Rawlings Operating Instructions

Rawlings Curbside Printing Service

- USD monitors the printing email account for any curbside requests and prints those requests, places a post-it on the printed papers, and delivers them to the Concierge desk for pick up.
- If curbside pick-up patrons need to email their print job they should send those documents to the email address posted below.

Email: rawlings.print@pueblolibrary.org
   Password: P@$$w0rd

Experiential Learning- ELD

Door Keys, Copier & Lights

The ELD department does not have a public printer. The concierge desk printer is located on the security desk and you will find it by searching for Circulation Printer.

The lights within the building are on a panel that security takes charge of. All necessary keys are either located in the top drawer of the concierge desk or just inside and to the right of the AMH room doors, hanging on the wall. We have duplicates of most keys.

ELD Desk Opening Procedures

- Turn on the computer at the front desk.
- Print out the meeting room schedule.
- Turn on the TV over the security desk. The remote in the concierge desk drawer will work on it. For instructions on how to display Communcio on the screen, please follow the laminated instructions at the concierge desk
- Turn on the interactive screens in the InfoZone. The same remote will work for them as well. You will need to be close to the screen to make sure it turns on.
- Turn on the Rawlings display located by the Thurston room.
- Pull expired holds, if there is time. If not, an MHT will take care of it.
- Security opens the front doors at 9:00 a.m.
- Have the PIC retrieve the black lock box from the AMH room safe and place in locked drawer at the desk. The keys for the locked drawer are in the top area.

- Check to see if there are any expired holds on chromebooks or hotspots. We hold them for one week. The chromebooks are in the charging cabinet behind the security desk and the hotspots are in the locked cabinet behind the concierge desk. The keys for both are in the drawer.
- Check the Anytime Laptop Kiosk to make sure all laptops are there. If there is a missing laptop let manager or PIC know.
- Write the Makerspace activities for the day on the whiteboard

ELD Desk Closing Procedures

- Properly log off all staff computers
- Clean and secure work area
- Turn off all TVs and displays
- Check to make sure all meeting rooms are vacated and locked
- Return any keys on the key holder in the back.
- Provide black money box to the PIC to secure in the safe.
- Tell PIC that the area is clear, and initial the nightly checklist in the red binder.

ELD Desk Miscellaneous

- There are buttons on the circulation desk to open the men's or women's restrooms.
- There is also a doorbell to push to get assistance from whomever is working in the back.

ELD MHT Opening Procedures
- Go to the basement and check the AMH. Place all routed holds in the appropriate totes, and bring up the Rawlings bin to run through the upstairs AMH
- Make sure the upstairs AMH is not paused, and that the date is backdated. Empty the bin into the AMH to process
- Put out the newspapers and mark that we have received them in the spreadsheet
- Pull expired holds
- Print off holds list
- If there are lots of carts ready to go, shelve first. If not, begin working through the holds list.

ELD MHT Miscellaneous

- Totes arrive between 11am and 1pm. There should be at least two staff members scheduled at this time, so please have on work on the totes while the other continues shelving tasks. Remember to run all items through the basement and upstairs AMH to be sure and catch all holds.

ELD MHT Closing Procedures
- Place holds totes on the wheeled cart in the basement AMH room, and wheel into the hallway
- Replace totes with empty ones
- Pause upstairs AMH
- Log out of all staff computers
- Make sure your workspace is tidy for the next day

User Services Department (USD)
USD Keys and Door Access

	Adult	**Youth**
USD Office	ID Code #	ID Code #
Elevator	lg. wooden key ring	Orange key tag
Jamax	same as elevator key (above)	Blue key tag
Study Rooms	Study Room Key labeled in Black Cabinet	Code #5603
Bathroom	810040 2nd and 3rd floors	Key lg. blue key tag - family bathroom
Other (all labeled)	Black Cabinet behind desk	Top left drawer (if you are in the middle of desk)

USD Public Restroom Access

- Restrooms remain locked during all business hours.
- There are buttons to release the locks under the first reference desk on the right hand side.
- Wait until the patron enters the hallway near the restrooms, then push the button to ensure the timing is right. The door will beep and the patron has 10 seconds to enter.

- The bathroom door code is 810040. Do not give this code to patrons- it is for staff only.
- This door code works for the 3rd floor restrooms as well. The first floor restroom code is 81004.
- At Adult Desk use timers provided - set to 10 minutes. If a patron is in the restroom for more than 10 minutes, do a wellness check.
- Wellness checks should be performed regularly, but not at the same predictable time each hour.
- At the Youth Desk the key is at the desk. Please inform patrons that the door is heavy. You could say, "Turn the key and give the door a hard push."

