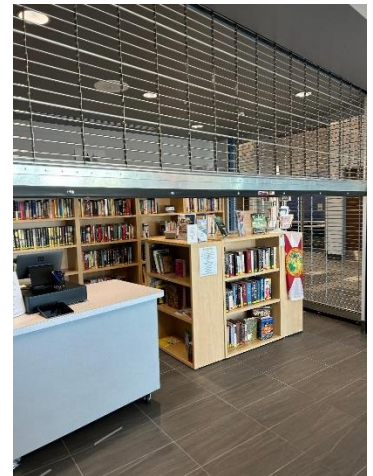


SHIFT PROCEDURES

We have 2 key rings: The library key ring includes the grate key and café closet key. This is stored in the locked key box in the librarians' breakroom. The Friends' key ring includes the Honesty Box, Cash Box, File Cabinet, and Collection Box keys and is stored in the 2nd drawer of the checkout counter.

SPECIFIC DUTIES FOR OPENING SHIFT (10:00 am – 12 noon)

1. Arrive 10 minutes before shift.
2. Go to the information desk and ask library staff for the bookstore key ring. If not there, enter the librarians' breakroom and ask for the key ring.
3. Unlock the café closet door and open the left side by reaching up to flip the lever. (You might need to use the step stool in the bookstore.)
4. Store your personal items in the closet (or locker in librarians' breakroom or file drawer in checkout counter)
5. Retrieve your ID lanyard (organized alphabetically by last name hanging on the back of the café closet doors) and apron if you wish to wear one.
6. Keep your cell phone with you.
7. Open the long grate only high enough for you to enter.
8. Follow the directions under Square to complete all start-up procedures including counting the cash in the cash box.
9. Prepare the Daily Shift Receipts envelope for opening shift. (See yellow highlighted sections.)
10. When all start-up procedures are completed, raise both grates, push the checkout counter forward into the lobby area and lock the two right wheels. Be sure the counter is close to the wall so wheelchairs can enter.



DAILY SHIFT RECEIPTS

Date: _____	NOTES:	Opening Shift Cash: \$ _____
Day: Mon Tue Wed Thur Fri Sat		(should always be \$ 50.00 note discrepancy)
Opening Shift Volunteers: _____ _____		Closing Shift: Cash \$ _____ Checks \$ _____ Total Sales for day \$ _____
Closing Shift Volunteers: _____ _____	_____ Memberships received _____ Donations received	Place money and checks in this envelope and put in drawer slot after you have left \$50.00 in small bills and change in the cash register for the opening shift.

SPECIFIC DUTIES FOR CLOSING SHIFT (2:00 pm – 5:00 pm)

1. Arrive 10 minutes before shift.
2. Store your personal items, retrieve your ID lanyard and apron if you wish to wear one.
3. Follow the Square Directions for end of shift. Inventory cash drawer, complete Daily Shift Receipts envelope for closing shift. (See pink highlighted sections.)
4. Unlock the wheels on the checkout counter and push it back into the store to the area **BEHIND THE TAPE MARKED ON THE FLOOR.**
5. Return your ID lanyard and apron to the closet. Get your personal items.
6. Secure the left side of closet door (flip the lever) and lock.
7. Call for library staff to close the grates and ask her to return keys to the locked key box in the breakroom. EXT: 4516, if no answers, continue down the list next to the phone. Please stand guard while the grates are lowered to keep patrons away from the moving grates.

General Information:

- **Phone:** Only answer the phone if Book Nook or Bookstore appears on the screen.
- **Communication Log:** Please use the log (found in Bookstore Operations Manual) to share concerns, questions or to give reminders to other volunteers.
- **Square:** It is recommended that all volunteers become familiar with using Square. The two volunteers per shift may decide how they wish to operate their shift. Each volunteer can spend an hour or so on the Square, while the other helps customers and then switch roles.
- **Events:** Review upcoming events found in the Bookstore Operations Manual so you can communicate them to visitors.
- **Down Time:** When no customers are in the store, please restock shelves as per the manager's direction, dust materials and shelves, do general tidy-up. Some labels on the cloth cover books need to be pressed back on.
- **Need a Bathroom Break?** If you need to leave the bookstore, lock the cash box and take the keys with you.
- **No One Shows Up for Next Shift:** If no one arrives for the next shift, text Sue Ann Miller at 215-350-0571 and have library staff lower the grates and take the key ring.
- **Files: Membership, Donation, Volunteer Application and Accident/Injury forms are available in the file drawer in the checkout counter. Please indicate on the Daily Shift Receipts envelope if memberships and/or donations were received during the day. Place any forms in the Manger's box on the second shelf of the checkout counter.**
- **T-shirt sales:** In the file drawer is the sizing chart and inventory list. Record sales by size on the inventory form. The shirts run small – encourage people to try them on before they leave.
- **Vendors:** If a vendor is interested in selling items in the Bookstore, please take their card and place it in the Manager's box. We are developing an application procedure..

Counterfeit bills: <https://www.youtube.com/watch?v=PbcCoW1jy3U>