

**Procedures for Reference Services  
duPont-Ball Library  
Stetson University, DeLand, FL**

**I. Reference Desk**

**A. Reference Desk Signs and Computer**

1. Remove "Reference Desk is Closed" sign when you come to the Reference Desk.
2. Put name plate out on desk when you come on duty.
3. Replace appropriate signs when closing the Reference Desk.
4. If Reference Desk computer is not on, boot up computer. Login (\*\*\*\*\*) requires a password (\*\*\*\*\*), then click on OK.
5. When closing the Reference Desk at 9:00 or 10:00 p.m., make sure Reference monitor is turned off.

**B. Logging Reference Statistics**

1. Log all reference desk transactions on the log sheet at the reference desk, noting any unusual circumstances (power went off, whole class doing an assignment, etc.)
2. If you do a reference question when you're off the desk (either by phone, in person, or via email), please add it to the non-desk reference statistics sheet at some point or to your personal reference sheet.
3. Extra stat sheets are kept in the bottom drawer of the Reference Desk. Put completed stat sheets in the Associate Director's box.
4. If answering a reference question requires that you continue after your reference shift is over, log the question at the reference desk before you leave. If you do additional work on the question later, log it on your personal reference transaction sheet.
5. If questions come in over the phone and are not from a Celebration student, please log the reference question as a transaction on the left side of the form and as a phone transaction. If questions come in person or by phone from a Celebration student, please log the reference question on the left side of the form and as a Celebration transaction. Remember that the left side of the form is the total questions coming to the desk and the right side of the form is to track phone and Celebration questions for statistical purposes.

**C. Reference Questions**

1. Recurring Questions-- If you encounter a question that is being asked by several patrons, please note the question and any sources for answering the question you may have found and leave a written note of such questions and sources at the Reference Desk and/or send an email alerting the other reference librarians.

2. Problem Questions-- If you receive a question or a recurring question and you are not sure what the professor wants for the students to find, try to call the professor to clarify the assignment. This may also be necessary when a professor sends a student assistant or secretary over for materials.

## **D. Machinery & Supplies**

### 1. General

a. At least once each desk shift, if no student help is available, check each computer and microform reader/printer to see that it is still properly logged in, that it isn't "frozen" or has some other problem, and that the printers have paper and appear to be working (i.e., the red light isn't on). \*This is especially important when leaving after the evening shift because it will be some time before there will be help available at the reference desk again. This includes the paper supply in the microform reader/printers, although they don't require nearly as much paper as the computer printers.

b. Try to keep a supply of 2 or 3 packages of printer paper at the reference desk.

c. Once each desk shift, check office supplies at the reference desk "supply center" (staples, etc.) and make sure everything is accounted for and working properly.

d. CDs are kept in the desk cabinet and are sold for 50 cents. Please give the money to the Library Secretary if you notice that more than a few dollars is accumulating.

### 2. Computer Problems

a. During the day, notify the Electronic Services Technician (EST) immediately. If the EST can't get to it right away, or if you can't reach him, place a "Workstation Being Serviced" sign on the machine. Note any error messages, noises it made, where in the printer the paper jammed, etc.—or how you found the machine (if someone just walked away from a problem), before you report it. Then please report the problem via email, with as much specificity as possible, to the EST with a copy to the Associate Director.

b. Nights / weekends, put an "Workstation Being Serviced" sign on the machine. Note any error messages, noises it made, where in the printer the paper jammed, etc.—or how you found the machine (if someone just walked away from a problem), before you report it. Then please report the problem via email, with as much specificity as possible, to the EST with a copy to the Associate Director.

