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| **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 spaceShelving – basic understanding of • Dewey System• Exceptions to the rule  eg Mac, Mc, Van, Le• Children’s, crime, fiction/non• Holds List• Shelf ChecksWeeding, 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 |
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| 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 inFind 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 |