

# MakerSpace Assistant Training Checklist

---

## Day 1: Library Basics

- New hire paperwork
- Basic information:
  - Schedule
  - Calling in (phone list)
  - Keeping in contact with your supervisor
- Dress code
- Library tour

## Emergency Procedures

- Snow days (library number, ext. 400)
- Tornado
- Fire
- Alarm
- Problem patron behavior
- Emergency Red Binder

## Day 2: MakerSpace Introduction

- MS Manual
- Philosophy
- Overview of components and stations
- Opening and Closing procedures

## Day 3: The Teen Collection

- What is YA/Teen Fiction?
- Reader's Advisory

## Week 2: Reference Desk Training

- Phones
  - Answering
  - Transferring calls
- Copier
  - Copy key
  - Refilling paper

- Patron computers
  - How to make a reservation
  - What types of help we provide
  - DO NOT get any personal information from a patron, including addresses, log ins or passwords.
  - Helping patrons print
- Polaris
  - How to search for a book by author or title
  - How to determine if an item is in and available
  - How to place a hold
- Microfilm
- ILL
  - Filling out forms
  - Telling patrons about \$1.00 fee
- Problem patron training

### **Working with Teens Training**

- Patron confidentiality
- Interacting with parents
- Acceptable behavior
- The idea of the library as a “safe space”
- Importance of diversity and tolerance
- Maintaining appropriate professional boundaries
- Social media
- Local help organizations and suicide hotline

### **Things To Do While in MakerSpace and It’s Not Busy:**

- Read through the MakerSpace Manual
- Explore library’s website
- Become familiar with library policies
- Read the following chapters in The Whole Library Handbook: Teen Services
  - Fast Facts for Librarians about the Teenage Brain (page 6)
  - Teen Development: The 40 Developmental Assets (page 7)
  - What Does Customer Services to Teens Look Like (page 20)
  - Friend, Advisory, Enforcer, Professional: Relating to Teens as a YA Librarian (page 23)

# MakerSpace Assistant Training Checklist

---

**Name:**

**Training Dates:**

**Comments:**

**Future Action Items:**

Please note, library policies are in the process of being updated

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_