

Ottawa Library
Quizzes for Training Levels

New Employees

Time sheets for hourly employees are turned in the 1st/2nd/3rd/4th Monday of the month. (circle one)

If you need to leave a note, include:

- a. initials
- b. date
- c. write clearly
- d. all of the above.

Library Information

Library hours are:

Winter:

Summer:

The Ottawa Library telephone number is:

When does the Ottawa Library board meet?

Name one board member:

Where is the Friends of the Ottawa Library building located?

What hours is it open for used book sales/donations?

The Talking Books service is available through the Topeka Library for those who are unable to read. Applications forms are located...

When taking ILL requests, write:

- a. one per card
- b. today's date
- c. patron's name & phone

- d. initials
- e. all of the above

Place filled out ILL request cards on the _____
in Tech Services.

How long does it take an ILL to arrive?

How long do ILLs check out for?

How many ILLs requests can be made per patron?

Loan Periods (circle one time period for each)

New books check out for	7 days	3 weeks
CDs	7 days	3 weeks
DVDs	7 days	3 weeks
Magazines & pamphlets	7 days	3 weeks

Limits

There's a limit of ___ movies.

There's a limit of ___ books on CD.

We do/do not renew materials over the telephone.

If there are no reserves on an item, we can renew them
twice, with two exceptions:

- 1.
- 2.

How much does the first library card cost?

How much does a replacement library card cost?

What does an adult need to get a library card?

What does a child under 18 need to get a library card?

If a claims returned item is found on the shelf, check it in and _____ any related fines.

If a claims returned item is not found on the shelf, add a _____ to the patron record.

If a patron pays for a lost item, it's important to write a _____ in the large receipt book. A copy of the receipt needs to go to tech services.

Who was the first librarian?

What year did the library move to the current building?

Circle the two most helpful resources to find books in series:

- a. notebook at circ desk
- b. Amazon.com
- c. Google
- d. KDL What's Next on the library website.

Work Skills

Keys to excellent customer service are:

- a. quick response
- b. correct answers
- c. being polite
- d. all of the above

Keys to good communication are:

- a. focus
- b. non-verbal feedback
- c. restating what was heard
- d. all of the above

If an adult does not have id with current address, we can offer to send a _____.

Overdue fines are _____ per item per _____ up to a maximum fine of _____ per item.

Patrons are blocked when: fines are at \$_____ or there are ___overdue items.

When items are _____days overdue, the patron's account is blocked.

Circulation Procedures

A label on a new fiction books says _____.

Adult fiction is arranged alphabetically by:

Adult non-fiction is arranged by:

These letters mean what adult special collections?

LP
R
B

When a hold slip prints while checking in, items should be placed by the _____.

When items need mending, they should be checked out to REPAIR-OTTAWA & placed where _____.

All AV & multi-part items need to be _____ to be sure they match the cases.

When a multi-part item is missing a part do/do not check it in.

We do/do not need the patron's library card to check out.

When checking out, after scanning the library card, it is important to watch for _____.

When writing up weekly magazines, include:

- a. the title
- b. month
- c. day
- d. year
- e. all of the above

Computers

How much does it cost for a photocopy?

- A print-out?
- A floppy disk?
- Earbuds?

Patrons with Internet access and a Kansas Library card can:

- a. search for articles in online databases.
- b. download audiobooks, music and more
- c. get help with homework at Homework Kansas
- d. all of the above.

How many audiobooks can you "check out" at Homework Kansas, music and more?

- a. 5
- b. 7
- c. 6

Homework Kansas is for what grade level?

- a. grade school
- b. middle school
- c. high school
- d. all of the above

What hours is Homework Kansas open?

Public computers are equipped with a program called Deep Freeze, which means many problems can be solved by _____ the computers.

Can you assist someone:

- To set up a free email account?
- With Kansas Works?
- To get to the site for city and county jobs?

Advanced Skills

Where are emergency numbers located?

We can make three free reference copies, with three exceptions:

- 1.
- 2.
- 3.

Reference questions that are frequently asked are often about _____ information.

What are the charges for faxing?

What is the library fax #?

Where are voter registration cards located?

Completed voter registration cards should be placed by the _____ machine.

If there is time when a patron claims they have returned an item, the first step is to _____ the shelf. If there is not time, leave a _____ and tell them we will check on it.