation

Safety



Your safety is our primary concern in an emergency!

Campus Police

Fully trained police force available 24 hours per day, 365 days per year

911 Emergency

919-515-3000 Non-Emergency

Panic button under desk counter

WolfAlert

Text message alerts

Sign up by adding a Cell phone to MyPack Portal

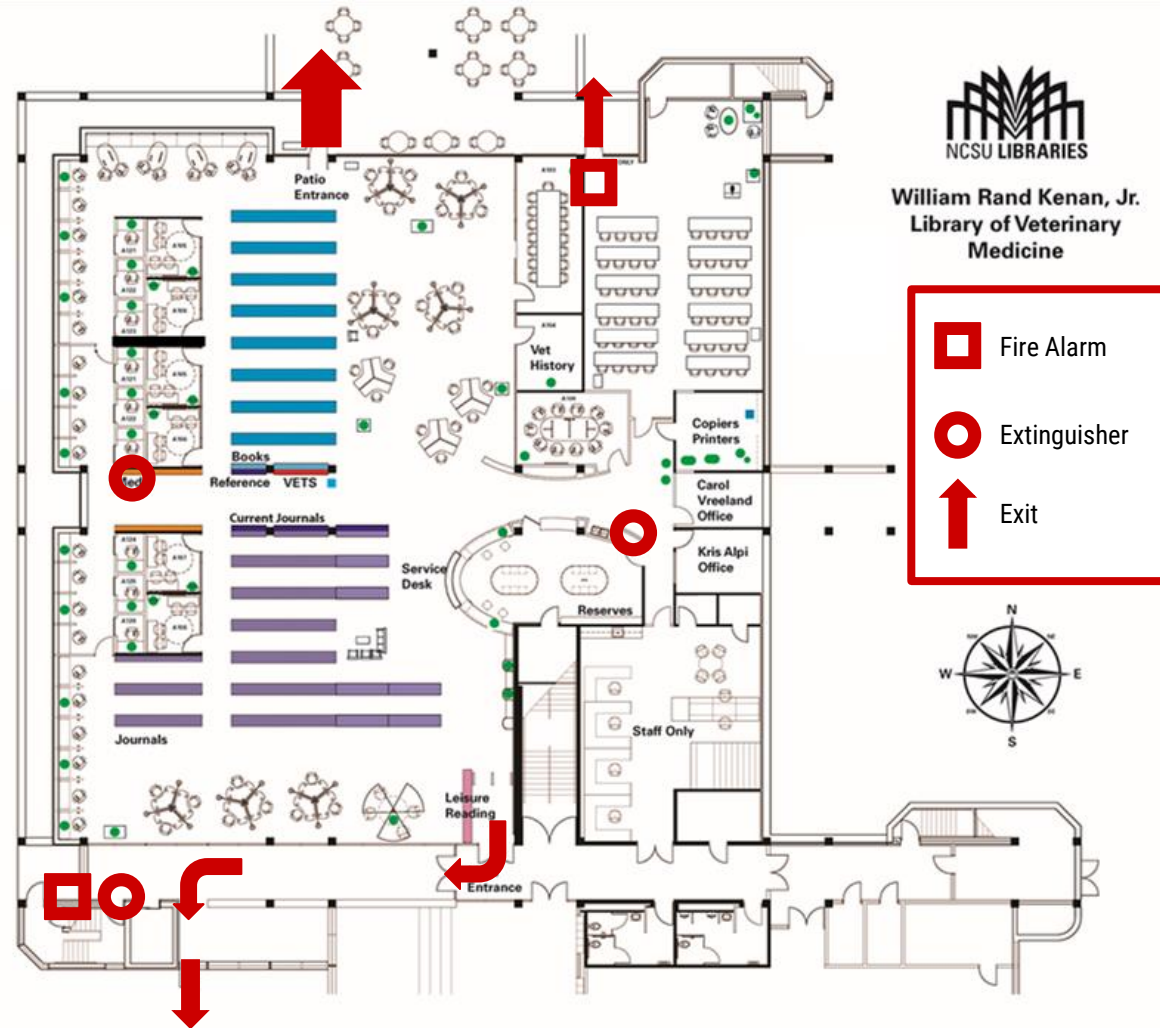
Safety

Evacuate

- If a fire alarm is heard or fire is seen, and you are able to safely do so:
 - Lock front door
 - Pull fire alarm if you are the first to become aware of the fire
 - Walk through Library and encourage patrons to comply with State regulations and vacate the building
 - Exit the building via rear entrance
 - Notify Campus Police or Fire Department of people with mobility impairments who cannot vacate the building