### 3. Printer Problems

a. When printing gets light, shake the toner cartridge. Put a red dot sticker (found in the reference desk drawer) on the side of the printer after shaking the cartridge. If a printer has one red dot sticker on it, you should do a second "shake" and put a second red dot sticker on the printer. When the printer is not printing well with two red dots, install a new cartridge and remove the red dots. Old cartridges should be placed in the box that the new one is coming out of and put in the recycle bin in the supply closet.

b. When you use one of the last two to three cartridges of a certain type, give the Library secretary a supply requisition form (or just ask her to do a form) with the appropriate cartridge information filled in so that she can re-order. (Or email the EST or the Associate Director and they will place the order.)

c. When using the last printer cartridge on an HP-1200 printer, press the button down and hold it for a second and a status report will be printed. Write the date on the sheet and put in the Associate Director's box. Do the same for the HP-1300 and HP 1320 printers, but the button must be held down a little longer. Two report sheets will be printed for the HP-1300s and HP-1320s instead of one. Keep and date the status report sheet (the first sheet) and place in the Associate Director's box. For the laserprinters, just email the Associate Director when you change a cartridge – she can read the statistics remotely.

#### 1. Microform Reader/Printer Problems

a. Notify the EST immediately. If the EST can't get to it right away, or if you can't reach him, place a "Workstation Being Serviced" sign on the machine. Note the machine's serial number and any error messages, noises it made, where in the printer the paper jammed, etc.—or how you found the machine (if someone just walked away from a problem), before you report it. Then please report the problem via email, with as much specificity as possible, to the EST with a copy to the Associate Director. If neither the EST nor the Associate Director is available, report it to the Library secretary so that she can initiate a service call.

b. Nights / weekends, place a "Workstation Being Serviced" sign on the machine. Note the machine's serial number and any error messages, noises it made, where in the printer the paper jammed, etc.—or how you found the machine (if someone just walked away from a problem), before you report it. Then please report the problem via email, with as much specificity as possible, to the EST with a copy to the Associate Director.

c. When changing toner, note the date and counter total (if there is one) on card taped to fiche/film machine. Toner cartridges and bulbs for all microfilm/fiche reader/printers are kept in the Library Supply Room (in Technical Services). See detailed instructions for changing toner and/or bulbs kept in the white notebook at the Reference Desk.

#### 5. Copier Problems

a. During a weekday, report all problems, with as much specificity as possible, first to the Library secretary. If the secretary is not here, ask one of the circ supervisors if he/she can help. If neither the secretary nor circulation staff can fix it, put an "Out of Order" sign on the machine. If the secretary is not here, notify her when he/she returns.

b. During the evening or weekends, if you cannot fix the problem, ask one of the supervisors in Circulation if he/she can fix it. If it can't be fixed, put an "Out of Order" sign on it. The next day or the next Monday, report it to the library secretary.

## **E. Telephone Reference**

1. Each shift, check to see if there are any voicemail messages at the Reference Desk phone. To check phone for messages, lift the reference desk phone receiver and press "Messages." This should automatically dial the voice mail box AND the code. [If it does not, the voice mail box number is 8866. When asked for your passcode, dial 1,4,7,8 (an "L")].
2. When there is time (i.e., no one is waiting to be helped), retrieve voicemail message(s), research query, and return the call.
3. For calls that come in while you are on the Desk, limit amount of time on the phone to a minimum by answering only ready reference-type questions while patron is still on the line.
4. If question requires more time, take caller's name and phone number and call him/her back later.
5. Give priority to patrons in the Library over patrons calling.
6. Leave appropriate follow-up information at the Reference Desk anytime a patron will be calling the Reference Desk back.
7. Answer phone questions from those not affiliated with Stetson within reason.
8. The Associate Director should put a vacation message on the phone during break or vacation times when no reference librarians are available.
9. Working beyond the Reference Shift—As with all types of reference questions, answering a phone reference question may extend beyond your reference shift. When this happens, log the statistic as a reference question at the desk. If you do additional work on the question later, log it on your personal reference transaction sheet. If questions come in over the phone and are not from a Celebration student, please log the reference question as a transaction on the left side of the form and as a phone transaction. If questions come in person or by phone from a Celebration student, please log the reference question on the left side of the form and as a Celebration transaction. Remember that the left side of the form is the total questions coming to the desk and the right side of the form is to track phone and Celebration questions for statistical purposes.

