

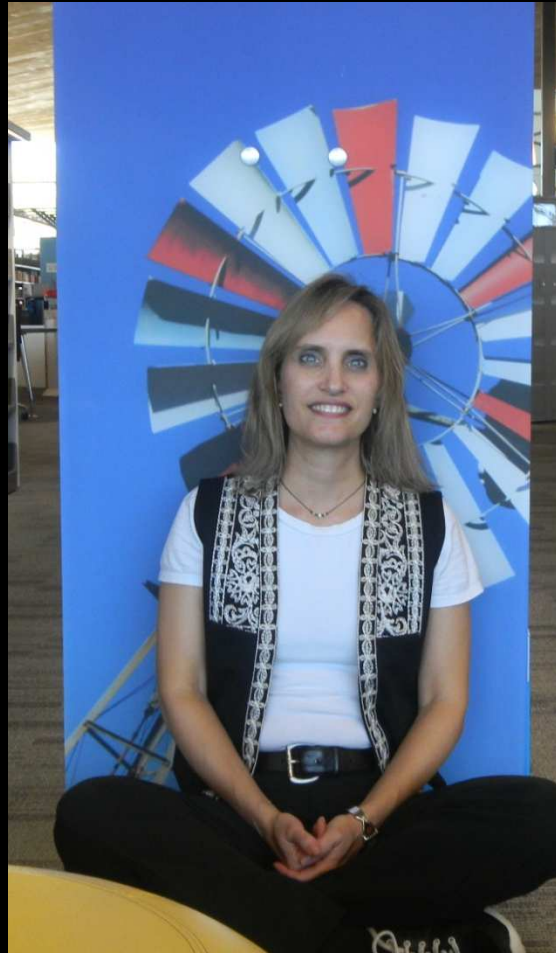
*It's a bird!*

*It's a plane!*

*It's...*

*Supervolunteers!*

# *Rondia Banks:*



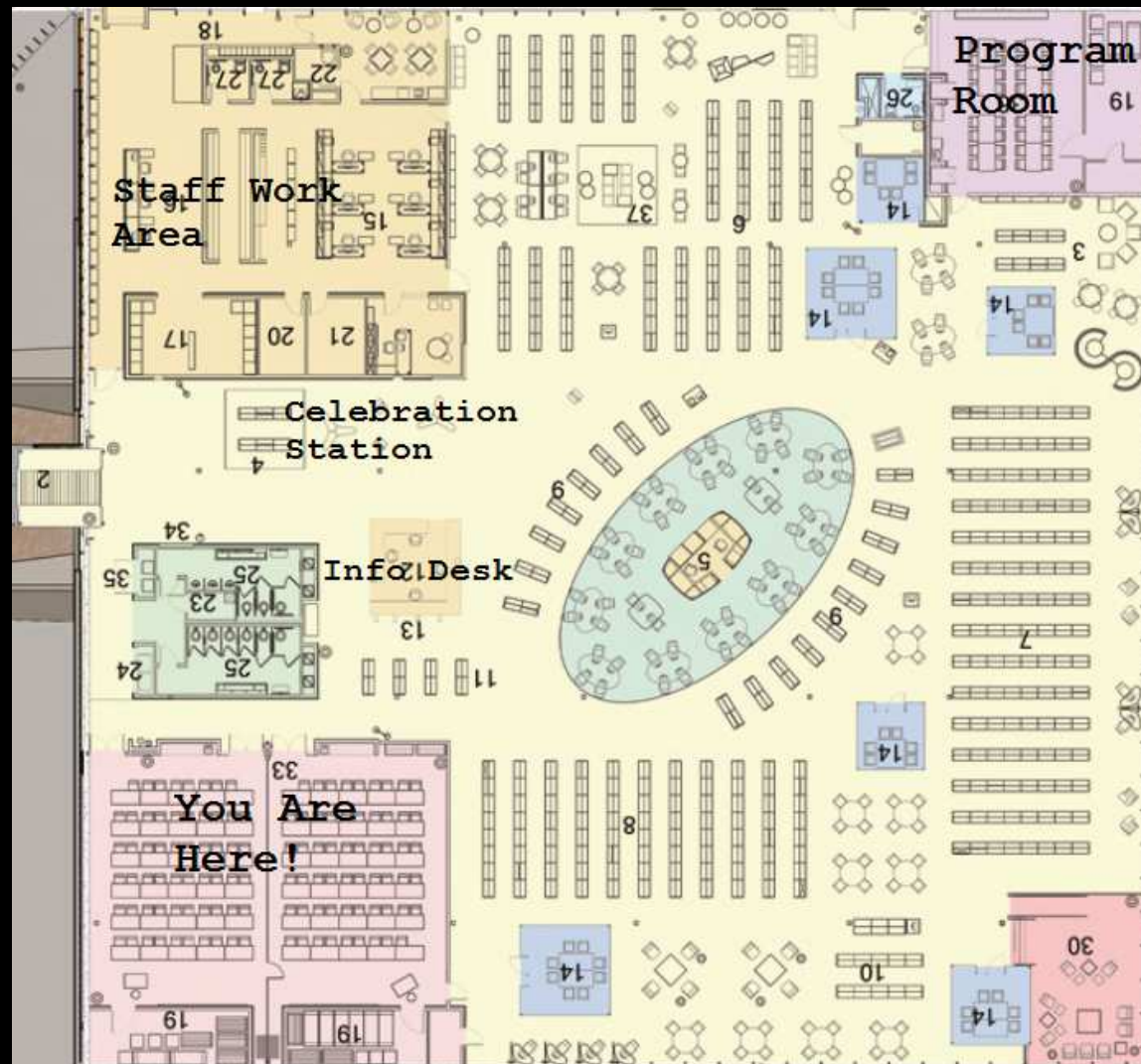
*Noel Meyer:*



# Expectations

- It is vital that you **adhere to your volunteer schedule** to ensure that programs are ready for customers to enjoy.
- Remember, you are a role model for young customers. **Kind, courteous, and dutiful** volunteers reflect positively on the library.
- Your **attendance and attentiveness to customers** reflect the library's dedication to the community.

# Library Tour



# *Customer Service*

- *Be Positive and Proactive!*
- *Instead of “I don’t know,” try “Let me find out!”*
- *Use the buddy system!*

*Summer Reading*  
*2015*



# Summer Reading Website

- <https://metrolibrarysr.evanced.info/pwlogin.asp>
- <http://www.metrolibrary.org/summerreading/>

# *Who can participate?*

- *Early Childhood- Birth to Pre-K*
- *Children- Kindergarten to 6<sup>th</sup> grade*
- *Teens- 7<sup>th</sup> grade to 12<sup>th</sup> grade*
- *Adults- 12<sup>th</sup> grade and up*

# *Logging in*

- *Username: NWvolunteer*
- *Password: volunteer*

*How can they sign up?*

➤ *Individual* – Those who want to sign up and participate all by themselves

# *How can they sign up?*

- **Groups** - A group is maintained under a single account and goals are met collectively—for example, if there are ten people in the group, the group needs to have read three hundred 20 minute sessions to reach goal one. There is no way to keep track which of the ten group members read and which didn't.

