

INDEX FOR LIBRARY MANUAL

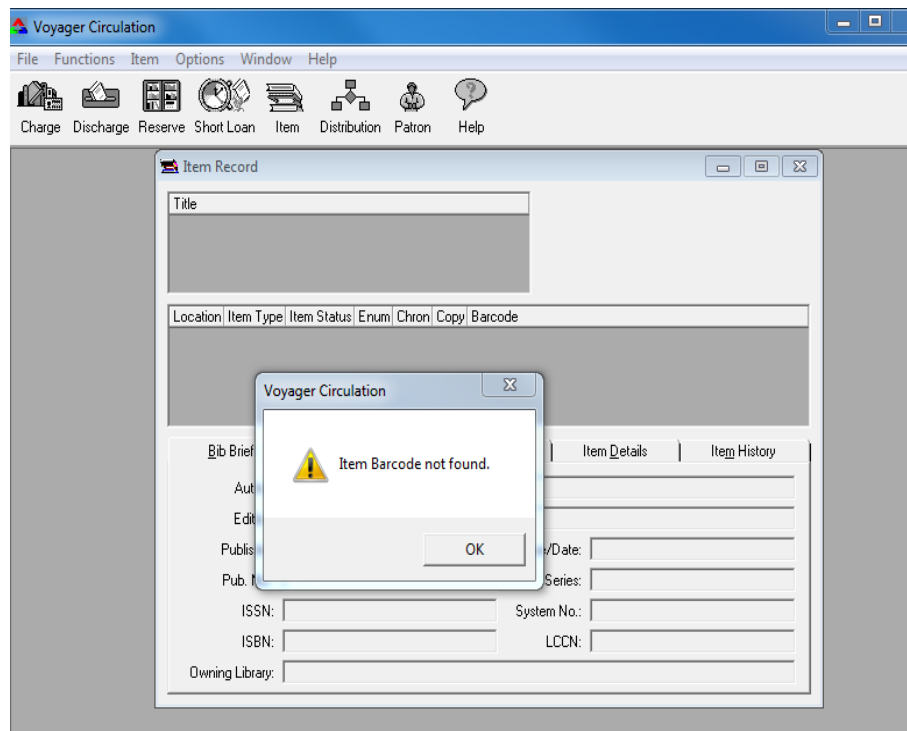
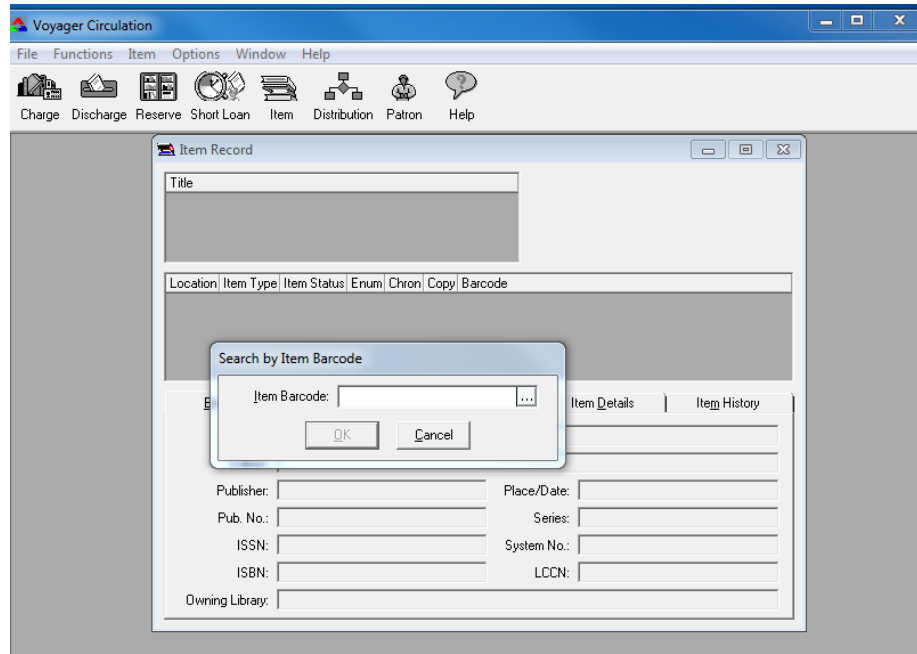
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BARCODES NOT FOUND IN VOYAGER



Give the item to Technical Services to fix the barcode. If no one is in Technical Services add a new barcode if needed.

If the barcode is on the item but Voyager has ITEM NOT FOUND, photocopy the barcode and the patron ID and leave them in the circ office on the desk.

If you need to add a new barcode, the barcodes are in the circ office on the wall shelving unit, 4th row down in the black box. Put the barcode in the correct location on the item and then photocopy the barcode and patron ID and leave them in the circ office on the desk.

Photo copy the front cover of the book

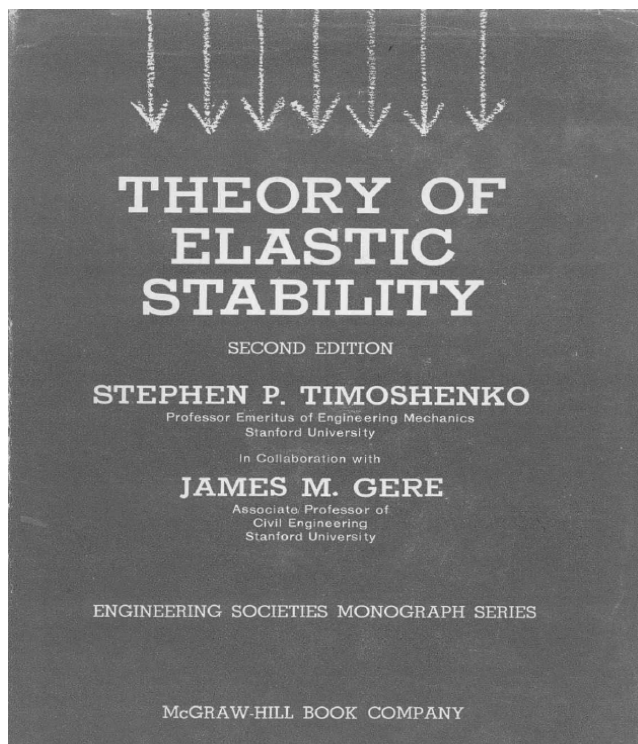


Photo copy the barcode on the back cover of the book

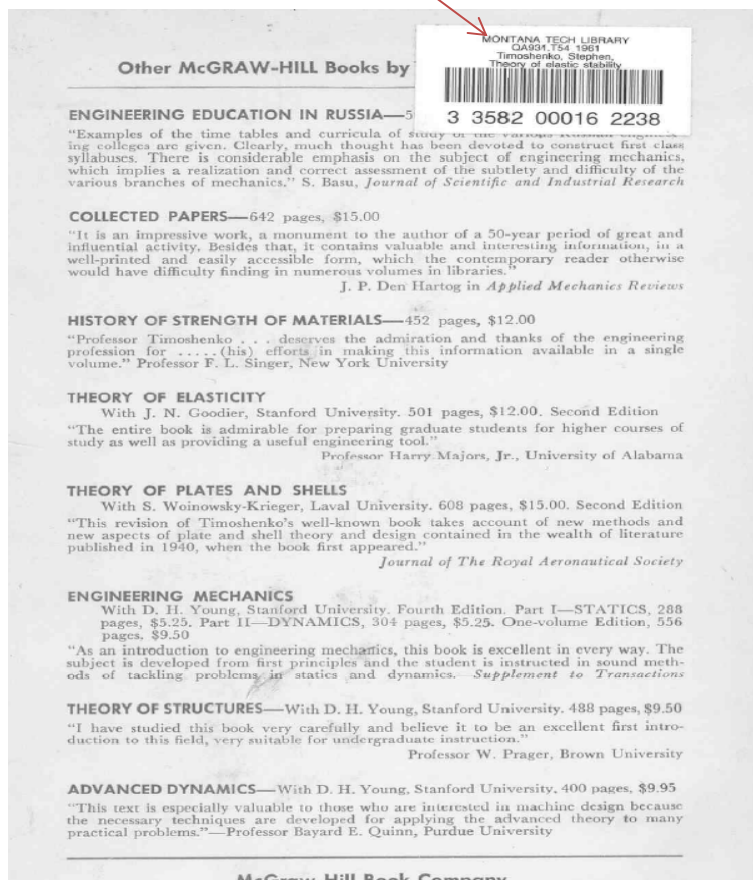
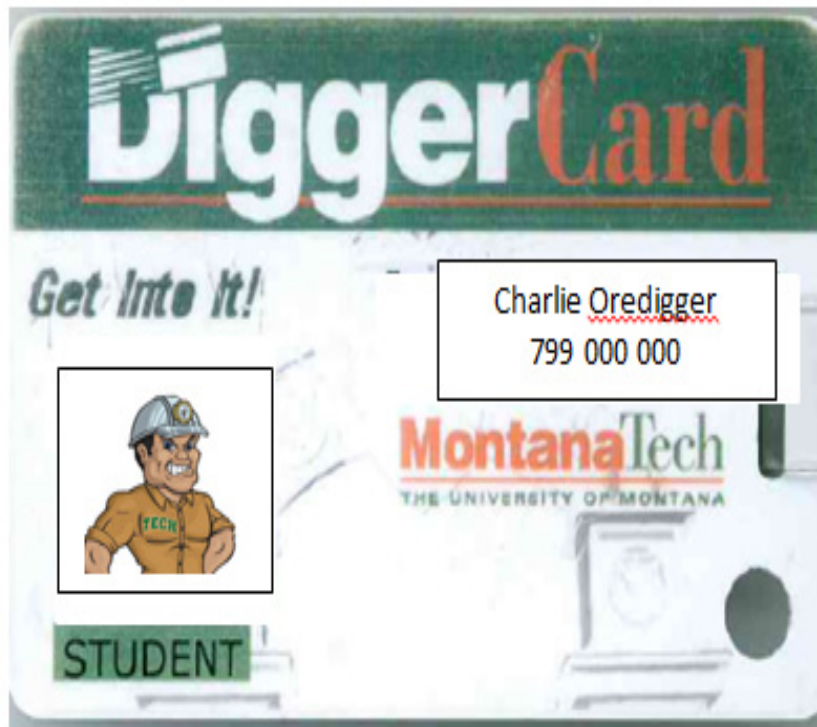


Photo copy their Digger Card and staple the photo copies of the ID, book cover, and barcodes together.

Leave all of the copies in the circ office on the desk.



Barcodes Missing

When an item is brought to the information desk to be checked out and it is missing the barcode you can do the following:

Get a barcode from the sheet of barcodes located in the circ office on the wall shelves in the black file holder. Place the barcode on the back top right hand corner of a **book** or if it is a **map** place the barcode in a location where it will not cover up any information. Usually the front lower right hand corner will work.

Photocopy the barcode on the item.

Photocopy the title of the item.

Photocopy the patron ID. If it is an off-campus patron write their name on the photocopy of the ID.

Tell the patron the due date, it will be 28 days from the current date. Write the date that you told the patron the item would be due on the photocopy of the ID.

Place the photocopies on the desk in the circ office.

CELL PHONES ARE
NOT
ALLOWED
WHEN YOU ARE WORKING AT THE
LIBRARY



Using your cell is strictly prohibited when you are working at the library.

If you are caught using your cell phone for any reason you will be

TERMINATED!

At this point please send Frances an email acknowledging that you fully understand that you will be terminated for using your cell phone while working at the library. When you start your shift your cell phone should be turned off and in your back pack.

Circulation Work Procedures

NEVER leave the information desk unattended for any reason

If you do need to leave the information desk for any reason you do need to notify the supervisor on duty.

ALWAYS pay attention when working at the information desk. Patrons should never be left standing there waiting for assistance.

Homework at the information desk is a privilege. Always ask the supervisor if you may take your homework out to work on it. If you abuse your privilege of doing homework while at the information desk you will lose the privilege.

If you are not sure ASK! Questions are free.

Checking in our books

Always check books in Voyager

Sensitize all books

Put in correct order on shelving cart under the stairs

Put journals away if time allows

Checking out books

Check out in Voyager

Desensitize

Put in book mark with due date circled on it and verbally tell patron due date

Faxes

Faxes are \$2.00 no matter how many pages are sent

There are cover sheets for the fax in the blue fax book

Record the fax information in the blue notebook next to the fax machine

Money collected for faxes must have a receipt

Use the LIBRARY receipt book ONLY

Put the money in the money box in the office marked Library on PINK PAPER

Instructions for using the fax machine are in the back of the fax log book.

Log all faxes that are sent in blue log book

Circulation Work Procedures

Friends of the Montana Tech Library

For books that are sold from the rack you must make a receipt in the receipt book with the orange tag on it marked FRIENDS OF THE MONTANA TECH LIBRARY

The money collected goes in the money box in the office with the orange paper on it marked FRIENDS OF THE MONTANA TECH LIBRARY

A person that donates books to the FRIENDS OF THE MONTANA TECH LIBRARY should be given a form to fill out for their donation. Forms for the donated materials are kept in the letter tray on the wall behind the information desk in a green folder marked gifts

Have the donor fill out the middle of the form and sign the form at the bottom for the materials donated and give the form and the donated materials to Connie in Technical Services. Connie will fill out the DESCRIPTION OF GIFT MATERIALS.

Interlibrary Loans (ILLiad)

Our system for requesting loans from other libraries is called **ILLiad**; please refer all questions from patrons about their accounts/ILLs to Circ staff (Frances).

It is very important that you pay close attention to detail when doing ILL's

When locating journal articles for Circ staff place the paper with the article information on the page where you have located the article

When you find a book place the label on the front of the book

When scanning be sure to do excellent work; we appreciate it when we receive articles that are scanned correctly so we like to reciprocate.