Study Room Procedures
- Anyone can reserve a study room.
- 2 hour limit
- Patrons can ask for 2 more hours if no one else is waiting.
- Rooms can be reserved for up to 8 weeks max.
- Same day reservations must be entered into Communico. Enter a name and phone number at minimum, "walk-in" for any other required spaces.
- Ask patrons to inform staff when they are finished with the room, or make sure the doors get shut when their session is finished.
- All desk staff (YS, AS, CSRs) working at any desk can book any study room on the 2nd floor.
- Reservations will not be held beyond 15 minutes of the group's scheduled start time.
- Rooms must be cleared and cleaned up 30 minutes prior to the building closing time.
- No food allowed in study rooms

AV Kits
- AV Kits which include an HDMI cable and remote for the tvs can be used in the 4 adult study rooms.
- Each kit can be checked out to patrons on an as needed basis.

Points from the Meeting Room Policy that apply to study room usage (Last Edited 6/30/23)
03.05.01G - Meeting Room Use Guidelines
- **Reservations, Scheduling and Responsibilities**
A. Public requests for the use of meeting and study rooms can be made
- on the library's website
- by contacting library staff via phone or by email at the desired library location

- in person at the desired library location

<u>Study Rooms - this includes Family Rooms at Rawlings Library</u>
a. Study rooms are defined as rooms that may have limited technology and that can accommodate 1-6 people at one time.
b. Study rooms may be reserved by minors at some locations and may not require an adult 18 or older to be present while the room is in use.
c. Study rooms are free of charge and do not require a cleaning deposit.
d. Study rooms may only be used during library business hours.
e. Some study rooms may be reserved online while others are available for walk-ins only.

Aragon/Smith Family Room	2-3	Adult and child-sized furniture, interactive play panel for children
ARC of Pueblo Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Bartecci Family Room	2-3	Adult and child-sized furniture, interactive play panel for children
Chostner Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Potter/Tearpak Room	6	Wall monitor, HDMI cable available for checkout to connect personal device
Pueblo NAACP Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Stjernholm Family Room	5	5 Adult and child-sized furniture, interactive play panel for children

5617 is the new code for the family study room in youth.

USD Copiers and Printing

- There are three copiers in USD - Teen, Tech Core (near adult desk), and Youth
  - Small black and white printer in USD staff area

- The print release station requires users to scan either their library card or their temporary pass.
- Copier paper is stored in the bottom of the copier and there is additional paper in the staff office on the shelves past the black cabinet.
- The copier near the bathroom requires a user to choose "copy" from the home screen to make copies. The copier by the print release station does not.
- Each machine is set to "auto" paper size- which detects 8 1/2 x 11 paper. If a patron is making a copy of something odd sized, like an ID or pictures, they will need to hit the "paper size" icon and manually select 8 1/2 x 11 paper, or whichever size they want.
- Remember: bigger sized paper costs more money. It helps to remind patrons of this so that they're not surprised.
- To make double sided copies, patrons will need to select "Duplex/Combine" and choose "2 Sided to 2 Sided." Double sided prints charge for each side.
- To scan, patrons will need to choose that option on both copiers.
- We can only scan to email at this time. Scans appear as a PDF.
- If the patron cannot find their scans, have them look in their spam folder. The scans come as an automated message from "Digital Sender- Pueblo Library"
- Patrons can choose to scan double sided as well, in the same fashion as copying.
- If the patron is needed to scan a large amount of pages, have them break them up and do multiple scans. The printers cannot send a large volume at once. (Try to keep it less than 25 pages.)

USD Location of Manuals and Forms

- There are physical copies of any forms that are used in the department in the Policy and Procedure binders labeled behind the youth and adult desks.
- If anyone is looking to make a physical copy of a tax form, the book of master forms is also located behind the adult desk in a tax binder. These forms can also be accessed through our website: Tax Documents
- If a patron is looking for the current city directory, they are located behind the adult desk for the current year. Old copies are in LHG.
- If a patron is looking for the Kelly Blue Book manual, it is located behind the first reference desk. (consumer reports)

USD Cash Handling and Miscellaneous Sales
- Log transactions as they occur using the miscellaneous cash form which can be found on the clipboard.

- Adult desk clipboard and money box is in the middle bottom drawer
- Youth desk clipboard and money box is in the left bottom drawer
- Patrons can pay fines at desk or at new self checkout machine in Tech Core
    - Make sure to leave a note in patrons account along with putting the patron card number on the cash form.

Computer Use Procedures
- Direct adult users to adult resources first in the following order:
    - Tech Core computers
    - Chromebook Kiosks
        - If they do not have a library card you can give them one even without an ID as "unverified".
        - Mouses for Chromebook use are in black cabinet behind the adult desk and should be checked out to patrons by request.
    - 3rd Floor desktops
    - Teen desktops
    - Youth desktops
- Use the Libdata to help direct users to the easiest and closest option: https://libdatacloud2.eastus.cloudapp.azure.com:44423/index.html
    - User Name : 2ndfloor
    - Password: Pu3bl0_C1ty
- **Encourage <u>adults patrons to use adult resources</u> - especially Tech Core including desktops and kiosks first.**

Opening Duties (Checklist in binders at each desk. Please initial when completed)