## **F. Reference Email**

1. Check Reference Email—At the first chance on every reference shift, check to see if any email reference questions have come into the reference desk.
2. Priority-- Email reference questions should be answered after all patrons in the Library have been helped and all reference phone messages answered.

3. Working beyond the Reference Shift—As with all types of reference questions, answering an email reference question may extend beyond your reference shift. When this happens, log the statistic as a reference question at the desk. If, you do additional work on the question later, also log the transaction on your personal log.

4. The Associate Director should put a vacation message on the Ask-a-Librarian Web page and activate an automated vacation email response during break or vacation times when no reference librarians are available.

### **G. Absence from Reference Desk**

1. Notify a colleague or the Library secretary when you must leave the desk for more than a few minutes. Notify the Evening Circulation Staff if taking a short dinner break downstairs.

### **H. Other**

1. Evening Shift--try to “walk the building” at least once, i.e., just walk each floor to get a general view of who’s there and to spot anything out of the ordinary. It’s also a good way to take a quick look for reference materials (or other things) that may be just left on a desk or stuck somewhere they aren’t supposed to be.

2. Saturday Shift

- Change the daily backup tape for Sirsi.
- Check with the Circulation Supervisor to ensure that lunch coverage is available. If not, coordinate lunch hours so that you can keep an eye on the Circulation Desk during the Supervisor’s lunch hour.
- Help the Saturday Circulation Desk Supervisor close the Library.

## **II. Collection Maintenance and Development**

A. Book and/or Electronic Materials Orders—Reference--If you want to order materials for the Reference Collection, please fill out a book order card and turn it in to the Associate Director. Please do submit orders, especially in areas where you feel the reference collection is weak. Even if you don’t submit an order, if you notice that we’re weak in an area of the reference collection, please let the Associate Director know.

D. Weeding Reference--If you notice material that you feel is a candidate for weeding, please follow these procedures:

- Fill out the Withdrawal form (found on the black “death cart” outside the Head of Technical Service’s office) saying why we are withdrawing it. Also, write down any special instructions you might have about the item after we withdraw it, such as “Send to Religious Studies.” Give all reference withdrawals with the forms to the Associate Director. If you come across a number of reference items to withdraw all at once, just put them on any cart you can find and wheel them to

the Associate Director's office with a note or explanation (for example, a cart with one withdrawal form attached to it for the whole cart.)

- Evaluate as you weed and order new editions or more recent materials if needed. As you prepare subject pages or help patrons, if you identify materials that are out of date, you are encouraged to pull the book for possible withdrawal from the collection. You are also encouraged to research possible replacement books or later editions, and submit those titles for possible purchase, if you feel such replacements are needed in the collection.

E. Repair of Materials – If you find materials in need of mending or other repair, take them to the Circulation Desk (where the status of the material will be changed to “Mending” in SIRSI) and where you will need to fill out a slip stating the nature of the repair. Give to the Circulation staff to send to mending.

F. Report Reference stacks that are in disarray or out of order to the Circulation Supervisor.

G. Report missing reference items to the Circulation Supervisor. Fill out a “missing” form (found at the Circulation Desk) or email the Circulation Supervisor with the information.

Policies and Procedures—See Procedures Sheets found on the Library's website

A. Library Use Policies and Procedures

B. Library Conduct Policies

C. Library's (and Stetson's) Solicitation and Literature Distribution Policies

D. Library's Internet Use Policy

E. Library Emergency Procedures on shared library s: drive

Approved by Library faculty October 6, 2000, with the understanding that the day-to-day procedures will be updated as necessary.

Revised by the Reference Team September 3, 2003; September 9, 2005; August 25 2006; September 7, 2007; August 2008.