# *How can they sign up?*

- *Families* - Multiple family members maintained by the primary account holder under a single account with one user name and password. Progress is recorded individually and goals are met independently.

# What does the website look like?

The screenshot shows a web browser window with the address bar displaying `http://metrolibrarysr.evanced.info/programregmain.asp?ReturnPage=homepage.asp?Prog`. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for Intranet, Staff Cat, MLS.org, Webmail, Circ Docs, Maps, Digital Downloads, Metro..., Wiki, Damaged Missing Form, USPS, News9 Radar, EASY Simulations Registra..., and GoodReads. The registration form itself is titled "Kevin Cook Registration In..." and contains the following fields and options:

- \* Language: English (dropdown)
- \* User Name: Ha! Great User Name!
- \* First Name: Friendly
- Middle Name: Neighborhood
- \* Last Name: Customer
- \* Library Most Visited: Northwest Library (dropdown)
- \* Age Range: (dropdown)
- \* Why did you sign up for Summer Reading?: Earn Incentives (dropdown)
- Library Card: 123456
- Gender: M (dropdown)
- Phone Number: (405) 606 - 3580
- Email: thisistotallyarealemail@pitz.com (with a clear button)
- Would you like reading lists to be emailed to you?: Staff Picks (dropdown) If yes, select a topic and we'll email you titles to check out this summer.
- What radio & TV stations do you enjoy?: (text area)
- Would you like information on how to support your library?: Yes ☐ No ☒

At the bottom of the form are three buttons: Change Password, Back, and Save. The browser's status bar at the bottom right shows a magnifying glass icon and 100% zoom.