When mailing Ill's be positive that you have the correct mailing label on each package

Be sure old postage and shipping labels are removed from every package

Place the USPS tracking label under the address mailing label to the right

Never place the tracking label in the upper right hand corner. Postage must go there

Interlibrary loan books are kept on the shelf behind the student work station

Interlibrary Loan books are already checked out to the patron.

Always point out the due date to the patron

Put the book over the scanner to desensitize it before giving it to the patron

Item missing barcode

Photocopy information from item being checked out

Put new barcode on item and photocopy barcode

Photocopy patron ID

Give information to Circ Staff

Make sure you give patron a 4 week due date on item

Circulation Work Procedures

Mail

Check the mail labels to be sure that the mail we received actually belongs in the library
Circ students take only the ILL items, newspapers, mail addressed to Frances or Karissa,
inventory sales magazines, or mailed addressed to the circulation department from the
mail

All other mail should be given to Kristi in Technical Services.

When opening an ILL item make sure that there is paper work with the ILL

If there is not paper work leave the ILL in the envelope that it came in

Process all of the newspapers if you are not certain how this is done ASK!

Ill's go on the shelves in the circ office

Place them in the appropriate locations on the shelves if you are not sure ASK

Reference

Please refer all questions about Library materials (what we have/where it's located, etc.)
to Reference. If Reference is not available, please take a detailed message or have them use
the "Ask" link on the Library homepage.

If you need a reference person to take a phone call that came in on the information desk
phone (**4281**) please transfer the call to the reference phone at **4282**. Do not leave the caller
on the information desk phone for an extended amount of time. The **INFORMATION DESK
PHONE 4281** has to be available for incoming calls.

Reserves

A blue Course Reserve Form must be filled out for any materials accepted for Reserves
(new materials and additions); make sure it's completely filled out.

New reserves and additions should be given to Circ staff to process. Leave the blue
form along with the course reserves.

Reserves do not go on the shelving cart they go back on the reserve shelf

The reserve shelf is located behind the Information Desk

Unless otherwise noted reserves are for in library use for 2 hours

Study room procedures

Make sure that you are familiar with the study room procedures and rules
The procedures and rules are located in the orange study room book and there is also a copy in
INFORMATION DESK PROCEDURES

Closing Procedure

30 minutes before closing walk through the library and inform patrons of the closing
Tell patrons using computers and study rooms they have 10 to 15 minutes left.

15 minutes before closing patrons must:

Log off computers

Check in study rooms keys, markers, and computer box

Check materials in or out

The Library Closing Policies are posted behind the information desk and on the pillar above the Pharos Print Station

Pick up any books, journals etc., put on book return shelf

Shut down computers and **turn monitors off** on ALL STUDENT COMPUTERS

Turn off copiers, printers, and scanners. Fax machine is always left on.

Check that the **fans are unplugged** in all of the study rooms and elsewhere in the library

Clean the white boards and walls in all study rooms

Check that restrooms are empty on final walk around

Make a final walk around upstairs and downstairs if empty turn off lights

Log off the student and staff computers and turn monitors off at information desk

Lock outside doors **checking the outside push button** on the doors is locked

Turn off handicap switches (3)

Do **not** turn off the front and back porch lights

Put circ and reference phones on forward PUSH THE FORWARD BUTTON TWICE – the circ phone should have **2362** showing when you push the forward button the first time and the light should be blinking after the second time you push the forward button the light should not be blinking

Gate count

Sign out using the time clock – have supervisor date and initial

Close and lock circ office door

The student worker and the staff member MUST leave the building together at closing

Make sure that student/staff are in their cars and that their cars have started before you leave the parking lot this is for safety reasons

DIGGER CASH

You will need to have your card with you when you use the computer labs for printing. When you print in the computer labs you will need to scan your card on the reader at the print station.

The Digger Cash website is available for online credit and debit deposits to your Digger Card. Click on the Guest Deposit tab to make deposits.

You can use Digger Cash in dining services, Coffee Mill, bookstore, vending machines, business office, mail/copy center, student union office, residence halls and Highlands College for renting items.

The Digger Card Center is located in the Student Union Building next to the mail/copy center. If you have any questions please call 406-496-4514 or email jamaya@mtech.edu.

Learn how to 'dress for success'

Dear Abby
BY JEANNE Phillips

DEAR ABBY:

I work for a large multinational company, and I am often shocked at the way people dress.

Although there are clear business/casual guidelines, these lines are crossed by men and women alike.

I finally consulted the HR department and came up with an approved solution. The dress code was again sent out to all employees in my department, with the warning that the next violation would mean being sent home and deducting their time.

Sure enough, "Disco Dolly" showed up in a sheer, low-cut, sleeveless blouse with a micro-mini skirt and strappy sandals. When I sent her home, she complained about losing paid working time. I told her she had violated the company's dress code again.

If you want to be regarded as a serious professional, dress like one! Some "suggestions":

- **DRESS FOR SUCCESS**, not sex. Women should not dress like streetwalkers. Leave the sexy, short, filmy dresses, cleavage-baring blouses and spaghetti straps for your personal life.
- **MAKE IT FIT**. Anything that hugs the body too tightly is not right for the office. We have a woman working here who looks like a sausage stuffed in a floral polyester casing. It's hard to take her seriously, Ditto for pants that are so loose and low-slung you can see his underwear or her thong.
- **DON'T POLLUTE**. By this I mean go easy on the fragrance. Some people have breathing problems and allergies. Do not pollute the office with a scent that arrives 10 minutes before you do and lingers hours after you've gone. This applies to men as well as women.
- **BATHE**. There seems to be anew "natural" cult popping up whose adherents believe that washing removes vital oils from the skin and should be avoided. This phenomenon is more often, but not always, a male habit. Anyone in close contact with others should bathe or shower DAILY.

-Trying To Run A Business In Florida'

DEAR TRYING: I'm willing to wager that your letter will be posted on millions of bulletin boards in the business world. Your "suggestions" make good sense.

Circulation Due Date

Circulation period is 28 days for
Undergraduate students and
Off-campus patrons.

Serials less than 6 months old may **not** be
checked out by any patron

RENEWALS

Faculty, staff, and students may renew all items that are not
already overdue by logging onto the
Library catalog at www.mtech.edu/library, clicking on
“My Account” at the top of the page, and
logging in with your name and Tech ID #
(on your Diggercard), or by calling the library
at 496-4281.

Off-campus users should call the
library at 496-4281.

Items need to be brought to the Library for
renewals if the item is already overdue.

**GRAD STUDENTS
MUST BRING ALL OF
THEIR ITEMS IN FOR RENEWAL AT THE
END OF EACH SEMESTER
NO EXCEPTIONS!**



DVD

a b c d e f g h i j k l m n o p q r s t u v w x y z

now you know your abc's so put the DVD in the right place

DVD's are stored in the black metal floor case behind the student work station. The DVD's are in alphabetical order. When a case is brought to the desk to be checked out be sure to put the DVD in the case before giving it back to the patron. Desensitize the case before putting the DVD in it.

Put a due date label on the front cover of the DVD case. Write the due date with the black sharpie on the label. Always verbally tell the patron of the due date. Tell the patron there a \$1.00 fine per day for not returning the DVD on time.

When DVD's are returned the disc needs to be removed from the case and put in the DVD storage cases in the black metal floor cabinet. Sensitize the case before putting it on the DVD rack. The case then can be put away in the DVD rack. Be extra careful that you get the DVD put back in the storage cases in the correct order.

Do **Not** leave the DVD in the case.



DVD: When you put the disks away put them FACING UP and facing forward

Put the discs in alphabetical order

Remove the due date sticker from the front of the DVD case

If you don't know your alphabet please let us know and we will be happy to help you learn it

Bomb Threat Information Sheet

In the event of a phoned-in bomb threat, the following sheet should be used to record any information that would be useful to law enforcement in determining the validity of the threat, location of the bomb, location of the caller, etc.

Questions to ask during the threat:

1. What kind of bomb is it?
 - Time bomb
 - Barometric altitude bomb
 - Anti-handling bomb
2. Where is the bomb right now?
3. When is the bomb going to explode?
4. What does the bomb look like?
5. Where did you place the bomb?
6. Why?
7. What is your name?
8. What is your address?

Exact wording of threat:

Sex of caller:	Race:
Age:	Length of call:
Number at which call was received:	
Number call was from (on caller ID)	
Date:	Time:
Report call immediately to: Security (4357) & Sheriff (911)	

Description of Caller's Voice

Mark all that apply

<input type="checkbox"/>	Calm	<input type="checkbox"/>	Nasal
<input type="checkbox"/>	Angry	<input type="checkbox"/>	Stutter
<input type="checkbox"/>	Excited	<input type="checkbox"/>	Lisp
<input type="checkbox"/>	Slow	<input type="checkbox"/>	Raspy
<input type="checkbox"/>	Rapid	<input type="checkbox"/>	Deep
<input type="checkbox"/>	Soft	<input type="checkbox"/>	Ragged
<input type="checkbox"/>	Loud	<input type="checkbox"/>	Clearing throat
<input type="checkbox"/>	Laughter	<input type="checkbox"/>	Deep breathing
<input type="checkbox"/>	Crying	<input type="checkbox"/>	Cracking voice
<input type="checkbox"/>	Normal	<input type="checkbox"/>	Disguised
<input type="checkbox"/>	Distinct	<input type="checkbox"/>	Accent
<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Familiar

Background Sounds

<input type="checkbox"/>	Street noises	<input type="checkbox"/>	Animals
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	Clear
<input type="checkbox"/>	Office machines	<input type="checkbox"/>	Factory machinery
<input type="checkbox"/>	Voices	<input type="checkbox"/>	Static
<input type="checkbox"/>	PA system	<input type="checkbox"/>	Local
<input type="checkbox"/>	House noises	<input type="checkbox"/>	Long distance
<input type="checkbox"/>	Motor	<input type="checkbox"/>	Children present
<input type="checkbox"/>	Music	<input type="checkbox"/>	
<input type="checkbox"/>	Other (describe)		

Threat Language

<input type="checkbox"/>	Well spoken (educated)	<input type="checkbox"/>	Message read by threat maker
<input type="checkbox"/>	Foul	<input type="checkbox"/>	Incoherent
<input type="checkbox"/>	Irrational	<input type="checkbox"/>	Taped

Remarks:	
Person making report:	
Telephone #	Date:

EMERGENCY INFORMATION - BOMB THREAT

1. 911 must be called, but if the bomb is supposedly in your building, you should not make a call from inside the building; it could potentially set off the bomb. Also call Campus Security (4357) and Environmental Health & Safety (4463).
2. All occupants of the building must be notified and most likely evacuated, but the fire alarms should NEVER be used to evacuate as it could potentially set off the bomb.
 - a. The most efficient way to notify everyone would be to contact me to send an emergency alert to the campus.
 - b. However, you can enlist help and notify everyone in person to evacuate to the Assembly Area for your building. Always sign in with the Emergency Response Assistants so you are accounted for. Only the building where the bomb is reported to be would be evacuated, not every building on campus. EMERGENCY RESPONSE ASSISTANTS – DON'T FORGET YOUR RADIO AND SIGN-IN SHEETS AND WARNING SIGNS FOR THE DOORS.
 - c. Once you have signed in at your assembly area, you should not travel far in the event law enforcement has questions. If it is extremely cold outside, you should go to the nearest unaffected building as a group until the all-clear is given.
3. Law enforcement may ask some of you to accompany them in a search of the building. The occupants know best what is "normal" and what belongs (or doesn't). Everything is highly suspicious to them, and having occupants assist them can save precious time. However, you will never be forced to enter the building.

Please contact Marilyn Cameron, Director of Environmental Health & Safety, 4463, if you have questions.

Thank you for helping make our campus safe!

EMERGENCY INFORMATION SHEET

Bomb Threat

1. Call 911 but do not pull fire alarm.
2. Follow evacuation procedures and sign in at assembly area.

Earthquake

1. Take cover under heavy desk or table and stay put until shaking stops.
2. If nothing to hide under, inner walls or door frames are next choice.
3. Stay away from glass, hanging objects, bookcases.
4. Shield head and face.
5. If outdoors, move away from buildings and utility wires.

Fire

1. Pull fire alarm and follow evacuation procedures; sign in at assembly area.
2. Call 911 from safe location.
3. Call Environmental Health and Safety 4463 and Security 4357 (HELP).

Use fire extinguisher if you are trained and fire is “garbage can size.”

Gunman/Terrorist Event/Violence.

1. If you are not the hostage, call 911, EH&S 4463, Paul Beatty 4198, Security 4357 (HELP).
2. Remove uninvolved individuals to a safe location.
3. Provide any information you have to authorities.

Medical Emergency or Physical Injury

1. Call 911 if you have an unconscious person or if someone requires immediate medical assistance.
2. Also call EH&S 4463 and Security 4357 (HELP).
3. Send someone to meet emergency responders.
4. Administer first aid, CPR or AED (automated external defibrillator) if necessary and if trained.

Evacuation Procedures—follow anytime the alarm sounds or you are instructed to evacuate

1. Follow evacuation route for that room/building.
2. Close but do not lock doors unless necessary.
3. Turn off equipment if safe to do so.
4. Use stairs, not the elevator.
5. Go to assigned assembly area and sign in so you are accounted for.
6. Do not go back into a building until given the all clear.

In any emergency situation, protection of people is a priority. ALL students, faculty and staff must evacuate

Lockdown Procedures—follow for any event when you need to be protected from someone or something on the outside

1. If you are outside, go to closest safe building and closest room.
2. If you are already inside, stay in room.
3. Close and lock door if possible.
4. Close windows, drapes, and turn off lights.
5. Lie down on floor away from windows and out of sight if possible.
6. Remain silent and calm.
7. Communicate with authorities if possible.
8. Stay in place until all-clear is given by authorities.

