

Things everyone on the library staff should know to look competent and smart.

Compiled by Chris Rippel of the Central Kansas Library System

Can you answer "Yes" to these questions?

Can everyone at the circulation or reference desks quickly produce:

- An up-to-date copy of the library's policies?
- An up-to-date copy of the library's budget?
- Applications for the Talking Book program and help fill out the form?

Does everyone behind your circulation and reference desks know:

- Where today's programs and meetings in the library are being held?
- Who is on the board of trustees?
- Who is president of the board of trustees?
- When and where the library board meets?
- How does one become a member of the library's board?
- Who is in the Friends group and who is president of that group?
- Who library sponsors and partners are?
- The library's mission statement?
- The hours branches are open?
- How to handle complaints about a book or video?
- The answer to the question, "Can I place a request for book not yet released?"
- Policies on check out times, renewals, and fines?
- About the library programs, especially the Summer Library Program?
- About library services and programs for "special needs?"
- How to sign up for the statewide or regional library card?
- The URL (i.e. Web address) of the library's Web site?
- How to use the library's website to answer questions about specific library programs and services?
- How many employees work in the library?
- Where the library gets its money (especially if you have a nonresident fee)?
- If you have a nonresident fee, how that fee is determined?
- Who city and county officials are and their phone numbers?
- What to tell parents asking where their children will be taken if a tornado warning sounds?
- When the library was built?
- What kind of plants and trees are in the library's yard?
- Where to find the list of elected official immediately after an election?
- How to handle requests for information by law enforcement officials?

Do all staff members know:

- The library's hours?
- The proper way to answer the telephone?
- Directions to the library?
- What to do in an emergency?
- What to do if fire occurs?
- Where the fire extinguishers are?
- How to use fire extinguishers?
- Where flashlights are in case of a power failure?
- What to do in a tornado warning and tornado watch is sounded?
- How to respond to a natural disaster (e.g., tornado, earthquake)?
- How to get the doors open if people get stuck in the elevator?
- What to do if a reporter shows up?
- How to close the library?