

CHECKOUT DESK GUIDELINES

18th January 2010

+

Aim: To provide a professional, high quality, customer focussed service.

Behaviour, Etiquette & Customer Service	Date checked
Present a warm, welcoming presence – i.e. engage with clients by eye contact, smiling, looking available to assist, being attentive etc	
Arrive on time for desk and check in with the previous person	
All required programmes should be open, e.g. Voyager circulation, web catalogue, Infoweb – to enable quick access to meet customer needs	
The following is regarded as acceptable while on the desk:- <ul style="list-style-type: none"> • Work related email • Voyager work • Desktop applications, e.g. word processing, spreadsheets etc • Envelope stuffing if requested • Job description related, e.g. system familiarisation 	
The following is regarded as not acceptable while on desk:- <ul style="list-style-type: none"> • Reading anything that is not part of your job • Being under utilised - desktop training is always an option to occupy time • Any work that involves a large number of books/materials/folders/papers etc to be on the desk (a small number, e.g. 1-2 pages are OK) – make sure you are visible at the desk. • Any work that makes you look too busy to be interrupted by clients • Any work that cannot be quickly and easily placed out of sight • Inappropriate discussions behind the desk, especially if involving more than two people, e.g. non work related or long conversations • Non work related email • Non work related internet surfing 	
Queues should be managed by acknowledging people waiting – remind people in the queue about the “self check” machine	
You need to be familiar with the Desk Manual and other documentation behind the desk	
We undertake to give feedback to each other directly on how we appear and behave in relation to these written guidelines.	
Checkout Desk staff should only leave the desk in specified circumstances, e.g. to attend to a gate alarm if nobody at the Information desk; taking books to the “returned” shelves; quick-hit help at the photocopiers. Please call Information staff if customers need help with spiral binding or the self-issue machine.	

	Date checked
Voyager - You need to be able to confidently to:-	
<ul style="list-style-type: none"> Issue and renew material including items that require date to be inserted manually, e.g. issuing academic videos. Advise customer of return date and advise them of any material currently on loan and the return date. 	
<ul style="list-style-type: none"> Change the date on Voyager Circulation to an earlier date to check in overnight returns (always use the calendar rather than typing the date) 	
<ul style="list-style-type: none"> Place reserves on items 	
<ul style="list-style-type: none"> Enrol and update borrower records in exceptional circumstances (Note: all staff & student information automatically loaded from Jasper (student system) to Voyager) 	
<ul style="list-style-type: none"> Answer <u>basic</u> bibliographic enquiries using Voyager, e.g. look up a shelf location, title or author and to direct a customer to the appropriate area using a library map Utilise open questions to ascertain what the customer wants and direct to the Information Desk as appropriate Always give the message that if the customer can not find what they are looking for, to please come back to the Information desk where staff help is available 	
<ul style="list-style-type: none"> Refer customer to the Information Desk if they request tuition in the use of the computer catalogue, databases or internet 	
<ul style="list-style-type: none"> Take money for fines and “lost” books following agreed procedures 	
<ul style="list-style-type: none"> Change item status on Voyager to “claimed returned” or “missing” 	
Layout & Facilities - You need to know and be able to confidently explain to others:-	
<ul style="list-style-type: none"> How the Library collection is arranged by LC & use plans for direction 	
<ul style="list-style-type: none"> About Learning Services and location of Reception, Maths Room etc 	
<ul style="list-style-type: none"> About River Room locations and booking processes 	
<ul style="list-style-type: none"> Location of LSAC (Language Self Access Centre) 	
<ul style="list-style-type: none"> Computer, printer, copier & scanner facilities 	
<ul style="list-style-type: none"> Location & access to Seminar Centre, L202/L203 etc 	
<ul style="list-style-type: none"> CPIT site maps – general locations of Faculties & Schools 	
<ul style="list-style-type: none"> How to get to the TII at Sullivan Avenue & location of Student building 	
Referrals – you need to be able to confidently refer people to:-	
<ul style="list-style-type: none"> CPIT Welcome Desk 	
<ul style="list-style-type: none"> IT Help Desk 	
<ul style="list-style-type: none"> Security Office for CPIT ID cards, building access, lost property, security etc 	
<ul style="list-style-type: none"> Learning Services Reception for library tours; information literacy classes; peer & pass support programmes. Do not take messages. 	
<ul style="list-style-type: none"> Information Desk for the following:- <ul style="list-style-type: none"> Anything requiring movement away from the desk Locating material on shelves Web & database searching & tuition Catalogue searching & tuition Distance/off campus/flexible learning enquiries Interloan requests 	