CAMPUS SECURITY 4357 (HELP)

Director of Environmental Health & safety – Marilyn Cameron	4463	CELL: 490-8893	
Director of Physical Facilities	Michael Allen	4399	
Chancellor	Don Blacketter	4129	HOME:782-6994
Vice Chancellor	Doug Abbott	4127	CELL: 533-5895
Vice Chancellor	Maggie Peterson	4316	CELL: 533-5895
Dean of Students	Paul Beatty	4198	CELL: 498-5343

Emergency Instructions to be Given to Students

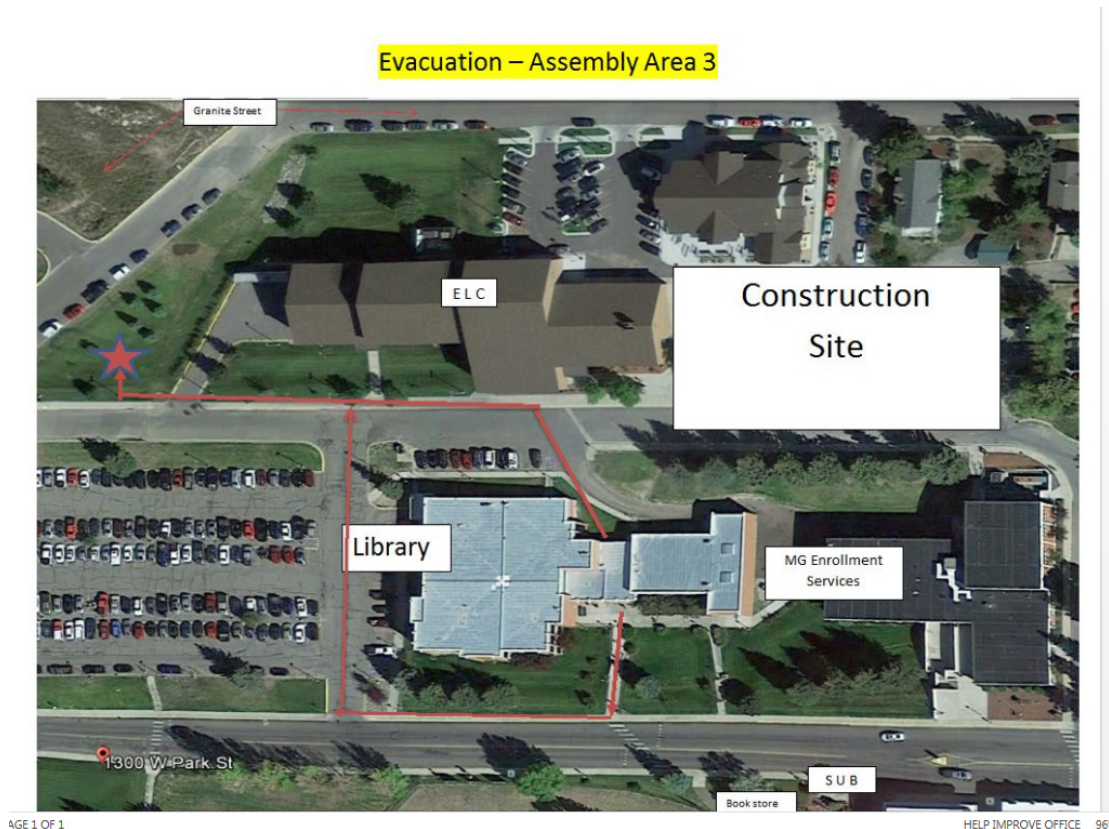
During the first few times your classes meet, please give these instructions to the students. Consider refreshing their memories during the semester as well.

1. In the event of an emergency situation where a building must be evacuated, or when an evacuation drill is occurring, you will exit this classroom by (use the evacuation map in the classroom to give directions for leaving the building) You should also give a secondary route to exit in the event the primary route is blocked.

Important: Never use the elevator to evacuate a building –you could end up trapped in the elevator or in the building.

2. You will proceed to Evacuation Assembly Area 3
3. Look for people with orange flags – they will have the evacuation sign-in sheets. You **must** sign in so we have a record that you got out of the building safely.
4. **DO NOT** leave until you have signed an evacuation sheet!
5. Instructors: If you have students who will need assistance in evacuating a building, contact Marilyn Cameron, 4463, so we can set up a plan.

Thank you for your assistance in this important matter!



In an emergency situation, notification of one hundred percent of campus population may not be possible, but attempts will be made to notify as many people as possible. Each person on campus holds some responsibility in the notification plan. Any member of the campus community who becomes aware of a potential or existing emergency situation that threatens life or safety has the responsibility to call 911 and report the situation.

Campus Security (4357) and Environmental Health & Safety (4463) should also be notified to put our notification plan into action.

The steps that happen next are determined by the type of emergency and who will be affected. Only the notification systems that are appropriate for the emergency will be utilized.

- The 911 dispatcher will determine if initiating their Emergency Preparedness Notification System or "**Reverse 911**" is appropriate and will initiate if needed. All landlines on campus will receive a message from them stating what the emergency is and what actions should be taken. (Note: BSB now has an additional system to receive emergency text messages – watch for instructions on how to subscribe to this)
- A **text message** will be sent to all those enrolled in the system stating the emergency and action steps (see below for instructions on how to enroll)
- A **NetSupportNotify** message will be sent to all networked computers on campus. This message will pop up on computer screens with the emergency and action steps.
- A **mass email** will be sent to all faculty, staff and students.
- The **outdoor siren/PA** system will be utilized if those outdoors need to be notified of the situation. The siren/PA system may also be used to declare an "all clear" if an evacuation of a building(s) has occurred.
- In the event of a bomb threat, in-person notification will occur for evacuation to the assembly areas.

We will be testing the text messaging system and the NetSupportNotify over the next couple of weeks. Will send an email prior to the tests and will be asking for feedback.

Instructions for enrolling in the Emergency Text Messaging System. Note: this is a free service. However, if you do not have text messaging as part of your phone service, your provider will charge you a nominal fee for each text message (about 10 cents per message). This system will only be used for emergencies and tests of the system. You will not receive any spam.

1. On your cell phone, go to the area where you send text messages.
2. For the phone number, type **368674**. (that is not a typo)
3. For the text, type **utextme mtech** and send
4. Within seconds, you will receive a text message that asks you to respond with the number **1**. Hit reply and type **1** and send.
5. You will receive another text message that asks you to respond with the word yes. Hit reply and type **yes** and send.
6. You will receive a confirmation text message that says "You have been subscribed." (Will also tell you how to unsubscribe – don't follow these instructions unless you want to unsubscribe).
7. Finally, you will receive a message that says "This is a test of Montana Tech's Emergency Notification System. Reply S to Stop. If you reply S to this email, it will unsubscribe and you will have to start over. **DO NOT reply to the last message.**

Note: If you have your name or quotes or anything else that automatically populate your text messages, you will need to remove them before you send your messages. Otherwise it will not work properly.

Please contact me if you have any questions or concerns. Have a great semester!

Marilyn Cameron, Director
Environmental Health & Safety
MontanaTech
406-496-4463
mcameron@mtech.edu

EXPANDED POLICIES

For any emergency or problem requiring assistance first dial
CAMPUS SECURITY

4357

(HELP)

If no answer dial

911

Breaks

Students are allowed a 15 minute break every 4+ hours they work. If you take longer it will be deducted from your pay. It's your responsibility, not your supervisors, to take your break.

Personal Fragrances

Don't wear perfumes, colognes, or scented lotions! Some people are sensitive or allergic to some scents. Please be considerate of others.

Cell Phones

No cell phone or text messaging is allowed during working hours. Your cell phones must be turned off and put in your back pack when you arrive. Consider this your first warning. You will be terminated for not complying with this rule.

Conversations

Having your friends at the desk to visit is prohibited. That includes doing homework. Tell your friends that you need to get back to work and you will talk to them when your shift is over.

IPods

Please do not have your music on when at the front desk. Headphones are not allowed.

Computers

Never load software on the student or staff computers. Library computers are for business only.

Laptops

Your laptop is not allowed at the front desk.

Clothing

Casual clothing is acceptable but do not wear anything that is offensive to others. If you are in doubt if something is considered acceptable just **ASK**. Some items not allowed are:

YOGA PANTS • HATS • SWEATPANTS • BARE MIDRIFTS • LOW CUT TOPS/BOTTOMS • SLEEPWEAR

CONFIDENTIALITY

Libraries fall under strict confidentiality laws. We **DO NOT provide** personal information about our patrons, students, or staff members or the library materials a patron uses. Refer any such requests to a supervisor.

Failure to follow any of these policies can result in your immediate termination.

Faxes

Faxes are \$2.00 no matter how many pages are sent

There are cover sheets for the fax in the blue notebook next to the fax machine

Record the fax information in the blue notebook. Be sure to get the sender's phone number in case the fax fails and we need to get in contact with the sender.

Money collected for faxes must have a receipt

Use the LIBRARY receipt book ONLY

Put the money in the money box in the office marked Library on PINK PAPER

Instructions for using the fax machine are in the back of the fax log book.

If a fax fails and the person trying to send the fax has already left the building be sure to try and call them right away to let them know the fax failed to send.

What is FERPA?

FERPA is an acronym for the Family Educational Rights and Privacy Act (also referred to as the Buckley Amendment) and is a federal law designed to:

- Protect the privacy of student education records.
- Establish the right of students to inspect and review their education records.
- Provide guidelines for the correction of inaccurate and misleading information.

Students Have the Right to:

- Inspect and review their education records
- Seek to amend their education records when there has been a legitimate error recorded
- Have some control over the release of information from their education records

Parental Rights

- When a student reaches the age of 18 or begins attending ASC, FERPA rights are transferred to the student.
- Parents may obtain directory information at the discretion of the college.
- Parents may obtain non-directory information with a signed consent from their child.

As a student worker you are not allowed to give any information to anyone about any students, staff, or faculty member at Montana Tech.

If someone is insistent about getting information always get a staff member.

You could lose your job at Montana Tech for violating any privacy policies and procedures. You could also face other legal consequences.

If there is something that you are not sure about or don't understand concerning privacy policies and procedures please don't hesitate to ask.



If you are among the many who suffer allergies to fragrances, you may want to read the attached article. It goes a long way towards explaining why you experience the affects you do when someone wears perfume or perfumed toiletries or you are exposed to other scented items.

For those of you who are fortunate enough not to have allergies please be sensitive to those who do. Even a scented hand lotion or scented plug-ins can make a sensitive person ill and possibly have a severe reaction – headaches, nausea, vomiting, and hives. It is not in their heads!

Sometimes people get desensitized to their own fragrance if they use it consistently. What you may think is a light fragrance may be too overpowering to others with fragrance sensitivities. Or anything scented that may be pleasant smelling to you could be making the person next to you feel sick.

Also as a reminder, candles and incense cannot be used on campus as they pose a fire hazard.

Check out this website for additional articles and information on allergies in general.

<http://alergies.about.com>

Thanks for being aware!

Marilyn Cameron, Director
Environmental Health & Safety
MontanaTech
1300 West Park St.
Butte, MT 59701
406-496-4463
Fax: 406-496-4135
mcameron@mtech.edu

GRAD STUDENT BOOKS

Graduate students can NOT renew their books by email or phone. The books MUST be brought back into the library and discharged from their Voyager account. If the grad student is returning the next semester the books may be checked out to the grad student again.

NO EXCEPTIONS!

If there is a problem have the grad student speak with the supervisor.

STUDENTS WITHDRAWING/GRADUATING FROM TECH

When a student brings in paperwork to have signed that they are either withdrawing or graduating from Tech give the paperwork to either Frances or the staff member on duty.

QUESTIONS JUST ASK!

Information Desk

NEVER leave the information desk unattended for any reason

If you do need to leave the information desk for any reason you do need to notify the supervisor on duty.

ALWAYS pay attention when working at the information desk. Patrons should never be left standing there waiting for assistance.

Homework at the information desk is a privilege. Always ask the supervisor if you may take your homework out to work on it. If you abuse your privilege of doing homework while at the information desk you will lose the privilege.

If you are not sure ASK! Questions are free.

Ink Cartridges

Changing Ink Cartridges Student Printer

1. The new cartridges are kept in the staff copy room (103) and should have a **tag** labeled "KYOCERA FS-C8650DN" on the box.
2. Open the new cartridge and remove it from the box. Set the box, cartridge, and bag aside.
3. Open the front cover of the printer, 'unlock' the old cartridge from its position, remove and place in the electrostatic bag, putting the bag into the box. Gently shake the new cartridge and place the new ink cartridge into the printer, put blue tab back into lock position and close the front cover. The printer should display a message saying that the toner is being loaded.
4. **Remove the tag** from the box that was just used and fill out the tag with the date of replacement and then sign at the bottom. After you have filled out the **tag**, place it on top of the file tray on the end work station.
5. Write recycled on the box and place **beneath** the table in the staff room with the type writer on top.

Tags MUST be filled out with initials and date replaced and given to Karissa or put at her work desk on the black file tray at her station. It is important for us to keep track of inventory used and needed to keep up with printing demands of the students. If supplies are low or you have used the last of ANYTHING please make Karissa or Frances aware.

Keep used and new supplies separate. If you open a toner but do not use it write NOT USED on the box with the date and leave it with the other new toners. KEEP THE BLANK SHEET ON THE BOX.

If you have any questions just ask!!!



Interlibrary Loans

BORROWING: A book that a patron of the Montana Tech Library has requested to borrow/use from another library.

BORROWING TO BE RETURNED: A book that a patron of the Montana Tech Library has requested to borrow/use from another library, has checked the book out from us, and has returned to the Tech Library to be returned from the library that it was borrowed from.