Safety

Fire



Safety

Shelter-in-Place

- Tornado or other severe storm
 - Place “Emergency” sign near entrance to prevent patrons from leaving
 - In Service Desk file
- Move quickly to interior stairway away from windows
 - VML is on the lowest level of the CVM building
 - Wait for weather to pass (monitor radio or Internet if possible) or for Campus Police to give all clear

Weather Emergency

- Student Assistants are not required to report to work when NCSU is operating under an Adverse Weather Condition, and should not report to work under Conditions 2 or 3.
- If the VML is open under Condition 1, we appreciate if Student Assistants who are safely able to get to the VML are able to report for their regular shifts, or are able to cover or swap shifts with those who are unable to report. Contact a supervisor before reporting for further information.

Safety

Medical Emergency

- Call Campus Police - 911
 - Stay on the line to relay additional information
- First Aid Kit in Staff Room over sink
- AED (automated external defibrillator) located in CVM lobby across from Reception Desk

Safety

Opening & Closing



Our patrons rely on the regular and reliable opening hours of the Veterinary Medicine Library, and so ensuring that the Library is **open and ready to assist them on time and fully staffed and available until closing** is your most essential duty as a Student Assistant.

Student Assistants are responsible for closing the Library every day and opening the Library on weekends and holidays.

Opening & Closing

Opening & Closing Logs

- Logs are available to guide you through opening and closing procedures
 - Logs must be completely filled out
 - If you are unable to complete a task, use a slash
 - Do not leave entries blank
- Your initials on the log indicate that you have **accurately and fully** completed the task indicated
 - If you have questions about a task please ask a coworker or staff member before completing the task

Opening & Closing

Keys

- When a Student Assistant is opening the Library the following day, a key **must** be left for them
 - Responsibility of Assistant completing Closing Log
 - Located in G.A.D.I.S.O.N. mailbox in student group mailboxes to the left of class bulletin boards
- In emergencies, a key will be available at the D.H. Hill Library Ask Us desk.

Opening & Closing

Circulation

DATE DUE	
JAN 9 1989	DEC. 14
JAN 9 1989	FEB 24
JAN 24 1989	DEC 17
MAR 3 1989	MAR 22
APR 14 1989	MAR 29
APR 21 1989	APR 28
APR 28 1989	SEP 28
MAY 5 1989	SEP 10
MAY 15 1989	SEP 25
SEP 19 1989	OCT 2
MAY 17 1989	OCT 25
MAY 24 1989	NOV 04
OCT 28 1989	NOV 1
APR 09 1990	APR 0
SEP 30 1989	MAY 14
NOV 5 1989	MAY 21
NOV 15 1989	NOV 25
NOV 19 1989	DEC 01
DEC 6 1989	