## Summer Reader Staff Home Page

Home System Maintenance Reports About Messages Logoff: Staff-Level User

**Search All Programs**

Last Name

First Name

Include Unregistered Patrons ☒

Include Members ☐

Text Searching

Begins With ☐ Any Part ☐

Program		Registrants	Quantity
Early Childhood (Birth to PreK)		131	673.25 20 Minute Sessions
Children (Grades K - 6)		118	340.25 20 Minute Sessions
Teen (Grades 7 - 12)		126	606.5 20 Minute Sessions
Adult (Everyone Else)		390	214194.08 20 Minute Sessions
Group Registration		11337	100958 20 Minute Sessions

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3



**Search This Program**

Last Name:

First Name:

☐ Include Members

Text Searching: ☐ Begins With ☒ Any Part

Manage		First Name	Last Name	Group Name	Quantity (20 Minute Sessions)	Prizes Received	Prize Eligibility	Delete
  		Sarah	Abbasi		4.5	0	0	
  	  	Teeny	Ageland		35	0	1	
  		Cha Cha	Attalla		1	0	0	
  		Teen	Austin-Munden		4	0	0	
  		Lexie	Balou		2	0	0	
  		Tyler	Boney		0	0	0	
  		Britney	Barnard		4	0	0	
  		Jack	Bauer		0	0	0	
  		Dewey	Beach		3	0	0	
  		Phineas	Bedford		2	0	0	
Sort by Last Name    ▾ Asc ▾								

Sort By Last Name

Asc

Prev

Display 10

Page 1

of 13 (124 Records)

Next

Register Patron

Delete

7

# Awarding Incentives

Evanced  
XXXXX

Adult (Everyone Else) --> Andrew Soliven


Prize Management

Close

Help

Adult (Everyone Else)

Log Quantity: 40 20 Minute Sessions

Prize Level	Logging Level	Prize	Prizes Received	Prize Eligibility
1	30+ 20 Minute Sessions	Adult Goal 1 Incentive Pack	0	1  <div>more</div>

Award All Prizes

Close

Evanced  
XXXXX

Adult (Everyone Else) --> Andrew Soliven

Prize Management

Close

Help

Adult (Everyone Else)

Log Quantity: 40 20 Minute Sessions

Prize Level	Logging Level	Prize	Prizes Received	Prize Eligibility
1	30+ 20 Minute Sessions	Adult Goal 1 Incentive Pack	1 	0

Clear All Prizes

Close



**Customer** - View customer account information, reset password, and add or update their personal account information. If the icon is green it means this customer is the primary account holder. If the icon is in red, it means the customer was signed up as part of a family and is not the primary account holder.

**Log** - View and edit the customer reading log.

**Review** - Add a review on behalf of the customer. Only certain programs will have the Review option.

**Incentives** - Award incentives for the completion of Goal 1 or Goal 2.

**Transfer** - Move the customer to the right summer reading program. This is useful if a customer accidentally registers for the wrong program but would like to participate in the correct program.

**Family Account** - This icon signifies that a customer is the primary account holder for a family account. This will only be visible for those who have signed up with a family account.

Now, onto  
the *fun*  
stuff!

# *Celebration Station!*

- *This is where we'll be  
awarding prizes for Summer  
Reading 2015*
- *Remember to remain  
enthusiastic while helping  
customers with this process*

# Celebration Station!

- This year, library customers will be able to *transform into superheroes* and have their picture taken
- If they want their picture to be *public*, they'll have to *sign a waiver*
- Customers are welcome to dress up and take a picture *with their own device*

# *Sidekick Programs!*

➤ *Coloring*

➤ *Bookmarks*

➤ *Costumes*

➤ *Sensory Buckets*

➤ *Superhero Academy*

# Reminders

- Volunteering is a *No Phone Zone!*
- Volunteers are *vital!*
- Customers come *first!*