LENDING: A book that the Montana Tech Library has let another library borrow from our collection.

LENDING TO BE RETURNED: A book that the Montana Tech Library has lent to another library that they have used and are sending back to us to check back into our collection.

All Interlibrary Loans are to be put on the shelves in the circ office. If you are not sure what shelf to use just ASK.

Do NOT discharge any of the ILL books in Voyager.

Do NOT reuse boxes/envelopes from FedEx, USPS, and UPS. These companies will charge us to reuse their boxes/envelopes. When boxes/envelopes come from these companies just send them to the recycle bin. Recycle boxes and envelopes that are torn or worn out.

Record the postage amount in the Excel spreadsheet on the student computer.

JOB AT THE MONTANA TECH LIBRARY

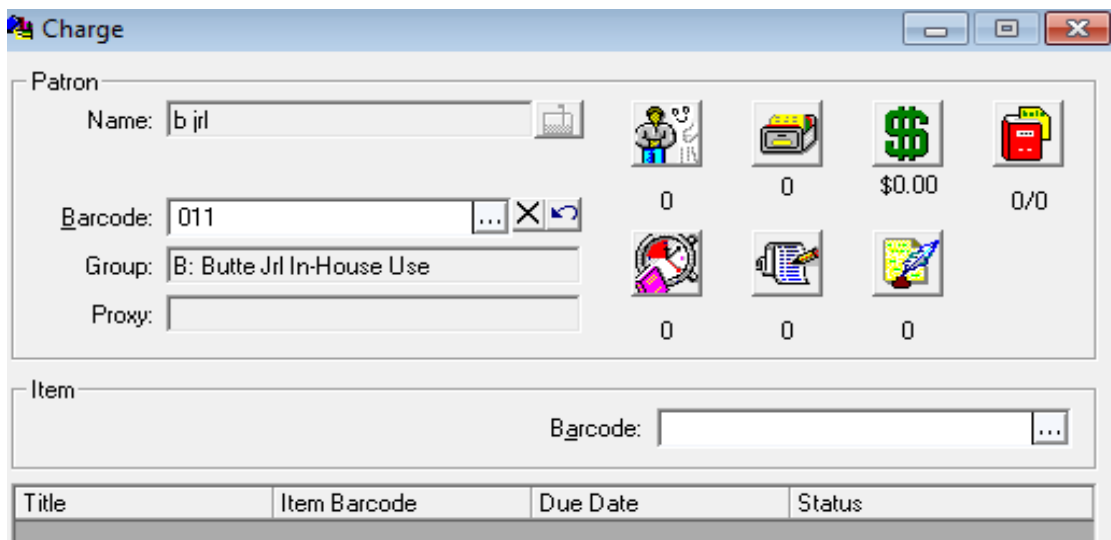
We are looking for reliable student workers.

JOB COMPETENCIES - You **must** meet the minimum competencies required of student workers, including:

- Excellent communication skills, with the ability to communicate effectively both in person and over the telephone.
- Ability to understand and follow oral and written instructions and adhere to procedures.
- Commitment to providing courteous customer service and a willingness to help others
- Basic knowledge of computers, with keyboard skills necessary to complete work in the assigned area(s) of the library
- Accuracy and attention to detail. For some jobs, the ability to understand call number sequence when shelving
- In some jobs, students must be able to meet the physical requirements of the job, including pushing/pulling a fully loaded book cart (30 lbs.), lifting, bending, and reaching to shelve books and materials
- **Most importantly, dependability and integrity**

Journal Check

Journals and books that were used in the library ONLY, need to be checked in and out in Voyager. Use barcode **011 for journals** and use **0111 for books**. After you have charged the journals and/or books out you will also need to discharge them.



The screenshot shows the 'Charge' window with the following fields and values:

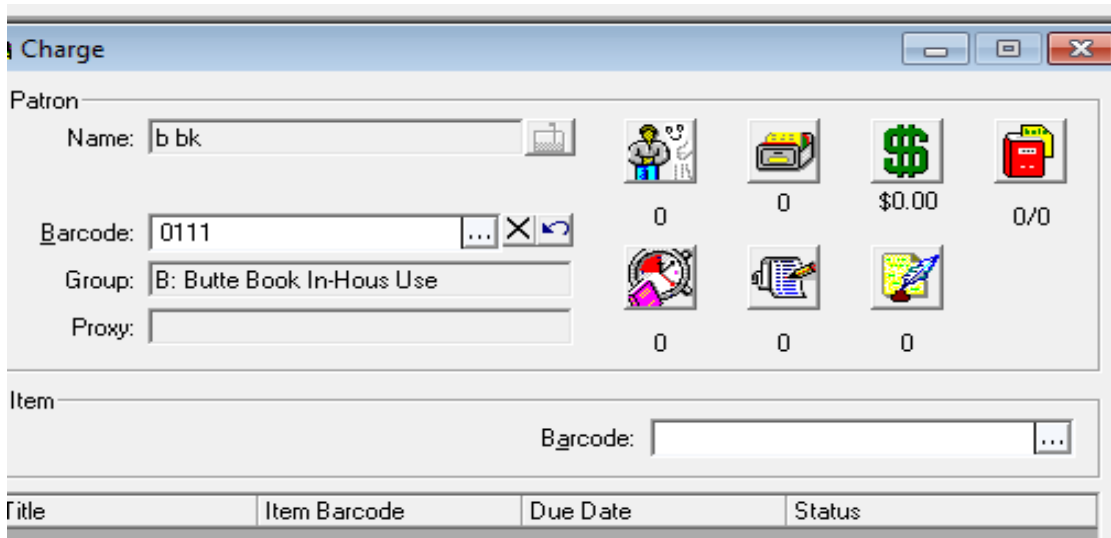
- Patron Name: b jrl
- Barcode: 011
- Group: B: Butte Jrl In-House Use
- Proxy: (empty)

On the right side, there are six icons with numerical values below them:

- Person icon: 0
- Printer icon: 0
- Dollar sign icon: \$0.00
- Barcode icon: 0/0
- Prohibited sign icon: 0
- Clipboard icon: 0
- Journal icon: 0

Below the form is an 'Item' section with a 'Barcode:' field. At the bottom is a table with the following headers:

Title	Item Barcode	Due Date	Status
-------	--------------	----------	--------



The screenshot shows the 'Charge' window with the following fields and values:

- Patron Name: b bk
- Barcode: 0111
- Group: B: Butte Book In-Hous Use
- Proxy: (empty)

On the right side, there are six icons with numerical values below them:

- Person icon: 0
- Printer icon: 0
- Dollar sign icon: \$0.00
- Barcode icon: 0/0
- Prohibited sign icon: 0
- Clipboard icon: 0
- Journal icon: 0

Below the form is an 'Item' section with a 'Barcode:' field. At the bottom is a table with the following headers:

Title	Item Barcode	Due Date	Status
-------	--------------	----------	--------

Library Patron (Customer)

Focus: The Ten Commandments

1. **A Patron** is the most important person in any library. Just as a student is the most important person in any educational institution.
2. **A Patron** is not dependent on us. We are dependent on the patron.
3. **A Patron** is not an interruption of our work, but is the purpose of our work.
4. **A Patron** does us a favor when calling or coming to the library. We are not doing the patron a favor by serving them.
5. **A Patron** is a part of our process, not an outsider.
6. **A Patron** is not a cold statistic. They are a person with feelings like our own.
7. **A Patron** is not someone to argue or match wits with.
8. **A Patron** is a person who brings us the information they need. It is our job to meet those needs.
9. **A Patron** is deserving of the most courteous and attentive treatment we can give.
10. **A Patron** is the person who makes it possible to pay our wages, no matter what our position is within the library.

Remember....It only takes 7 seconds to make a first (and lasting) impression!

Be attentive
Be courteous
Be efficient
and SMILE!

Please send Frances an email at this point.

I just really want to know that you are enjoying reading this manual. Please mention that you read this on page 26.

Library Patrons (Customers)

They are our Business!

Mail

Check the mail labels to be sure that the mail we received actually belongs in the library

Circ students take only the ILL items, newspapers, mail addressed to Frances or Karissa, shelf holds, inventory sales magazines, or mailed addressed to the circulation department

All other mail should be given to Kristi in Technical Services.

When opening an ILL item make sure that there is paper work with the ILL

If there is not paper work leave the ILL in the envelope or box that it came in and leave on Frances' desk.

Process all of the newspapers if you are not certain how this is done

ASK!

Ill's go on the shelves in the circ office

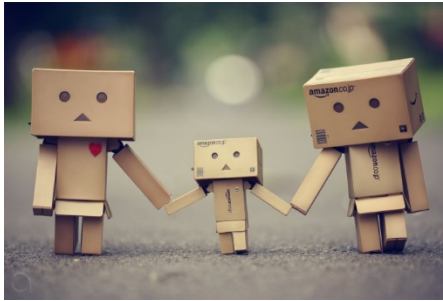
Record ILL and Shelf Holds in the Excel spread sheet on the student computer

Place them in the appropriate locations on the shelves if you are not sure ASK

Mail for Frances

When mail is addressed for Frances or Karissa, give the mail directly to them. If Frances or Karissa is not here leave their mail on the desk in the circ office. Confidential mail should be given to Kristi, NOT left out on a desk.

Boxes!



- After opening packages in the mail, please stack the boxes **NICELY** in the back copy room.
- The boxes should be stacked in the back corner as well as on the corner shelf.
- Please **DO NOT** put the boxes on the table!
- If the boxes are not stacked nicely, notify the supervisor and ask if you have time to organize them.
- Stacked boxes are happy boxes!



Mail

When opening mail any packages for ILLiad or any books that are shelf holds must be recorded on the spreadsheet on the student computer.

If envelopes and boxes are still in good condition we will reuse them. Peel any old labels you can off of the envelopes and boxes.

Envelopes are kept at the information desk. Boxes are kept in the staff copy room.

When you put the envelopes and boxes away make sure that you do a **neat job**. Do NOT throw boxes in the staff copy room and just leave them lying around. Any packing material used in the boxes can be recycled. If it is reported that you have left a mess you will be reprimanded.

All books coming in from other libraries should have paperwork with them. If there is not paperwork included with the item then leave the item in the packing box or envelope and put on Frances' desk.



This was sent from the mailroom:

When bringing mail to the mail center please do NOT rubber band everything together.

Example, international, USPS and Fedex/UPS all rubber banded together.

Example of what we do want done:

Rubber band letters that are being charged to the same banner account. Do not include international letters. International needs to be kept separate as they are metered differently.

Do not rubber band items that need to be sent Fedex, UPS with above items. They need to be kept separate as they are processed differently.

If a USPS Tracking Label is used do NOT place it in the upper right hand corner. Postage only should be placed in the upper right hand corner.

If you have any questions please ask us. (mailroom)

Thank you

PHONE CALLS FOR MARCIA

If someone calls the information desk looking for Marcia, Marcia has to be notified immediately.

For calls for Marcia that come to front desk ask if the caller has tried Marcia's extension. If they have not then transfer them to Marcia's office **4287**.

If they have tried Marcia's extension and the caller needs immediate assistance notify the supervisor at the information desk that you have a call for Marcia.

If Marcia can't be found, get a detailed message to leave for Marcia.

Give the message to the supervisor at the information desk.

Detailed means NAME OF PERSON CALLING, THEIR PHONE NUMBER, TIME, DATE, reason for the call and call taken by.

When UM experienced a power outage on the Missoula campus causing voyager to be unavailable, it also disabled their ability to send an email to each of the campus systems involved to notify them of the status. Each campus has sent contact phone numbers that UM can use for notifications in case this ever happens again. The circulation desk is the back-up phone number if they aren't able to contact Marcia. In a situation like this Marcia has to notified immediately! If Marcia is not available notify your supervisor.

MONTH

DAY

YEAR

Procedure for Newspaper Check-in

1. Remove rubber band from newspaper and place the rubber band in the **box** in the bottom **drawer** to the left of the student work station.
2. Place the white newspaper label in upper left-hand corner of newspaper. The labels are in the wall tray on the wall directly behind the reference computer at the information desk.
3. Write **THE DATE THAT IS ON THE NEWSPAPER,**
NOT THE DATE THE PAPER WAS RECIEVED, on the white label.

3. Using the **Date Stamp**, stamp all sections of the paper with the date stamp.

Stamp all sections of the paper on the upper portion of each section.

BE SURE THAT THE DATE ON THE STAMP IS THE CURRENT DAY'S DATE.

Not the date of the newspaper.

4. Daily Newspaper Log In File is on the center student computer

- The numbers across the top of the cards are the days of the month, the 1st through the 31st which will be the day that is printed on that newspaper.
- The months are located on the left-hand side of the card.
- Find the correct month on the card
- Find the date on the newspaper
- Find the date that is on the newspaper across the top row of the card
- Record the date that the newspaper was received in the box
- Put your initials on the worksheet

EXAMPLE

- The Billings Gazette was received on September 14th
- The date the newspaper was printed was September 13th
- Find the month of September on the left-hand side of the card
- Find the number 13 across the numbers on the top of the card that would be the date on the newspaper
- Write the 14th in that box, that is the date that the paper was received on and put your initials in the box

After the newspapers are checked in they are to be put on the shelves.

Please keep the newspapers neat and in order.

If the shelves are messed up straighten them.

*Please pull out the book review and Times magazine from the **Sunday** **New York Times** and give to Kristi in Technical Services.

If newspapers are missing please notify Kristi in Technical Services.

All ads are to be taken out of papers.

POLICY FOR OFF-CAMPUS LIBRARY USERS

The resources of the Montana Tech Library are for the primary use of our students, staff, and faculty.

Overall library needs by the general public will be met by the local public library

Montana Tech Library Off-Campus user cards may be issued to individuals who have a particular need to check out items in our collection. The Montana Tech Library Off-Campus user card does not entitle the user to the full services of the Montana Tech Library, especially regular use of the Library Public Access Workstations or the student computer lab workstations.