Circulation Terminology

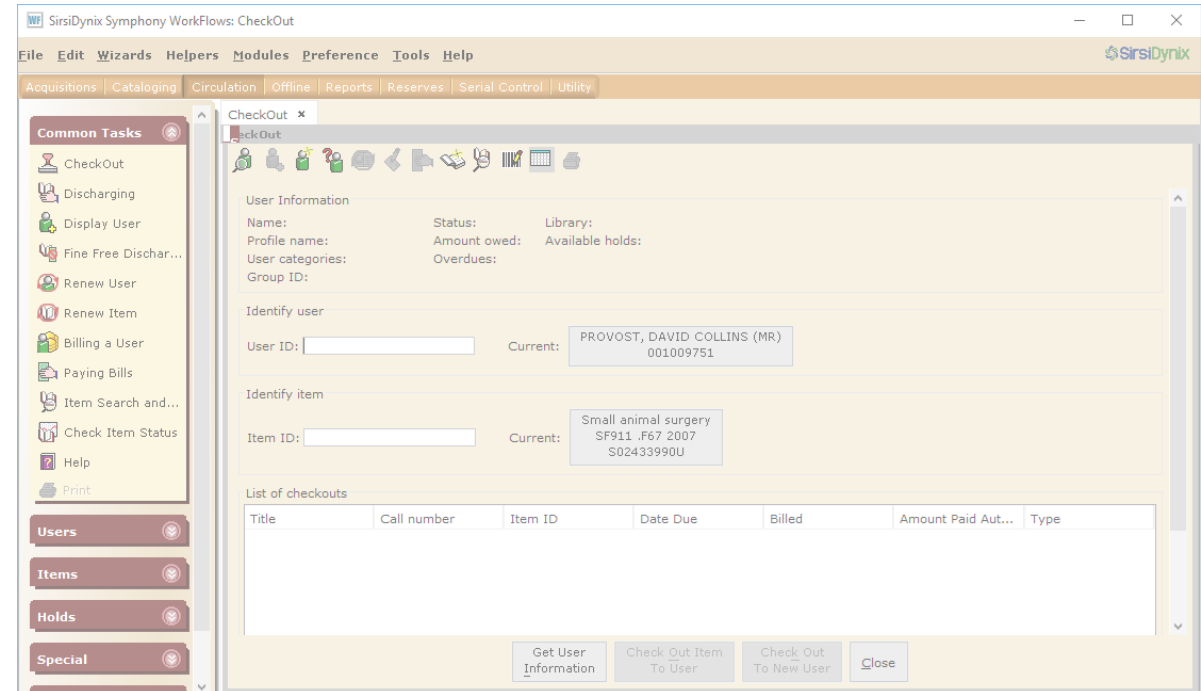
- Check out - Charge an item to a patron's Library account for their use
- Discharge - Return an item to the Library and remove from patron's account
- Loan Period - How long a patron may keep a checked out item
- Barcode - The scannable code on all Library materials
- Hold - To set aside an item for a particular patron to check out at a later time
- Reserves - Course materials or other items set aside for restricted use by patrons
- ILL - InterLibrary Loan, a system that allows patrons to check out books from other libraries

Note: Checking out ILL books is covered in Training Module 3.

Circulation

SIRSI/WorkFlows

- Unified NCSU Libraries circulation and collection management software
- Tiered levels of authority
- Some actions will require override from staff member
- Interacts with online catalog and reserves



Circulation

SIRSI/WorkFlows

Modules

Wizards

CheckOut

User Information

Name: Status: Library:

Profile name: Amount owed: Available holds:

User categories: Overdues:

Group ID:

