

Onboarding with Beanstack

Questions to get started

- What do all employees need to do or need to know?
 - Copy of Employee handbook
 - Does your HR department offer any employee resources?
 - Fill out Emergency Contact Form
 - How to call in absent or late?
 - How does scheduling work?
 - How does payroll work?
 - How do you request office supplies?
 - Do you have an employee intranet?
 - How are online files organized on shared drives?
 - How do you report facility needs/issues?
 - How do you report IT needs/issues?
 - How do evaluations and raises work? What do they look like?
 - How do you request time off?
 - Does staff receive regular First Aid/AED training? Does the library have an AED? What about Narcan? Where are First Aid kits located?
 - How do evening and weekend rotations work?
 - Is there a designated On Duty Person/Person In Charge?
 - Where are policies and emergency procedures kept?
- What do they need to know about your library?
 - What kind of library are you? District? City? If City, what is that relationship like with the municipality?
 - Who are library board members? Are they appointed or elected?
 - Does the library have a millage? What amount? When is it up for renewal or are we hoping for an increase? Are there contract communities?
 - Is the library part of a consortium?
 - Does the library get deliveries of interloan materials? Are they part of MELcat? Are they part of WorldCat?
 - When was the library established? Is there any important history?
 - Does the library have a Friends group? Do they have book sales? If they accept book donations are staff responsible for emptying donation bins?
 - How do you disarm/rearm security doors?
- What do they need to know about the community?
 - Who are our community partners?
 - How do we define partnerships? Sponsors?
 - If a district library, how many cities or townships do you serve?
 - How many schools are in the local district? How do we work with the schools?
 - What is special about the community? How does that impact the library?
 - What outreach services does the library provide?
- What do they need to know about working the information desk?
 - How does the desk schedule work?

- What are the opening/closing procedures for the desk?
- Is there time management software for the public computers? How does print release work? How much does it cost to print? Where is toner and paper stored?
- Where is the First Aid kit?
- What is the patron behavior policy? How is it enforced?
- What should they say when answering the phone? How do they transfer calls?
- What ILS are we using? How do we place holds? Are staff allowed to reset a pin/password for a patron or should this be handled in a specific way?
- Does the library offer MELCat or WorldCat?
- If an item is not on the shelf, what processes should be followed to report it missing? If an item is found damaged on the shelf, what status should it be changed to and where should the item go?
- What databases does the library have access to and when should staff recommend them to a patron? What level of knowledge is expected of each staff member about databases?
- What are the loan periods for different materials, how much are fines, and how do you find this information if it is forgotten?
- What libraries have reciprocal borrowing agreements with us?
- How do patrons register for programs? Are ages on programs firm? What should you say if a patron asks that we make an exception? Where can patrons go to see upcoming programs?
- If a patron has a slip and fall or other medical emergency, what is the procedure?
- How do staff call for backup?
- What do they need to know about collections?
 - What is the collection development policy?
 - How is the collection budget managed?
 - What are expectations for communicating with Tech Services about collections?
 - What vendors are used?
 - What is the expectation on how frequently staff should be ordering?
 - What journals are available for collection development and how are they shared among staff?
 - What steps need to be taken to submit orders?
 - Are there certain rules or guidelines for selecting for particular collections?
 - What expectations are in place to ensure diversity and representation within the collection?
 - What is the expectation in regards to weeding? How do staff run reports on circulation statistics? What is the process for weeding books?
 - How do we handle requests from local authors to add their book to our collection?
 - How do we handle requests from community members to purchase materials?
 - How do we handle hold requests for items not yet ordered?
- What do staff need to know about programs?
 - How does the programming budget work?
 - Are programs planned in quarters? How are those quarters divided? When is content for each quarter due?

- Does the library provide surveys to program attendees for feedback?
- What legacy program exist?
- What program spaces are available for use? What technology is available in the spaces? Are there rules about the space such as no red liquids, no tape on the walls? Are programming staff expected to setup their own tables and chairs or is there someone who can help? What is the expectation regarding the state the room should be left in when a program is over?
- How many programs should each staff person do each quarter?
- How do they add programs to the program calendar?
- How are programs submitted for the newsletter? Do we make their own fliers or does marketing do that? How do we request marketing pieces?
- What supplies for programs are available? How do we request items to use for programs?
- What documentation is needed for a speaker/performer? How are check requests submitted? How far in advance should those check requests be submitted? Is the speaker/performer expected to provide any liability insurance information?
- Do we need to request off-desk time to do programs?
- What do they need to know about organizational culture and general expectations?
 - What is the chain of command? If there is an issue, how should it be reported?
 - How should information flow between departments?
 - How does the organization address gossiping?
 - What expectations are set in regards to shared spaces? In regards to assigned spaces?
 - How is the library supporting diversity, equity, and inclusion in regards to serving patrons and in terms of staffing?
 - Are staff encouraged to take their paid time off?
 - How does the library encourage staff to maintain a work/life balance?
 - How are staff recognized for going above and beyond?
 - What are the standards for professionalism?
 - What are the expectations for privacy for staff members?
 - Are there staff committees? What are the opportunities to collaborate?
 - What channels are available for staff to share ideas and feedback?
 - What opportunities are available for professional development?