- Log into staff desk computer (KOHA, LIBDATA, PCCLD Website, Communico,)
- Turn on TV above the main desk - instructions in drawer. (Adult Desk)
- Turn on Computers, OPACs and Self Checks and/or make sure they are working
- Lower keyboards and mice at all public computer desks and ensure they are operational
- Print computer passes
- Open Communico Study Rooms in Communico
- Print Notary Report
- Make sure you have your cash box, if not call the PIC
- Make sure displays are full
- Make sure areas are neat and tidy/ Pull down any expired posters or flyers
- Make sure browsing baskets are neatly stacked with like colors and types (rollers vs.

handles)

Closing Duties
- Fill scrap paper and golf pencils at public PCs and OPACs
- Straighten furniture and place abandoned materials on put-back carts
- Fill paper trays in copiers
- Fill all displays including front-facing displays in your area
- Remove trash from public PCs and place keyboards & mice on top of CPUs
- Ensure all laptops are returned
- Walk the entire floor and remind customers library is closing 20 minutes before-hand
- Check bathrooms
- Clear and secure department of all patrons.
- Once floor is clear, sign the red PIC notebook at Security Desk
- Wipe down all surfaces (Wipes and gloves available in USD staff area)
- **If in YS pick up toys and play area** Sanitize play areas and puppets with sanitizing spray (kept in the bottom drawer cabinet in YS Desk).

During Duties (No checklist, just expectations)
- Refill displays
- Once an hour roam the floor: check displays, clean up areas, offer to help patrons
- A couple times during each hour do random bathroom checks
    - Announce yourself and call security as needed
- Once an hour check study rooms, bathrooms, and hidden areas report issues to Managers, PIC, or security as needed
- Follow customer service guidelines
- Check Chromebook Kiosk inventory. If missing, add to the spreadsheet.
- **If in YS, pick up toys and play area. Place a yucky bucket in the youth programming room sink

Local History & Genealogy (LHG)

LHG Key Locations and Details

3RD FLOOR – Local History & Genealogy (LHG)
- Public bathroom door code: 810004
- Staff bathroom and supply closet key in 1st drawer on left, under printer in LHG office.

- Copier bypass key located in the top drawer of the Archival Reference desk by research room.
- Code to Digital Memory Lab is 1776*
- Vault may be accessed by personal code administered by Facilities. A GMK key will open the vault door. Access to the vault is restricted to LHG staff during normal use. In case of emergencies when human safety and/or facilities issues are happening, Security, Facilities, IT, or PCCLD leadership may access the vault. During normal operations, non-LHG staff must be accompanied by a LHG staffer while inside the vault.

LHG Opening and Closing Procedures

3RD FLOOR (LHG)
- Turn on public computers located by the archival desk and at the microfilm readers
- Check the printer kiosk to make sure it's on and displaying the printer kiosk user ID prompt. If PC is off or displaying the desktop, open the kiosk software and click OK at the Administrative profile prompt.
- Check paper levels of copier and fill as needed.
- Check in used materials at tables, reference desks, and carts in Koha and shelve appropriately.

SECURITY & PIC

Security Phone: x621 or (719) 252-8500

PIC Phone: (719) 289-1000

Rawlings Manager, Kristi Roque: x648 or (719) 671-9289

There is a white binder that is kept on the Security desk in Experiential Learning that contains standard operating procedures (SOP) for Rawlings officers. This includes all information needed by guards and PICs about daily duties, opening/closing procedures and photos of specific tasks completed by security guards. Additional Security resources are also available on the Portal under the 'Security' tab: https://portal.pueblolibrary.org/security

PIC procedures for Rawlings are located on the Portal under 'PIC Resources.'

Rawlings Closing

To improve the security of the Rawlings Library, the following procedure must be followed to ensure the library is clear of all patrons before closing. During after-hours events, it is the closing security officer('s) responsibility to clear the library before setting security alarms and clocking out from their shift.

The security officer will begin closing procedures 15 minutes before closing. The security officer will report to the 4th floor and check every area, including the Executive Conference room, all restrooms, balconies, and kitchen area, to ensure that it is clear and there are no patrons present.

The security officer will then proceed to the 3rd floor. The security officer and 3rd-floor main desk staff will begin clearing the 3rd floor. The security officer and the desk staff pair will clear all restrooms by visually checking each stall to ensure there are no patrons present. When the restrooms are clear, this will be indicated by pulling the stanchion band across the restroom access point. Patrons requesting access to restrooms after they have been cleared should be directed to use the restrooms located on the 1st floor.

Five to ten minutes before closing, the procedure for the 3rd floor will be followed to clear the second floor.

It is the responsibility of the security officer and the Person in Charge (PIC) to clear the 1st-floor and all 1st-floor restrooms.

All staff, regardless of work location, with the exception of Administration, IT, and Technical Services staff, will meet collectively on the 1st floor to sign out using the PIC binder. Your initials in the PIC binder indicate that you have followed the closing procedures and that the library is clear of all patrons.

After the security officer has walked ALL STAFF as a group to the parking lot, the officer will then return to complete a final sweep of the entire building, including a second inspection of all restrooms.

Once the final sweep is complete, the security officer will set the building alarm and exit from their shift.