Identify user

User ID: Current: PROVOST, DAVID COLLINS (MR) 001009751

Identify item

Item ID: Current: Small animal surgery SF911 .F67 2007 S02433990U

List of checkouts

Title	Call number	Item ID	Date Due	Billed	Amount Paid Aut...	Type
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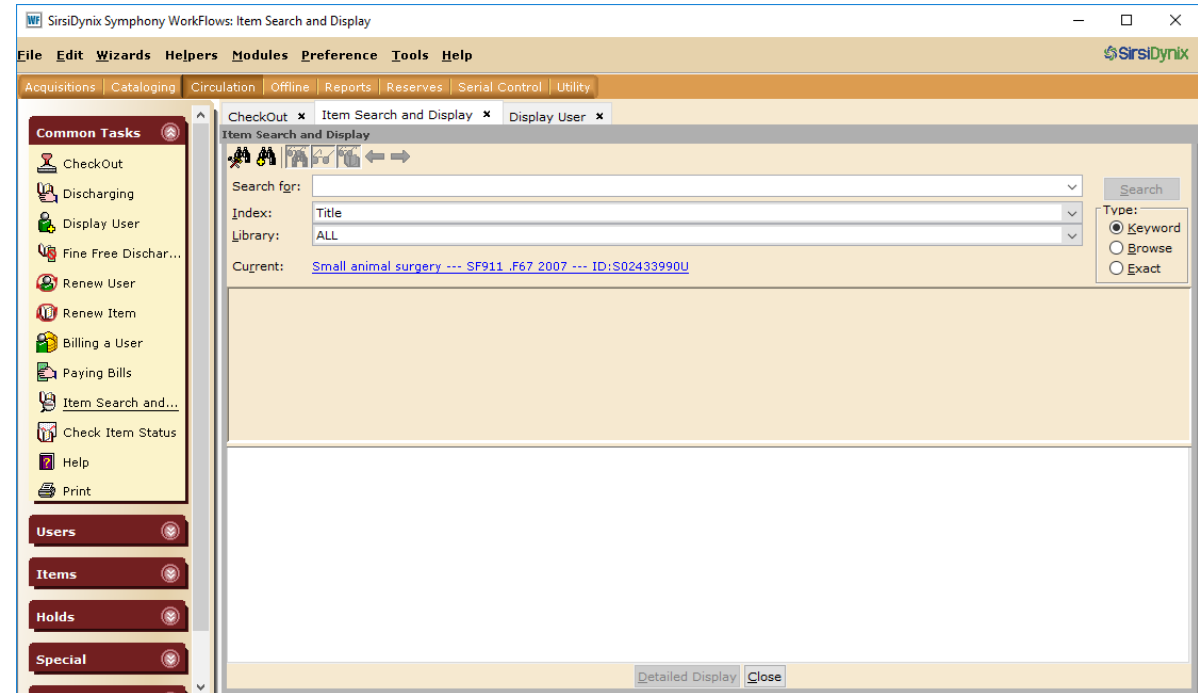
Get User Information Check Out Item To User Check Out To New User Close

Helpers

Circulation

Searching Items

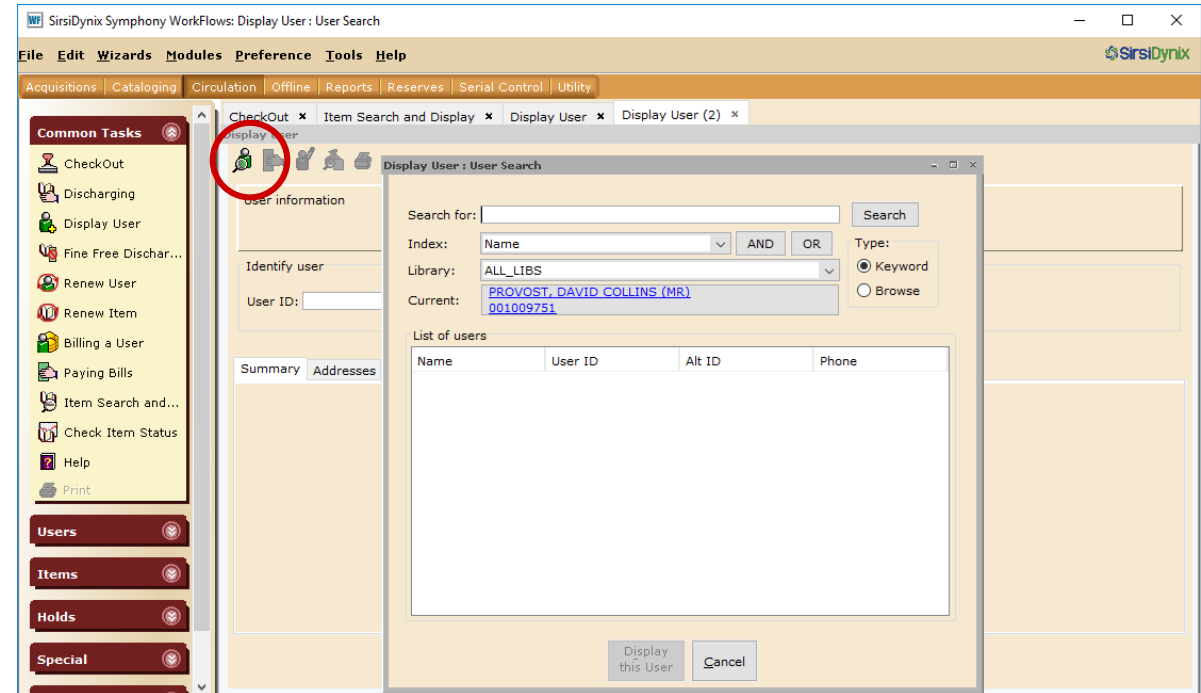
1. Click on the Item Search and Display wizard.
2. Refine your search by choosing what to search (in the Index field) and how to search (in the Type field on the right)
3. You can also specify which NCSU Library to search (the Library field)
4. The most recently used record will appear in the Current field.



