

Week 1 - Circulation Scenario

- Bio-Medical Public Service Desk - 2nd Floor

Any problems call Jerrie Bayer at 624-8530 or Steve Llewellyn at 5-7940

Bio-Medical: Bound journals are on floors 2 & 3
Books are on floor 4

Background

The Public Service desk provides checkout services to customers with active library accounts associated with their U Cards. Items for customers to pick up are kept on "Hold Shelves" behind the Public Service desk.

Set Up

2 library items to check out

U card with an associated library account

Hold placed on a book with a pickup location other than Bio-Med

Return items when done

Scenario

- Approach the Public Service desk with 2 items to check out, 1 book and 1 bound journal.
- 1 book and 1 journal will check out normally, but for different periods of time. See if the service provider notices the differing due dates of the book and the journal and mentions it to you.
- After checking out the items, tell the service desk provider you requested a book and want to know if it has come in yet. When an item on hold is available the user receives a confirming email. If asked about receiving an email, tell them you haven't had time to check. The circulation computer will show that you do have an item waiting for you to pick up from the "hold shelf" at another library on campus. See if the service provider explains this concept to you understandably.
- Ask where you should return items.
- When done at the Public Service desk, stand around the area looking lost (intently looking at signs, puzzled look on your face). See if the service provider asks if they can help you.
- Ask for directions to another service point/another library so you can meet someone.
 - If there is 1 service provider at the desk, see if they just point or if they provide you with a map/detailed directions.
 - If there are 2 service providers at the desk, see if they offer to walk with you to get you started in the right direction.

Secret Shopper Checklist

Library: Bio-Med

Service Point: 2nd Floor

Day:

Date:

Time: (please indicate am or pm)

Name of Service Provider (if known, or description if not known):

- Make eye contact and smile or otherwise acknowledge when users approach the service point.
- Greet approaching users, (i.e. "Hello, how may I help you?").
- Wear Library Staff nametag. Nametags can be customized to contain full name, first name only, or say generically, Library Staff.
- Wear non-offensive, appropriate clothing (i.e. no profanities on t-shirts, no tube tops) when working.
- Do not use offensive language.
- Respect users as humans and not as interruptions, and treat them accordingly.
- When assisting users, ask if the user found everything all right.
- Provide users with explanations of library policies/procedures, (i.e. what a hold is, explanation of differing due dates or due times, what/where MLAC is).
- When giving directions, supply user with campus or building maps or detailed directions instead of just pointing or saying something general (i.e. that's on St. Paul campus). If possible, offer to walk with users to get them started.
- Approach users who appear in need of assistance.

Comments/notes: