**Sunday Customer Service Representative Responsibilities**

***Revised 5/15/2017***

**Opening Checklist for Front**

· Put grey bags in the locking drawer at the front desk (petty cash and check bag)

· Get out ipad and do gate count (calendar is in the white notebook behind front desk

· Print out meeting room schedule (3 copies)

· Turn on tv in café area and self check machines

· Pull expired hold (access the list in Groups under Sirsi Reports in your Google chrome).

· Shelve new holds

**Opening Checklist for Back**

· Turn on AMH Machine

· Dump blue totes for route in on AMH

· Process holds and items in exceptions bin

· Put new holds cart up front for shelving

· Empty bins with blue lights on

· Work on problem items

**Closing Checklist for Front**

· Give 2 grey bags to PIC (check bag and petty cash bag).

· Put ipads in locked cabinet and plug them in to recharge

· Turn off tv in café area

· Turn off self checks at closing.

· Clock out , sign out and shut off front desk computer.

· Sign out for Circulation dept. on the PIC sign out sheet.

**Closing Checklist for Back**

· Put totes to branches on the dolly and put by front desk at closing.

· Pause AMH machine down at 10 minutes until close.

· Shut down computers in the back area.

· Lock lost and found and black cabinet.

**Customer Service Reminders**

1. Stage breaks so that there are always two people out front: one on Desk and one to help with customer service..
2. Assist library customers with enthusiasm and joy! Remember our Key Results!
   1. Always read the notes on an account
   2. Claims Return – find out which branch, check the shelf, if not there, and they have under 10, mark item claims return and select date, then mark item missing.
   3. Fine Disputes – Have them fill out customer resolution form, and let them know the Circulation Manager will get back to them within the week.
   4. Common self check issues: If message said it had item missing, try opening case and putting item back in. Make sure they are leaving item in until green check mark.
   5. Fine payments – Use the Self Checks, if they need a refund because it didn’t give change, get receipt from self check that shows this, refund them out of petty cash bag, and leave receipt in petty cash bag or fill out receipt slip from bag.
   6. New User Registration Tips- Check for Duplicate Users, make sure there is a Date of Birth, if minor make sure there is a parent or legal guardian name in care of field, and put your initials in created by field.
3. Empty the AMH.
   1. Empty the AMH bins when their light comes on and process items that are in the Exceptions bin.
4. Answer the telephone using “Pueblo City County Library. This is \_\_\_\_\_\_. How may I help you?”