Circulation

Searching Patrons

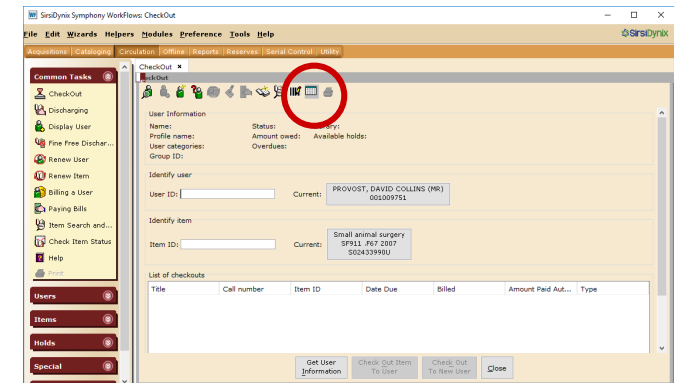
1. Click on the Display User wizard.
2. Click on the User Search helper.
3. Refine your search if needed.
4. The most recently viewed user will appear in the Current field.



Circulation

Check Out - Patron ID

1. Check the patron's identification. **A valid photo ID is required to check out any library item.** Make sure the person using the ID is the person shown on the ID.
2. In the Circulation module, open the Check Out wizard and enter the patron's 9-digit NCSU ID number or other registered ID number. Make sure the information on the card matches what is in the database.
3. For items with short loan periods (2-hr Reserves, 4-hr Tech Lending, etc.), ask the patron if the standard loan period will suffice for their needs. **If not, click the Special Due Date helper to specify a due date/time.** Be aware of the demand for items like laptops and Reserve books.