No items in the library can be BORROWED OR CHECKED OUT by a patron that does not have a Digger Card or a Montana Tech Library Card.

NO EXECPTIONS!

Off Campus Computer Users

ALL off campus computer users must sign in

Point out the fee for printing

Have them read and sign the sheet kept between the fax machine and the student computer

While they are signing in go log them on to one of the BI LAB computers

NEVER give out the PASSWORD to the off campus computer user

Keep track of their usage time and remind staff when their hour is over

The computer will NOT automatically kick them off. **PLEASE KEEP TRACK OF TIME**

User Name: mtechs\Patron (use number 1, 2, or 3)

User Password: oaccess

PRINTING: Use the DIGGER card that matches the patron number that is logged on 1, 2, or 3.

Confirm number of pages and cost with patron before printing.

Need assistance – ASK the supervisor!

OPENING PROCEDURES

Sign in using time clock

Have the supervisor initial your time card when you finish your shift and clock out

Turn on staff and student computers at the information desk

Log on to Voyager

Open study room signup sheet

Turn off answering machine on both the reference and circ phones by pushing the forward button on the phone. There should be a black arrow pointing toward the forward button.

Record the gate count

Check that all 3 handicap switches are on (switches should never be ON when the doors are propped open)

Turn on the first row BI LAB computers and monitors (25 – 30)

Turn on monitor for Pharos (Digger Card) Print Release Station (tower always stays turned on)

Turn on KIC Scanner

Do not turn on the scanning computers, gaming computers, center, and back wall computers

Unlock staff copy room

Turn on printers and photocopiers

Student Lab printers

Student copy machine

Check paper in ALL printers and copiers

Staff and student copiers

Staff and student printers

Fax machine at the information desk

Keep 2 – 3 packages of paper for the student printers on the cart in front of the fax machine at the information desk at all times.

Notify staff if the staff and/or student paper supply is getting low

Check the pencil and scratch paper holders

Sharpen and/or replace pencils

Add scratch paper if needed

Check the student work station

Empty the pencil sharpener shavings

Put staples in the staplers

Check that there is tape in the tape dispenser

Check your TECH email account

Staff will use your Tech email account to send out information to you

OPENING PROCEDURES

Continued

Use the disinfecting wipes to clean the circ desk.

Include the keyboards, mouse, phones, date stamp, pens, pencils, scissors, etc....

Please use the disinfecting wipes and repeat the same process at the beginning of each shift change

The Montana Standard should be in the book drop located in the lobby.

The Montana Standard is not included in the daily newspaper log in sheet.

Put the label with the date on the upper left hand corner of the paper

Stamp each section with the day's date

Put the new paper on the wall rack and move the old paper to the shelves – keep newspapers neat

Remove all ads from the paper.

If the Montana Standard is not received have the supervisor call 496-5556 to report it and request another paper is delivered as soon as possible.

When your shift is finished you must CLEAN up the work area you used

Put away pens, pencils, scissors, etc.....

Take your personnel property with you

If you used any dishes from the break room you must wash them before you leave

Sign out using the time clock

Have the supervisor initial and date your time sheet

Do NOT take any library property with you.

Everything in the library is bought with state money so it belongs to the library

You can be terminated for taking items that have been purchased by the library

Off Campus Computer Users

ALL off campus computer users must sign in

Point out the fee for printing

Have them read and sign the sheet kept between the fax machine and the student computer

While they are signing in go log them on to one of the BI Lab computers

NEVER give out the PASSWORD to the off campus computer user

Keep track of their usage time and remind staff when their hour is over

PRINTING: Use the DIGGER card that matches the patron number that is logged on 1, 2, or 3.

Remember while working at the front desk:

Pay attention

Smile

Never leave the front desk unattended!

CELL PHONE SHOULD BE TURNED OFF AND IN YOUR BACKPACK

FRIENDS CAN'T VISIT WITH YOU WHEN YOU ARE WORKING ANYWHERE IN THE LIBRARY

If you don't know - ASK

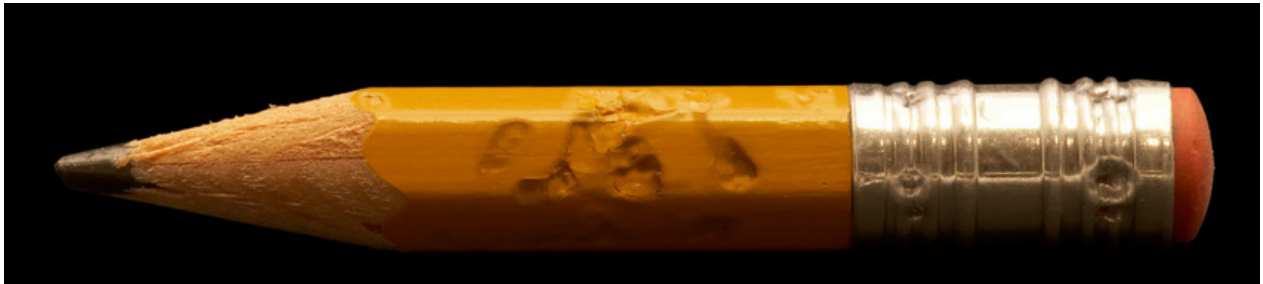
OVERDUE BOOKS

Library books cannot be renewed if they are overdue.

The books must be returned to the library and discharged and any fines or fees must be taken care of, and then if the patron needs the books back then the books can be checked out to the patron again. Get the supervisor for help.

Hungry?

Please don't put the pens and pencils in your mouth when working at the front desk.



We don't like touching other people's slime!

MONTANA TECH LIBRARY
1300 WEST PARK STREET
BUTTE MONTANA 59701

Building right across the street from the football field
Sign in front of the building visible from Park Street
LIBRARY/AUDITORIUM 113/114

PHONE: (406)496-4281

VOICE MESSAGE SYSTEM (answering machine)
2362

Mailbox: 4281#
Password: 4281#

FORWARD: Pushing the forward button one time displays a blinking **2362** the number needed for the voice messaging system to forward to. Pushing the forward button a second time turns on the voice messaging system.

TRANSFER: To transfer the call to another extension use the transfer button. Push the transfer button enter the extension you want to transfer the call to and then push the transfer button again.

HOLD: Push the hold button to place a caller on hold. Push the button by the blinking light to pick the caller back up again.

SECURITY: 4357

On campus you need to dial only the four digit extension number

Off campus you need to dial 496-4357

Area code is 406-496-4357

To get an outside line you must dial **9** first

Network Services: 496-4244

Enrollment Services: 496-4256 MG 207

Student Union Office: 496-4335

PRINTING FOR STUDENTS

Students have to be attending classes, their registration fees paid and an active Digger Card to be able to print.

The students need to scan their Digger Card Barcode on the Pharos Scan Station located at the end of the student work station.

They have the option of choosing to print in black and white or color. Their Digger Cards are given a credit of \$500.00 at the beginning of each semester. When they print their card is deducted \$0.10 for each black and white single side page they print or \$0.50 for each color single side page they print. If the student chooses to print double sided then they are charged \$0.10 or \$0.50 for printing on each side of the paper. So their total deducted would be \$0.20 or \$1.00.

If the student has a problem with printing using their Digger Card they will need to contact Jackie Amaya in the Digger Card Center in the Sub or call (496) 4514.

There is a clip board with a sheet on it at the information desk for recording any problems with the student printers. If you encounter any problems at all they must be written on these sheets and a supervisor notified. Problems also include how many students are waiting for their jobs to print. Student printers are LLO1 and LLO2.

Stolen/missing property account for two-thirds of Tech's property losses. The other third of the losses were water events that may or may not have been preventable.

Remember that any loss of or damage to campus property must be reported.

Missing Property Some reminders once again to help minimize our property losses –

1. **Lock your spaces** - Use reasonable safeguards to secure your valuables in your office, labs, and vehicles. Lock the door to your office when you are going to class, a meeting, or anytime you will be gone for more than a couple of minutes. If you are on a ground floor, ensure windows are closed and locked at night and on weekends.
2. **Put valuables out of sight** - Do not leave laptops, purses, keys, and other valuable in plain sight where they become easy targets for theft.
3. **Control access** - Some of our losses occurred in labs. Control who has keys and keep labs locked when no one is in them. Do not allow doors to be propped open for easy access.
4. **Lock your vehicle** - Keep vehicles locked and put valuables in the trunk or out of sight; if possible, do not leave valuables in the vehicle at all.
5. **Report anything suspicious** - If you see a suspicious person lurking in the halls or anywhere on campus, report it to Security so they can investigate.
6. **Report property losses and damage** - You must report property losses or property damage to Personnel so a claim can be filed with Risk Management and Tort Defense.

Damaged Property In winter please keep these things in mind -

1. **Close windows** - Do not leave windows open at night or on weekends. Pipes can freeze and burst, causing major building damage.
2. **Be cautious with space heaters** - Only "approved" space heaters are allowed in public buildings. These include the "radiator" type heater that is oil-filled and has no elements, or any other type of heater that doesn't have an exposed element. Space heaters must be turned off when you leave your office for more than a few minutes, and all space heaters must be unplugged at night and on weekends.
3. **Extension cord use** - Extension cords are not allowed as permanent means of wiring as they present a great fire hazard. You can use a power strip for your computer and other electrical items in your office or lab space.

Vehicles

1. All employees who drive on behalf of Montana Tech or other state agencies must complete the vehicle use form which Mary Durkin sends to the campus annually.
2. Employees who drive any of the vehicles with the capacity for more than 7 occupants (including the driver) must complete the Driver Safety for Campuses training.
3. Employees who plan to drive the 15 passenger buses must also complete the hands-on training with Mary Durkin.
4. If you have experienced any kind of accident with a state vehicle, you must complete a defensive driving course (Risk Management rule).

Receipt Book

The rules and regulations that govern the receipt book have come from the State of Montana. Failure to comply by these rules and regulations can be cause for an audit done by the state. Please use extreme care and caution when writing receipts.

Receipts are written for the following:

- ❖ **FINES:** Late fines on study rooms, reserves, DVD's, library books, etc.
- ❖ **FAX:** Faxes are \$2.00 regardless of the number of pages that are sent.
- ❖ **ILL:** Interlibrary Loan charges
- ❖ **COPIES/PRINTING:** Any photocopies that are made on the fax machine or the staff copy machine. Color or black and white.
- ❖ **PROCESSING FEES/LOST BOOKS:** \$10.00 processing fee plus the replacement cost of the book
- ❖ **BCD:** Any printing that is done from the student printers that cash is given instead of using the patron's own digger card. The student printers are LLO1 and LIB2.

Do not accept Canadian money for any reason. Watch out for nickels, dimes and quarters.

Please pay close attention to whether to use copies/printing or BCD accounts. If you are not sure please ask for assistance.

If for any reason you cancel/void a receipt you need to have someone else initial the cancelled/voided receipt. The receipt will then have two sets of initials on it. Yours and the person that witnessed you cancel the receipt. This is a general accounting procedure.

Reference

Please refer all questions about Library materials (what we have/where it's located, etc.) to Reference. If Reference is not available, please take a detailed message or have them use the **"Ask a Librarian"** link on the Library homepage.

If you need a reference person to take a phone call that came in on the information desk phone (4281) please transfer the call to the reference phone at 4282. Do not leave the caller on the information desk phone for an extended amount of time. The **INFORMATION DESK PHONE 4281** has to be available for incoming calls.

Montana Tech MYMTECH | OREDIGGERWEB | TECH SUPPORT | EMAIL | DIRECTORY | A TO Z

LIBRARY HOME | ABOUT US | LIBRARIANS | RESEARCH & CITATIONS | BORROW & REQUEST

MONTANA TECH LIBRARY

Popular Links

- My Account
- Ask a Librarian
- Databases A-Z
- Digital Commons
- Interlibrary Loan
- New Items
- Subject Guides
- Suggest Items

DIGGER SEARCH

SEARCH BOOKS | SEARCH DATABASES A-Z | ASK A LIBRARIAN

CONTACT & HOURS

INFORMATION DESK (406) 496-4281

SUMMER HOURS:

- Monday-Friday: 7:30-4pm
- Saturday & Sunday: CLOSED
- Memorial Day (May 26th): CLOSED
- July 4th: CLOSED

SEARCH OUR COLLECTIONS

- Databases A-Z - Find articles
- Databases by Subject - Articles by subject
- eBooks - Online books
- eJournals - Online journals
- Montana Tech Books - Print and online
- Montana Tech Theses - Online, 1932-present
- WorldCat - Books and more in libraries worldwide
- Google+ - Google+ Account

LIBRARY NEWS

Tweets

creativecommons @creativecommons
The #schoolofopen just got bigger. Find out how to get involved. bit.ly/1yerQd0 @p2pu pic.twitter.com/u7GHC609b t3 Retweeted by Montana Tech Library

Show Photo

Tweet to @mtechlib

Safety

- Always be alert and aware of your surroundings. It is so easy to be distracted by texting, talking, listening to music, etc. that we lose sight of our surroundings.
- Use the buddy system when possible when going to the library, the HPER, computer labs, places off campus, etc., particularly at night.
- Trust your instincts. If you feel uncomfortable in a situation, leave the area as quickly as possible and seek out other people.
- If you see someone who looks suspicious or doesn't belong, notify Security {4357 – HELP} or someone in an office as quickly as possible.
- Try to park in the parking lots that have the best lighting if you are on campus when it is dark – morning or night.
- If you have to go somewhere by yourself, day or night, let someone know where you are going and when you will be back.
- Keep your cell phone with you at all times.
- If you are in an office after hours, be sure to keep your door closed and locked.
- Be aware that you can call Security at 4357 for an escort to your vehicle or other buildings on campus. You can also call BSB Law Enforcement at 497-1130 for an escort off campus.

