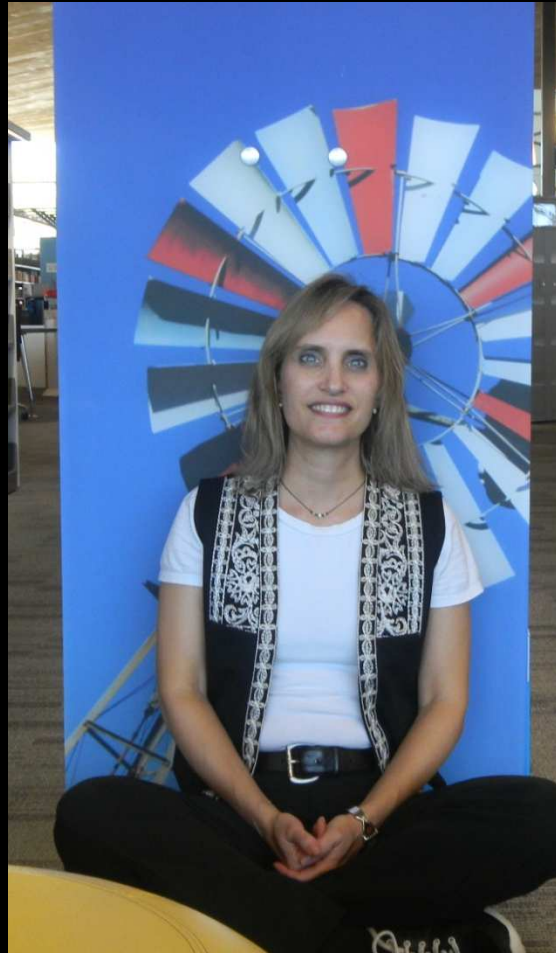It's a bird!

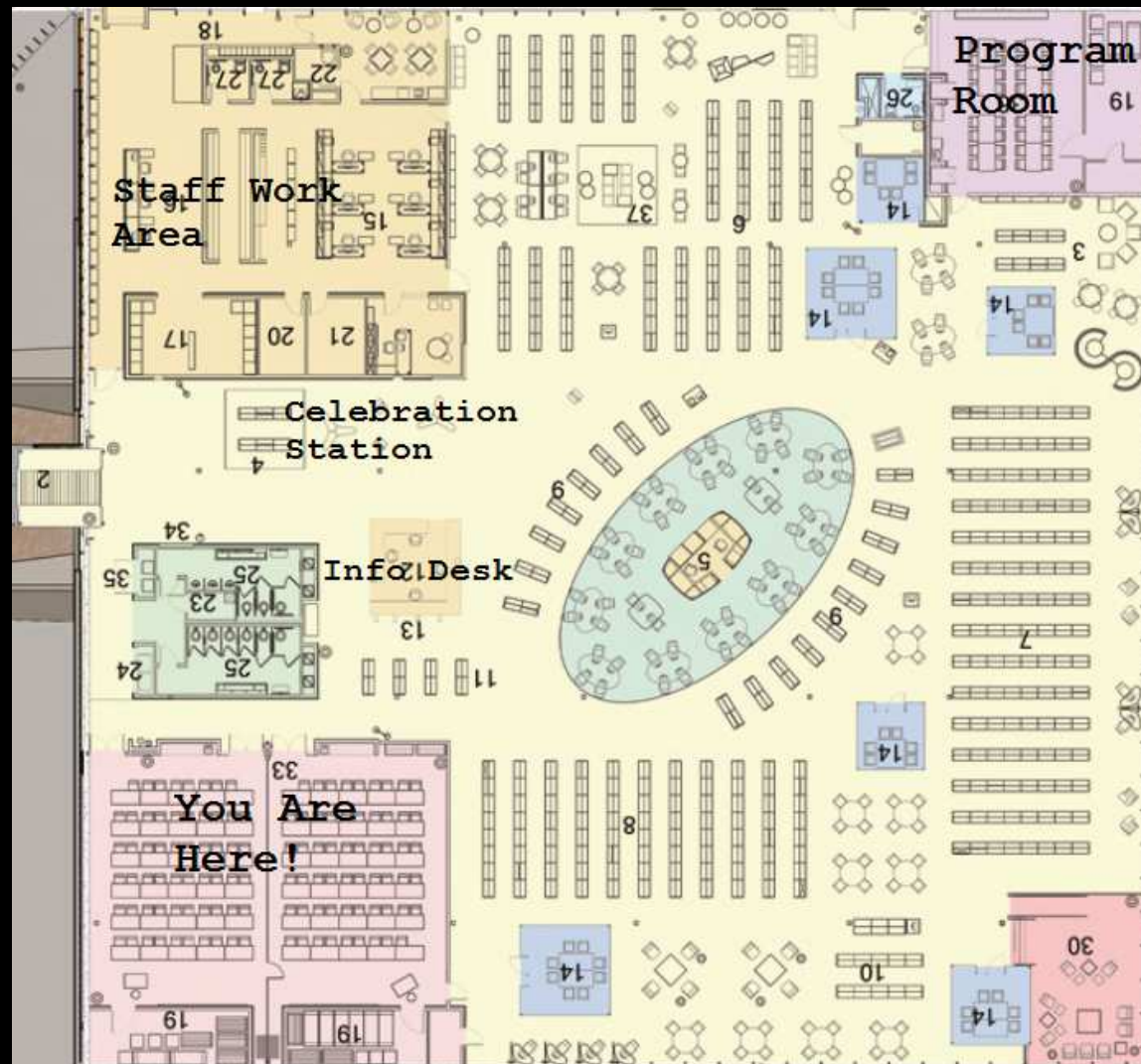It's a plane!

It's...

Supervolunteers!

Rondia Banks:

Noel Meyer:

Expecations

➢ 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.

LibraryTour

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 6th grade

➢ **Teens-** 7th grade to 12th grade

➢ **Adults-** 12th 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?

Summer Reader Staff Home Page

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

1

2

Search All Programs

Last Name

First Name

Include Unregistered Patrons ☑

Include Members ☐

Text Searching

Begins With ⦿   Any Part ○

Go   Clear

Advanced Search

3

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

Evanced Teen (Grades 7 - 12)
XXXXX

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

Teen (Grades 7 - 12)

Search This Program

Last Name

First Name

Include Members ☐

Text Searching
Begins With ◉   Any Part ○

[Go] [Clear]

[Advanced Search]

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-Murden		4	0	0	☐
	Lexie	Balou		2	0	0	☐
	Tyler	Baney		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 ▾   (124 Records)

Display 10 ▾   Page 1 of 13

[Prev]   [Next]

[Register Patron]   [Delete]

1   2   3   4   5   6   7

Awarding Incentives

1 2 3 4 5 6

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 accidently 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!*