

# Policies and Procedures

Write out your answers to the following questions.

1. John has come to the Library to work on his family history. He is talking on the phone to his Grandmother, trying to find out the death date of her father. What do you do?
2. Phyllis has come to the Library for a few hours before catching her flight. You have helped her find a copy of the birth record of her mother. She would like to have a copy. Can you make her a complimentary copy, or since it's just one copy why not just use your own copy card, it's faster?
3. As you arrive for your shift today you placed your coat and temple bag in the guest coat rack. You know the policy, but you want to be able to access them quickly to get to the session that starts soon after your Library shift ends. Is this appropriate, just this once?
4. A guest is taking bites from a granola bar while working on a computer. What should you do?
5. You heard a group of guests talking about where they are going for lunch. You notice that they are not packing up their research materials. Explain the policy to them and record what you would say below.
6. Oh no, a gentleman has left his phone on a table! You know what he looks like but cannot see him. You don't know if he is getting a book or has left for the day. What should you do with the phone?