On another note...

For any accident that occurs on campus, after 911 is called (if that is necessary), campus Security (4357) and EH&S (4463) must also be called. If in doubt, just call.

Shelf Holds

We borrow and lend books through shelf holds to other academic schools in the state of Montana.

When a shelf hold item comes through the mail it must be put on the hold shelf in the circ office. Be sure that there is paperwork with the item.

Do NOT discharge these books in Voyager. Whether the books come in the mail or are returned to the circ desk by a student who borrowed them, you do nothing with them except to put them on the hold shelf.

These books are handled differently than Interlibrary Loans.

Most of the items should come addressed to Frances. If there is not any paper work leave the item in the envelope/box that it came in.

Record the postage amount in the Excel spreadsheet on the student computer.

SHELVING

Each student is assigned a section of shelves upstairs that they are responsible for keeping in order and clean.

When a shelf becomes too crowded and you need to move some items around please check with Karissa before moving any items.

If you find a broken shelf you need to report to Karissa. Do NOT try to just hold the shelf up with books.

You are responsible for your section so make sure you do quality work so when the shelves are checked everybody is satisfied with the outcome.

If you find items in your section that don't belong bring them to the information desk and check the status of the item in Voyager.

When you put any items away please pay extra attention to detail. Be sure the item is in the proper location or we may never find it again.

Library Student Employee Guidelines

Welcome to Montana Tech Library. We hope your participation as a student employee will be enjoyable and educational. Your work here will help you become familiar with the Montana Tech Library and with library procedures in general.

Probation Period and Evaluations

You will be on probation the first four (4) weeks of employment in the Montana Tech Library.

You will be expected to:

- ❖ Learn all policies and procedures of the Montana Tech Library
- ❖ Learn what equipment is available and how to properly use it

Scheduling

- ❖ Employment is by semester. Individual hours are assigned in accordance with class schedules.
- ❖ Employees are expected to be consistently dependable, prompt, and reliable in attendance.
- ❖ Employees must sign in and out each work period and must work their scheduled hours.
- ❖ Notify Frances and/or your immediate supervisor of any planned schedule changes immediately.
- ❖ Emergency absence (illness, death in the family). Contact the supervisor **BEFORE** you miss your shift (**homework is not an emergency**). The information desk phone number is: **496-4281**. Program this phone number into your cell phone so you have it available in case of an emergency.

Student Duties

- ❖ Students are expected to assist staff in completing routine tasks and special projects as assigned.
- ❖ Student work assignments may vary depending on the needs of Montana Tech Library as a whole.
- ❖ Each assigned tasks should be completed as effectively, efficiently, and completely as possible.
- ❖ The most important part of your job here in the library is to be at the front desk and **pay attention** to the patrons. **NEVER leave the front desk unattended!**

Policies

- ❖ Student employees are subject to work policies as presented in the Montana Tech Library Student Employee Handbook
- ❖ A student may terminate employment by giving at least two weeks written notice.
- ❖ A student may be terminated from employment at the library for not following any of the policies and procedures set forth by the Montana Tech Library.
- ❖ Telephones, computers, and other equipment and supplies are for **business use only**.
- ❖ All equipment and supplies in the library are owned by the State of Montana. Taking any equipment and/or supplies from the library is considered stealing. Stealing could result in termination of your employment on the Montana Tech Campus and/or prosecution.
- ❖ Doing your homework while at the desk is a **PRIVILEGE**—not a scheduled event—and allowed with the Supervisor's permission only after all Library tasks are complete. Any abuse of this privilege will result in the suspension of this privilege during your assigned working hours!

CONFIDENTIALITY

Libraries fall under strict Federal confidentiality laws. We **DO NOT** provide ANY personal information about our patrons, students, or staff member or the library materials a patron uses. Refer any such requests to a supervisor.

Student Signature _____ Date: _____

STUDENT JOB DUTIES

Your Number one job is to be here at the desk and alert

Clock in

Check paper in printer

Check paper in metal cabinet – if down to last row order more paper

Have 3 packages of paper at desk for student printers

Check student work desk area

Check your Tech email

Are there books on the return shelf to take care of?

What you do today affects what happens next semester

Work first –homework second

If you are doing homework and a staff member or patron approaches they come before homework


If I ever hear or see that you have put someone off while doing personal things, that is considered grounds for dismissal – you have just been issued your first warning

Cell phones are prohibited unless you have permission to have them out

Visiting with friends – tell your friends you will talk with them when your shift is over

PAY ATTENTION!!!

Study room keys must be sensitized and hung back on the hooks facing forward and in the correct order. Do NOT hang keys backwards or in the wrong location.

DVD: When you put the disks away put them FACING UP  and facing forward

Put the discs in alphabetical order

Remove the due date sticker from the front of the DVD case

Study Room Dry Erase Walls and Boards

Study rooms 211 and 212 now have two walls painted with dry erase paint, so instead of using the small white boards that used to be in there you now have two full walls to use as white boards.

Room 211 has the south and east walls painted making them dry erase walls.

Room 212 has the north and east walls painted making them dry erase walls.

- ✚ Use only EXPO dry erase markers.
- ✚ Do not use any permanent markers as they will damage the coating.
- ✚ Do not use any liquids on the dry erase walls.
- ✚ Do not use paper towels or Kleenex on the dry erase walls
- ✚ Do not wipe the surface of the dry erase walls with anything other than the dry erase erasers provided in the study room check out box.
- ✚ Special cleaner and cloths need to be used. Notify the information desk if the walls need to be cleaned and we will clean them for you.
- ✚ When you first check out the study room check the walls for any existing damage. If you find any damage report it immediately at the information desk.
- ✚ If you damage the walls you will be charged **\$500.00** to get them repainted.

Your co-operation in keeping these dry erase walls in good shape is appreciated!

Study Room Dry Erase Walls and Boards

APPLY EXPO CLEANER TO CLOTH NOT DIRECTLY ON WALLS.

Clean both walls from top to bottom and side to side.

Clean white boards from top to bottom and side to side.

Do not leave any area not cleaned.

Check carefully for any damage to both the dry erase walls and the painted walls.

Do not use abrasive cleaners or removers on the walls or whiteboards.

Never use water on the white boards or white walls.

Clean erasers often.

Study Room

Procedures and Rules

- ❖ Report any damage immediately to the Information Desk. If any damage is discovered after your use, you may be held responsible.
- ❖ Reservations can be made by calling the Information Desk (496-4281) or by signing-up in person at the Information Desk.
- ❖ Reservations may be made 24 hours in advance. Study rooms are available from the opening of the library until **15 minutes before closing**.
- ❖ Study room reservations will be forfeited if the key has not been checked out within **15 minutes** of the reserved timeslot.
- ❖ To allow all users equal access to study rooms, reserving of rooms for more than a 2-hour period is not allowed. Renewals are allowed as long as the next available timeslot is open.
- ❖ Study room fines will begin to accumulate as soon as you have missed the check in time by one second. Replacement costs for a key that has not been returned will be billed to the person who checked out the key in the amount of \$65.00 plus a \$10.00 processing fee.
- ❖ Three fines incurred in one semester will result in the suspension of your study room privileges.
- ❖ The library assumes **no** responsibility for personal property left in the study room at any time.
- ❖ Upon arriving to use the room, one person must check out the door key. **This key may not leave the library at any time for any reason!** The same person must also lock the room and return (check in) the key to the Information Desk when done.
- ❖ You may not leave the study room unattended when it is checked out to you.
- ❖ Violation of any of these procedures and rules could result in suspension of study room privileges!

Please Read!

Study Rooms

Check in procedure

- Make sure all items are returned with box – TV remote, keyboard, mouse, mouse pad, batteries, markers and eraser
- check to make sure keys on keyboard are facing the plastic (not the string)
- turn off keyboard and mouse
- **Sensitize** the room key before hanging it back up.
- **check study room after each use**

Closing procedure

- turn off computer and monitor in all study rooms
- check white board and clean if necessary
- check all totes to make sure keyboard and mouse are off

Study room procedures

- Make sure that you are familiar with the study room procedures and rules.
- Study rooms should be checked after each use.
- The white boards need to be cleaned at least once a day

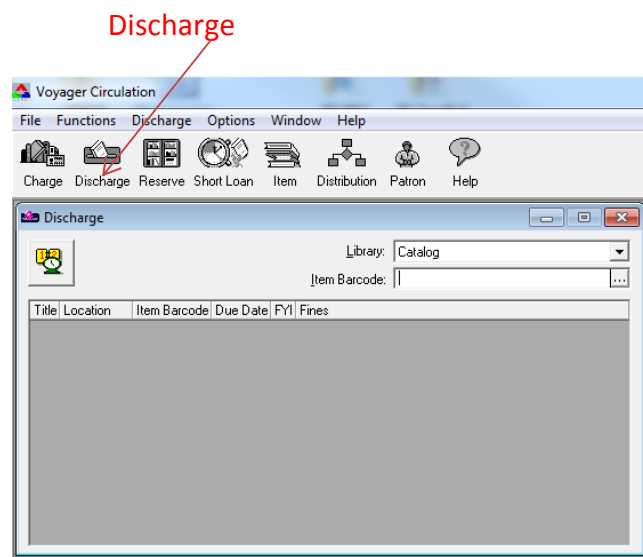
STUDY ROOMS AND RESERVES

Discharge all study rooms and reserves then charge them back out to the patron.

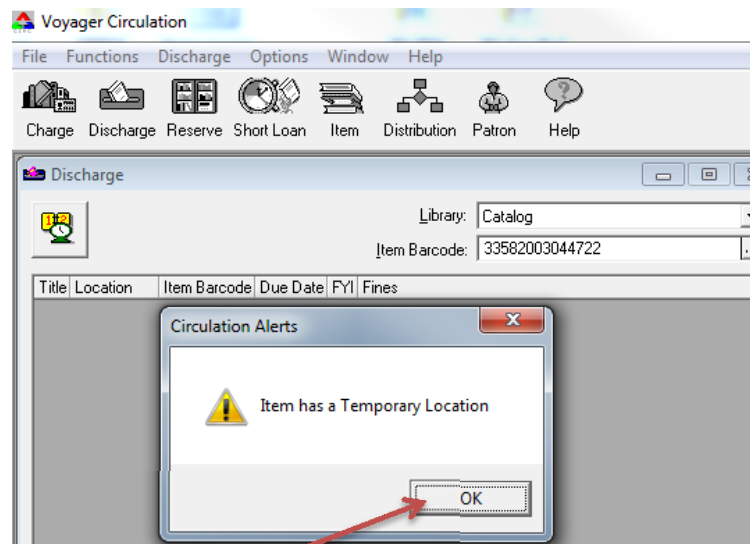
Do not just renew.

In Voyager follow the steps below.

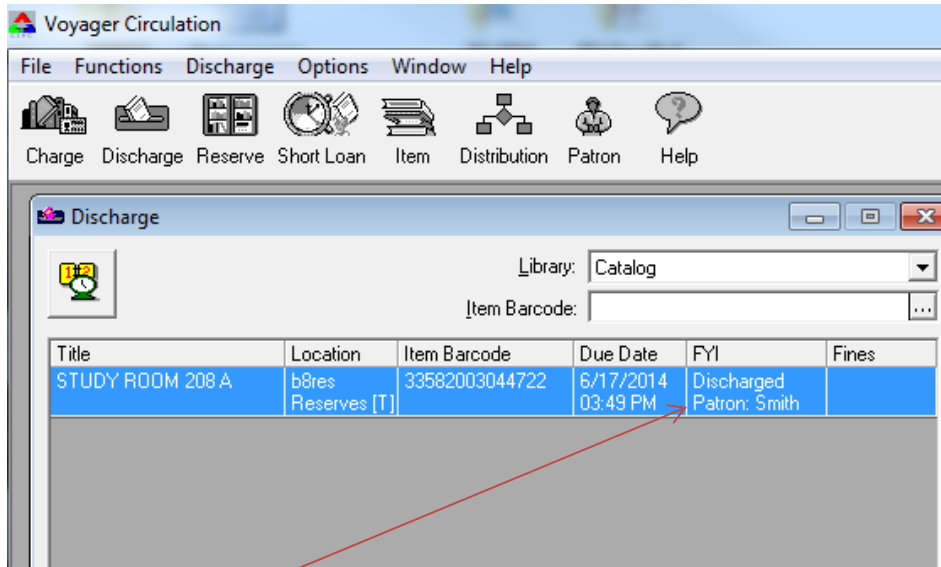
SELECT:



Pay attention to circulation alerts (pop-ups)