	Date Checked
Web & Databases – you need to know and be able to confidently explain to others:-	
<ul style="list-style-type: none"> The navigation of the Library & Learning Services web pages and an appreciation of the content of web pages & databases. 	
<ul style="list-style-type: none"> Using the Timetable viewer 	
<ul style="list-style-type: none"> Off campus requirements, e.g. network username & password 	
Financial Matters – you need to be able to confidently:	
<ul style="list-style-type: none"> Operate the till – including changing the paper roll, ringing up all transactions etc 	
<ul style="list-style-type: none"> Operate EFT-POS – including changing the paper roll 	
<ul style="list-style-type: none"> \$5 notes can be changed from the Cash Register as the change machine can only supply \$2 coins. The Change Machine is located in the Atrium on a post between the Library door and the main entrance. There is a Bank Cash machine directly opposite the Library entrance. Large dollar denominations cannot be accepted at the desk unless for payment of a fine or lost book of that value – i.e. do not give change out for \$50 notes as insufficient change available for replacement. 	
<ul style="list-style-type: none"> Student ID cards need to be formatted at the IT Help Desk before students can add money for print and copying. They need to use the Student Kiosks in the Atrium if they have EFTPOS or Credit Cards. If they wish to add money using cash they need to go to the Welcome Desk or the I&E counter first then to IT to activate the balance. 	
Phone – you need to be able to confidently:	
<ul style="list-style-type: none"> Manage customers in front of you and the ringing phone. Ext 8366 has two physical phones on one line. Use the main phone to clear messages but the cordless is available if you need to move away from the desk. 	
<ul style="list-style-type: none"> Answer the phone saying “Good morning/afternoon/evening/Kia ora. CPIT Library. xxxx speaking. How can I help you.” Most calls will come via the CPIT operator but may be direct dialled if the extension number is known. It is important to say CPIT Library as the caller may have the wrong extension or believe they are calling the public library. 	
<ul style="list-style-type: none"> Handle incoming calls taking full messages, signing & dating them. Most calls at the Checkout desk are renewals or messages for staff. 	
<ul style="list-style-type: none"> Ensure calls about staff absences are passed to the appropriate team leader immediately (or if they are absent leave a note on their door/computer screen, write in the in/out book and advise the Timetabler). 	
<ul style="list-style-type: none"> Calls to staff should be directed to their extensions. Some staff are not using answer phones so the call may come back to the desk to action. 	
<ul style="list-style-type: none"> Do not give out information about Library staff other than to say “xxx is not available until(or not available today)” as noted in the in/out book. Ask if anyone else can help the caller or take a detailed message. 	
<ul style="list-style-type: none"> Calls for Info Desk staff need to be transferred to Ext 8084. If Checkout needs to locate the Info Desk person, call 8084. Info staff have a beeper to call for additional support from the workroom. 	

<p>Forms & Processes – you need to be confident in the use of these forms and the associated procedures:-</p>	
<ul style="list-style-type: none"> • Hold on Pick Up Shelf 	
<ul style="list-style-type: none"> • Fast Track Request form 	
<ul style="list-style-type: none"> • Multimedia – Damaged/Faulty? 	
<ul style="list-style-type: none"> • Daily Cash Tally 	
<ul style="list-style-type: none"> • Aliens / Tagged Lost 	
<ul style="list-style-type: none"> • Have your say about the Library – compliments/suggestions/complaints <ul style="list-style-type: none"> - staff should fill out these forms for any verbal comments received and pass to the Access & Collections Librarian to action. - Desk staff should check the Student “post” box on the pillar opposite the Checkout Desk regularly and pass forms to the Access & Collections Librarian to action. 	
<p>Handouts – you need to be aware of the availability & content - hand out as appropriate</p>	
<ul style="list-style-type: none"> • Library Hours 	
<ul style="list-style-type: none"> • Everything you want to know about borrowing from the Library 	
<ul style="list-style-type: none"> • High use Collection <i>Request for Books</i> form 	
<ul style="list-style-type: none"> • Harassment 	
<ul style="list-style-type: none"> • Login @ CPIT Library - bookmark 	
<ul style="list-style-type: none"> • Library Plan 	
<ul style="list-style-type: none"> • Library & Learning Services contact info & hours - bookmark 	
<ul style="list-style-type: none"> • CPIT After Hours computer suites 	
<ul style="list-style-type: none"> • Have your say about the Library – compliments/suggestions/complaints <ul style="list-style-type: none"> - forms are available for students to complete and post into the mailbox on the pillar opposite the Checkout Desk. 	
<ul style="list-style-type: none"> • Suggestion for Purchase (LLIS homepage under Services to Staff – Library resources) (printed version also available) 	
<ul style="list-style-type: none"> • High use Collection Guidelines (LLIS homepage under Services to Staff – Library Resources) 	