Community Run Library Training Session - in library (2 hours)

Aim: To provide sufficient training to enable the Community Run Library to deliver an effective Library Service locally

NB – This is a sample session plan. Training sessions will be flexible to meet the needs of the group. All sessions will be run accessibly to address the audience, with supporting IT and guidance documents.

Subject	Detail		Time
Welcome	Ask if everyone familiar with the library, what experience do they have?		5

Layout of the Library space
Shelving – basic understanding of
   •   Dewey System
   •   Exceptions to the rule
   eg Mac, Mc, Van, Le
   •   Children's, crime, fiction/non
   •   Holds List
   •   Shelf Checks
Weeding, tidying, displaying, discarding and recycling stock
	Refer to guidance – book guidance documents, Dewey.
	
	Use example books to show how they can be damaged. Talk through the process of discarding.
			20

Health and Safety - basics	1. Manual handling - managing crates, trolleys 2. Introduction to risk assessments. Fred Smedley to own. 3. Stress importance of Health and Safety training and the CRL's responsibilities for building management, fire awareness, first aid		10
Escalation of issues and support for finding solutions	Discuss escalation document and roles and responsibilities. Confirm that there will be support available.		10
Introduction to MobileCirc	Explain a basic version of Sirsi. Some limitations but adequate for their needs. Web-based so can access from any computer/ipad. Mention the IT they will have available. Show guidance document.		5
Issuing and discharging Items	Use pre-set tickets and books to demonstrate. Charging policies – lost card, no fee for reservations/holds. Different policies in non B&NES libraries		40
Registering new members, altering existing membership	Use blank cards. Practice registering a new member. (Do for volunteers if not members)		

	Look up a pre-existing member. Look at how to change a pin (modify user) etc. Show joining forms, explain categories that need to be completed. Explain linking memberships eg. families will need to take place in a core library. Customers can also use the Libraries West website/app to link memberships.		
Renewing Items	Demonstrate renew by user.		
Libraries West	Libraries West homework – check if had a chance to: Log in Find an item on the catalogue and see where the nearest one is located. Look at a record and functions available. Look at Amazon/Hive		10
Helping with catalogue enquiries	Familiarisation with LibrariesWest. Limited function on mobilecirc.		10
Reserving items	Use LibrariesWest website to demonstrate.		
Dealing with lost / missing items	Refer to Core library to process as need to pay for items and alter on catalogue		
Bills and fees	Volunteers will need to know about bills and fees but can't take payment so need to refer to core library. Remind them not to go into too much detail as may not be able to resolve.		5
Questions			5