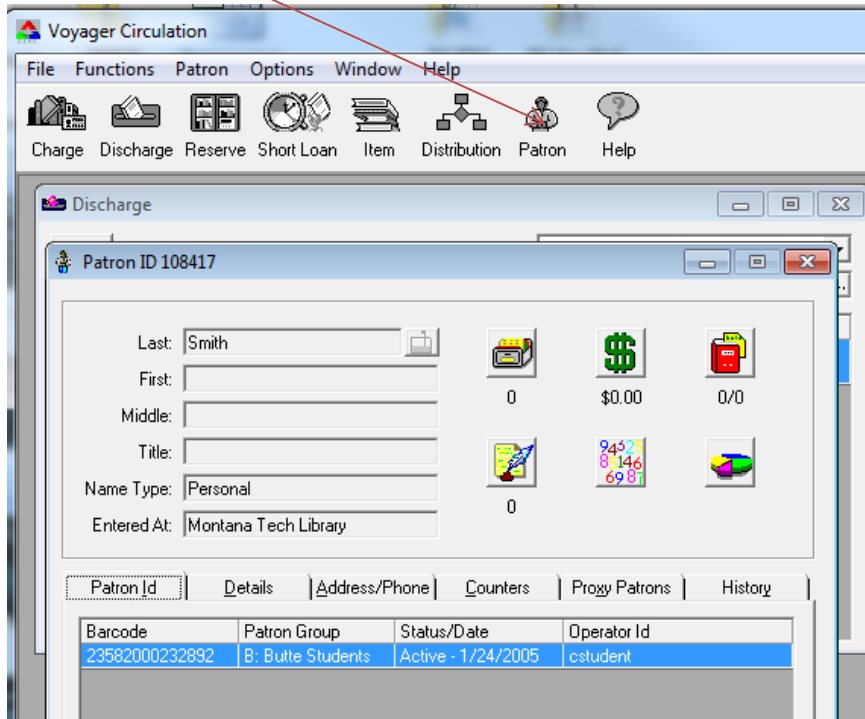


Enter OK

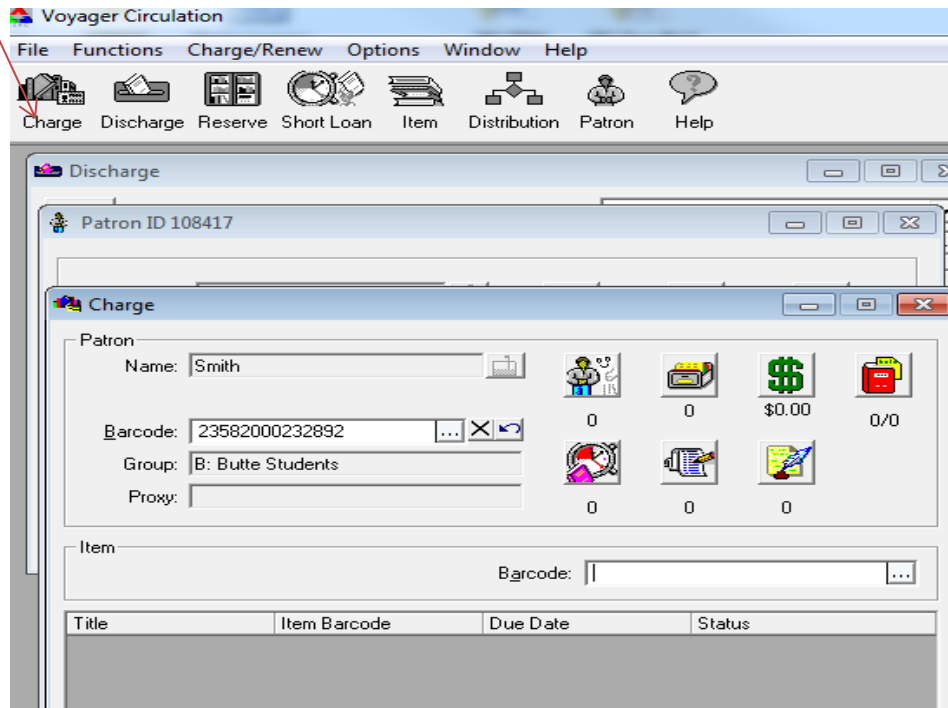


PATRON

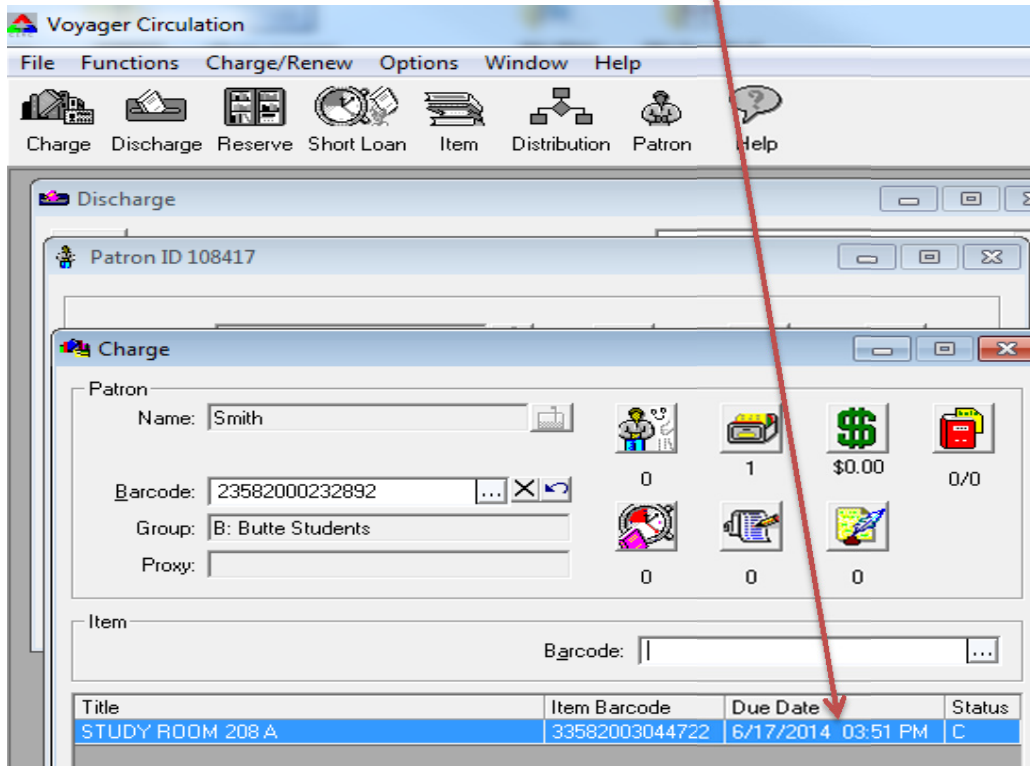
PATRON ICON



CHARGE ICON



TELL PATRON TIME RESERVE/STUDY ROOM DUE BACK



TIME CARDS ARE DUE ON 18TH OF EACH MONTH

Time Card Procedure

At the beginning at each shift be sure to stamp your time card using the time clock

When your shift is finished clock out and have the supervisor on shift date and initial your time card

Timecards are due on the 18th of each month, they must be filled out no later than the 18th
(If you work on the 18th, it should be included on the timecard).

Sign your time card and be sure your student ID number is on your card

Leave your time card in your folder to be collected.

You will be paid on the 1st of each month. Your paycheck will be available on the 1st of the month at the business office unless you signed up for automatic deposits.

You will need your ID to pick up your paycheck.



Voyager Blocked Items

Date	Title	Barcode	Fee/Posting Type	Fee	Posting	Balance	Location
10/8/2012 11:06 AM	211 KEYBOARD & MOUSE	33582003043872	Overdue	\$3.00		\$3.00	Montana Tech Library

Total fines displayed \$3.00
Total Due \$3.00

Charge Date: 10/7/2012 08:10 PM Operator: [redacted]
Due Date: 10/8/2012 08:41 AM Location: Montana Tech Library
Discharge Date: 10/8/2012 11:06 AM
Notice Sent:

This shows what item was overdue, the time the item was charged, the due date, and the time the item was discharged.

Item Blocks and Information

Title: 211 KEYBOARD & MOUSE
Barcode: 33582003043872

Item Blocked due to...
<No Item Blocks>

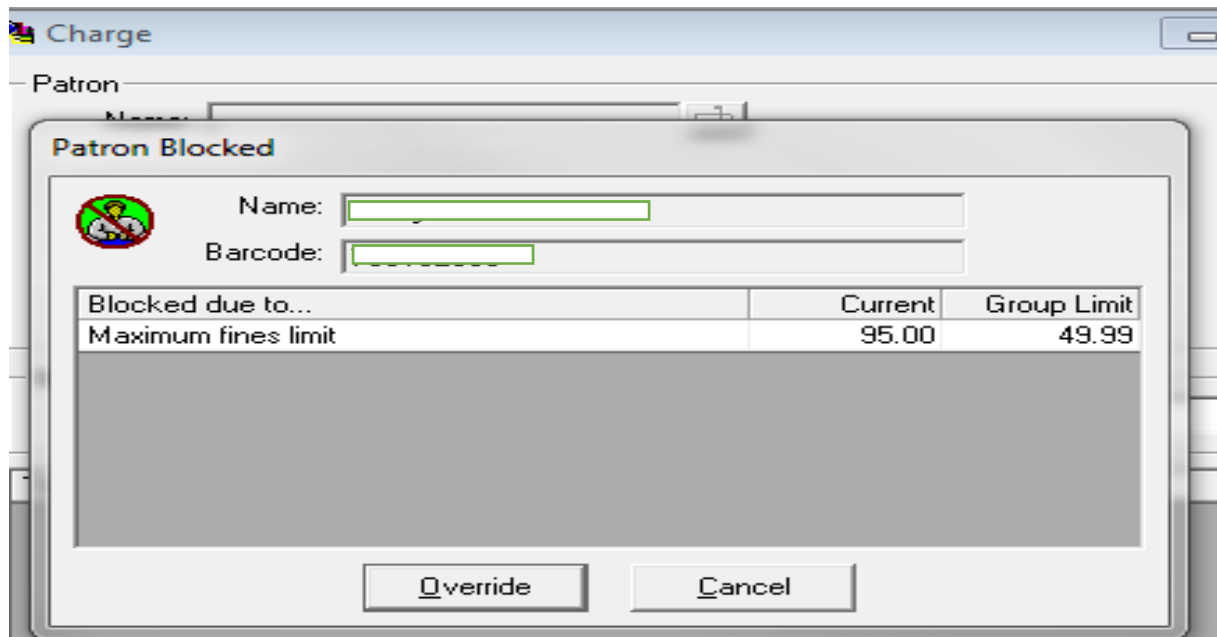
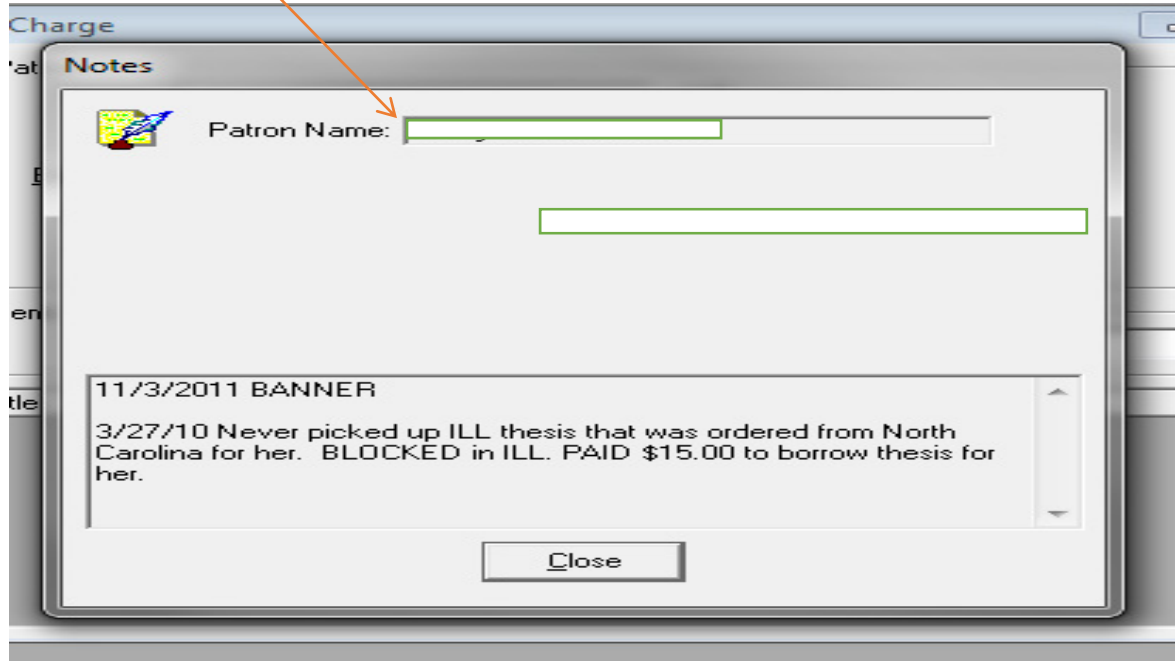
Item Information
Item is charged to another patron.
Item will be discharged before charging out to this patron.

When trying to check out an item that is already checked out to another patron you will see this pop-up. This usually happens when the item was returned and NOT checked in.

If you are uncertain what a pop-up is indicating please **ASK** the supervisor.

Voyager Blocked Patron

There also pop-ups that will show when charging items that there is something in the patron record that you should pay attention to. This one is for a note in the patron record.