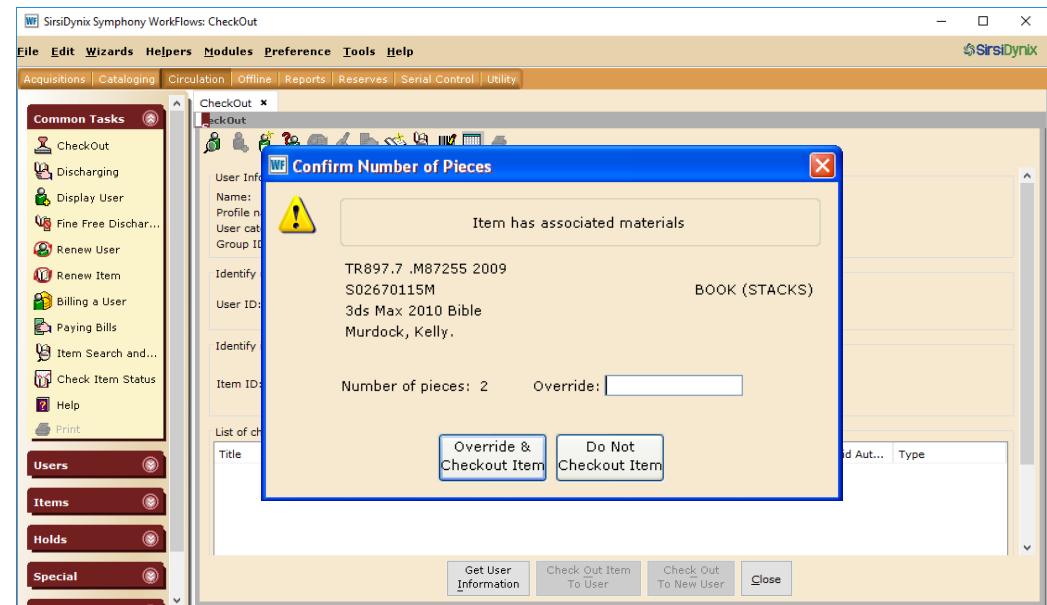


Circulation

Check Out - Handling Items

4. Scan each item's barcode. Some items have several barcodes, indicating accompanying materials, such as a CD-ROM in the back of a book. A pop-up window will appear to alert staff to check the item for the additional material.
5. Tell the patron when the item is due.
6. Desensitize books before giving them to the patron.

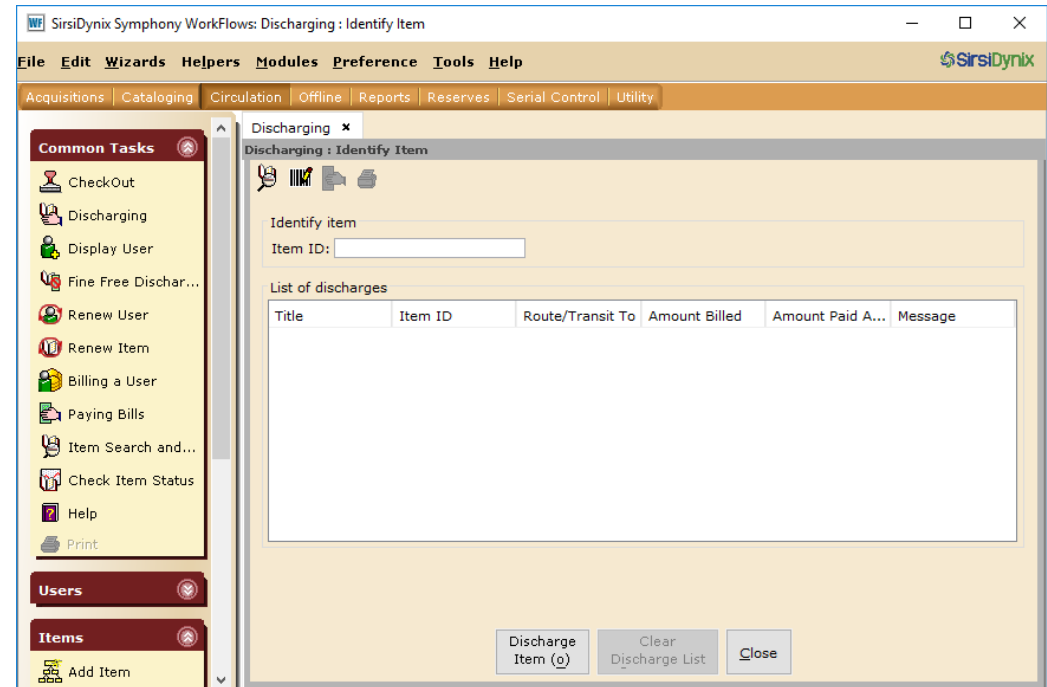
Bags are available in the drawer by workstation 2 if it is raining or they have lots of books!



Circulation

Discharge (Check In Returns)

1. Open the Discharging wizard.
2. Scan each item's barcode. Be sure to check for multiple barcodes, such as for accompanying CD-ROMs.
3. Sirsi will indicate with a message whether an item should be put on hold or sent to another location. Click OK to make the hold available or click Put Item in Transit.
4. Sensitize any books discharged.
5. Use Display User wizard to ensure that items were discharged properly.



Circulation

Take the quiz!

Training Module 1 Quiz

What's next?

- Shelving
- Tech Lending
- Tech Troubleshooting
- Print/Copy/Scan