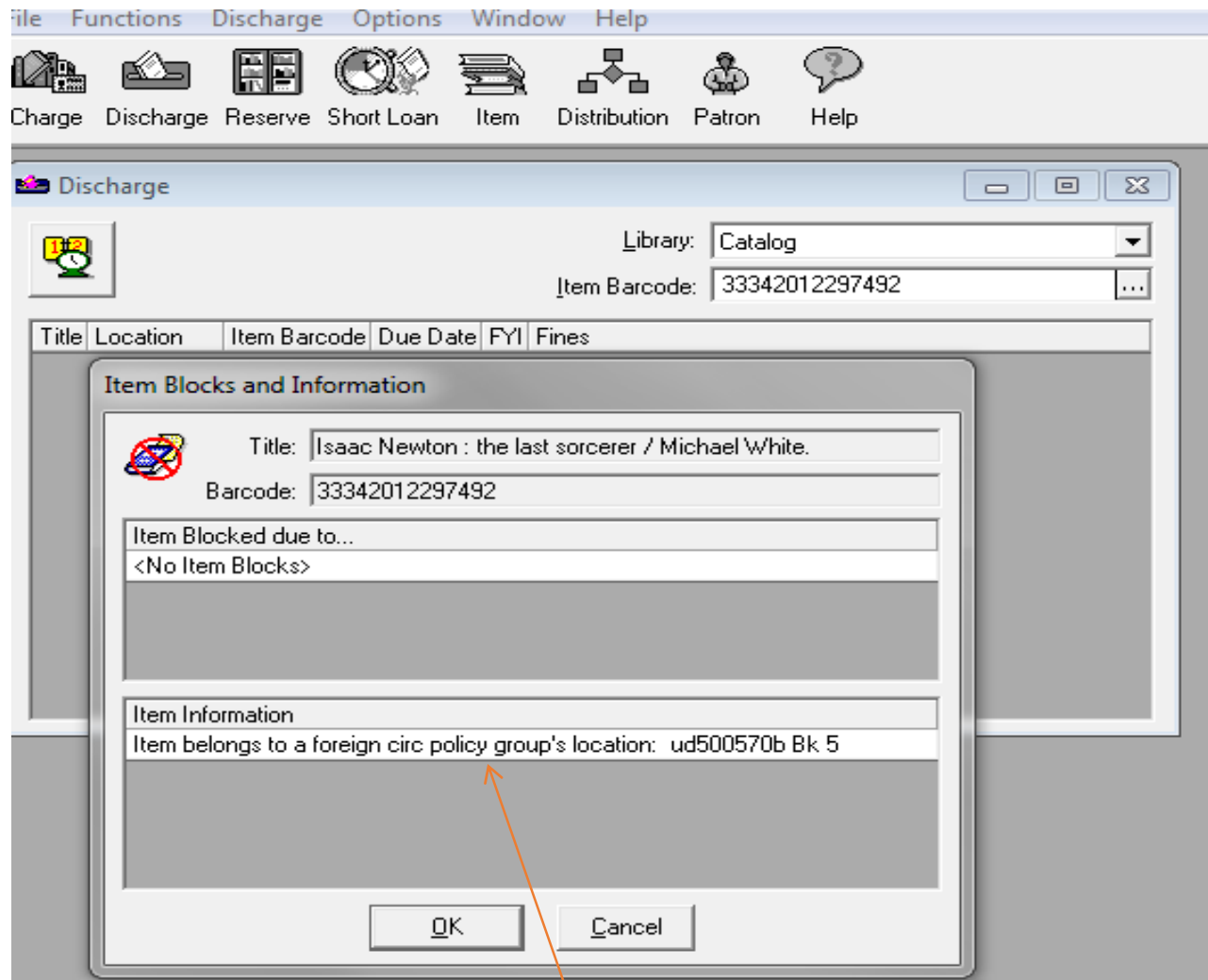


The patron is blocked for fines.

Voyager Foreign Item

If you try to check in an item that does not belong to the Montana Tech Library you will bring up the pop-up displayed below.

Cancel this transaction and find out if the book is a shelf hold or an Interlibrary Loan.



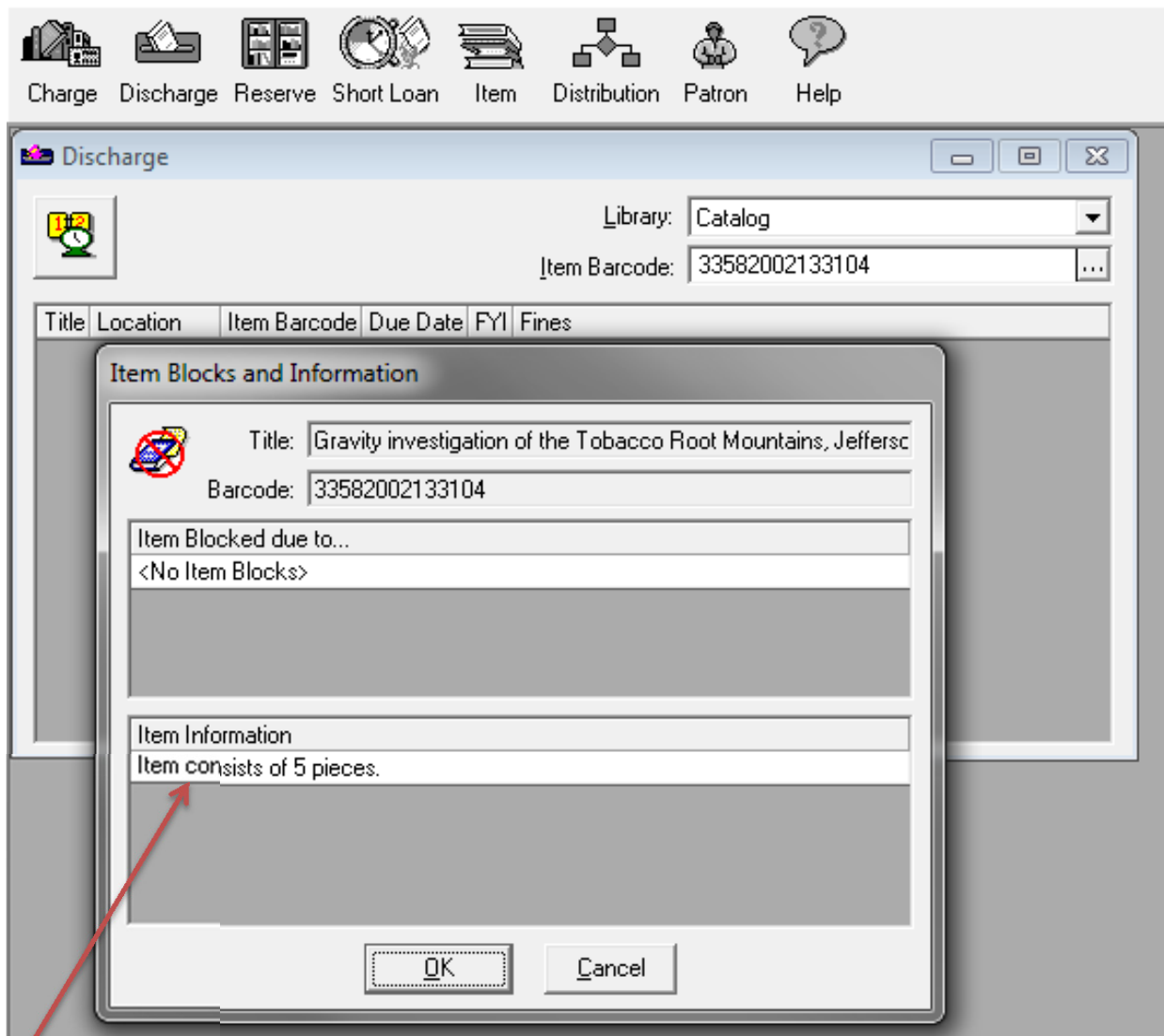
This item does not belong to Montana Tech.

Voyager Pop-Ups

Always pay close attention to the pop-ups in Voyager when you are charging (Checking Out to a patron) or discharging (Checking In from the patron) library items.

If you proceed without indicating "OK" or "CANCEL" the items could be missed being charged or discharged.

I will be able to check on the date and the time that the transactions occurred so I can pin point which student worker was on shift at that particular time.



There are extra items with this book. There is a pocket in the back of the book that contains maps. Count to be sure that there are 5 maps. If there are not 5 maps notify the supervisor immediately.

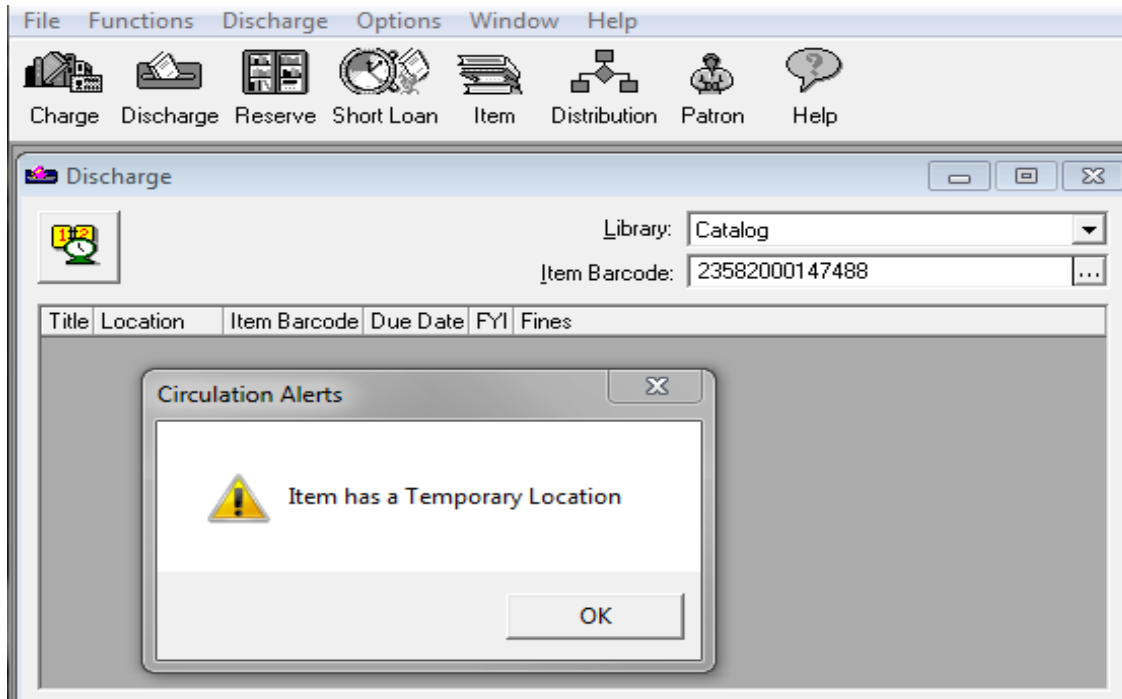
Voyager Stop Sign

The screenshot shows the 'Charge' window in the Voyager library system. The window has a menu bar with icons for Charge, Discharge, Reserve, Short Loan, Item, Distribution, Patron, and Help. Below the menu bar, there are input fields for Patron Name, Barcode, Group (B: Butte Graduate), and Proxy. To the right of these fields are several icons representing different types of charges or items, with numerical values below them: a book icon with '1', a dollar sign icon with '\$95.00', a red book icon with '0/0', a clock icon with '0', a notepad icon with '0', and a yellow book icon with '1'. Below the input fields is an 'Item' section with a 'Barcode:' label and a text box containing a red stop sign icon. At the bottom of the window is a table with columns for Title, Item Barcode, Due Date, and Status.

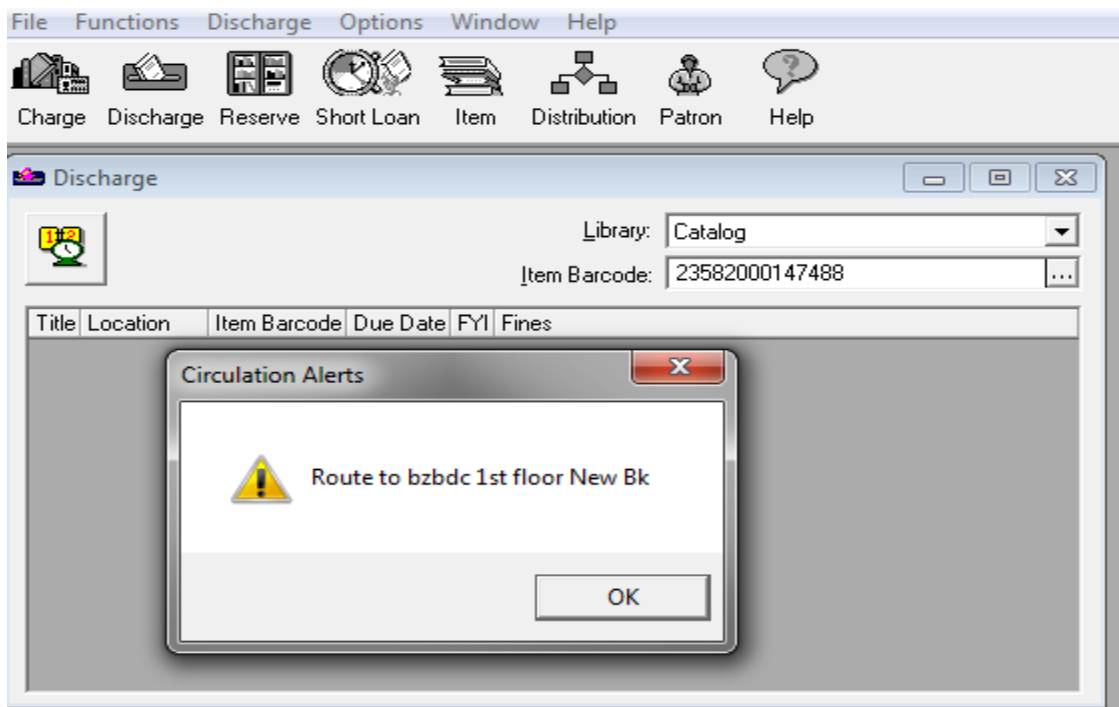
The stop sign shows that this patron can't use any more items from the library. Their account is blocked.

This screenshot shows the same 'Charge' window as above, but with a 'Circulation Alerts' dialog box overlaid on top. The dialog box has a yellow warning triangle icon and the text 'Patron has fines / fees / demerits.' with an 'OK' button at the bottom. The background window shows the same menu bar and input fields, but the numerical values for the icons are different: the book icon is '0', the dollar sign icon is '\$3.00', the red book icon is '0/0', the clock icon is '0', the notepad icon is '0', and the yellow book icon is '1'. The 'Item' section and table at the bottom are also visible.

Voyager Temporary Location



This item does not go to the normal location where it would be kept.



This is the temporary location where this item would be put at.

Withdrawing/graduating from Tech

When a students, staff, or faculty bring in paperwork to have signed that they are either withdrawing or graduating from Tech give the paperwork to Frances or the staff member currently at the information desk.



QUESTIONS JUST **ASK!**