

MA

Maggie Argiro

Library Assistant Training



SOUTH SEATTLE
COLLEGE

Library

This training is to help you learn about your job as a Library Assistant. It is also a resource that you can use while you work.



Meet the Staff



eLearning, IT, and the library



Alma and Books



Review!

Meet the Staff

MA Maggie Argiro

Welcome to the library! Let's meet your colleagues:



Maggie (she/her), Circulation Supervisor



Patricia (she/her), Librarian and Circulation



Charlotte (she/her), Librarian

Circulation

A large part of the work in the library is checking materials in and out, answering questions about library accounts, and creating and following library policies. As a Library Assistant, you'll be helping in circulation, doing things like using reports to find book on shelves, answering basic questions about the library or about campus, and helping students connect with librarians if they have a reference question.

Library Assistants (you!)

Library assistants are part of our circulation team. You'll assist our circulation staff by checking in and out library materials, shelving items, keeping the shelves in order, and helping with special projects.

Librarian

At South, the main role of our librarians are that they provide reference help to students and faculty. This means, when a student needs help finding reliable citations for a research paper, or help with logging into and searching in an online database, they'll get help from a librarian. Librarians also teach classes about Information Science and host workshops to help people find the information they need.

Lastly, our boss:



John Bowers (he/him) is our Interim Dean of Instruction. He supervises all of us and advocates for the library.

eLearning, IT, and the library

MA Maggie Argiro

A lot of what we do is similar to what other departments on campus do. For example, there is a computer lab in the library. IT manages the computer hardware and software and also manages some of our accounts, like Office 365. The eLearning department manages Canvas and different applications, like Google Suite for Education. It's hard to keep it all straight!

The library is the place where people go to ask questions, and while we often know the answers, usually it best if we refer questions to the correct department. A huge part of your job is making sure questions get to the right place.

IT Services

IT helps with questions about the MySeattleColleges login, ctcLink ID numbers and login, Office 365, laptop borrowing, and printing and scanning and many other things! Check out their webpage to learn more.

[GO TO IT SERVICES](#)

eLearning

eLearning provides leadership and support in the design, development, and implementation of quality online educational opportunities through training and technical support for students, faculty, and staff. They help with things like Canvas, Zoom, and LinkedIn Learning. Explore their webpage to learn more.

[GO TO ELEARNING](#)

The Library

The library is a place where people can work, browse books, and just hang out, but it is also where students can get help from librarians with research questions, finding reliable resources for papers, and use our online catalog and databases. Explore our website to learn more!

[GO TO THE LIBRARY](#)

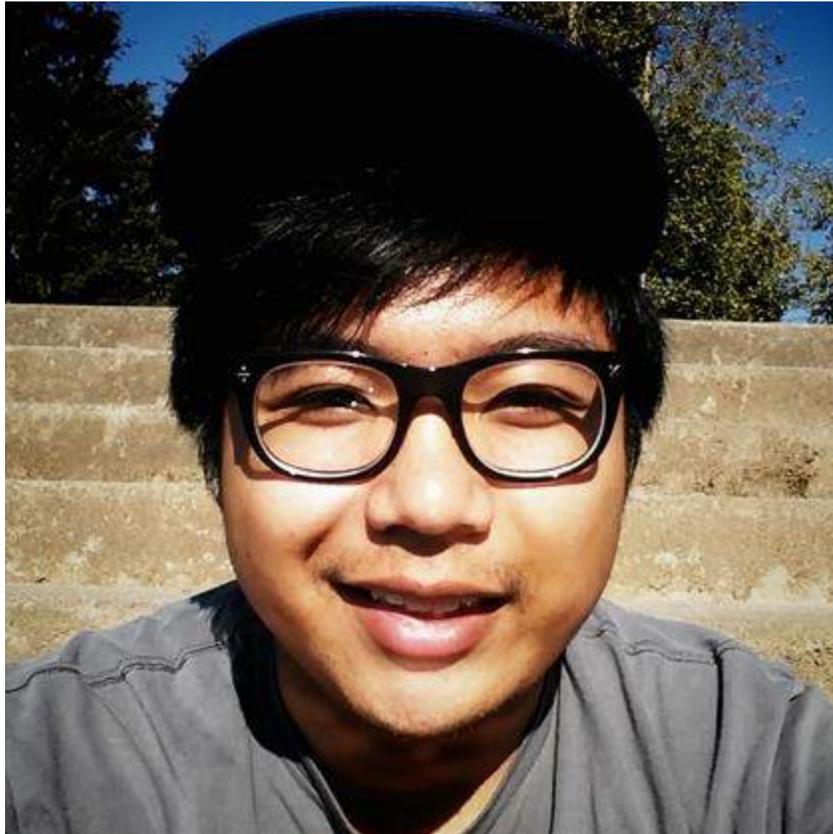
Meet the eLearning staff!

We share space with eLearning, so you might see their staff around, and you'll refer questions to them.



Julian Barr (he/him) is an Instructional Designer in eLearning.

eLearning is a district-wide department, meaning Julian works on all three Seattle Colleges Campuses, but has an office at South. Julian is available to help answer questions about **Canvas** and other online learning tools and mostly works with faculty.



Spencer helps answer student questions about Canvas and other online learning tools.

CONTINUE

Test your knowledge

Read the questions below and decide which department -- eLearning, IT, or the library -- is the correct place to find an answer.

How do I log into my
Seattle College email
account?

IT

I can't see my course in
Canvas. Can you fix it?

eLearning

I need to find a book for my class. Can you help me find it?

Library

Alma and Books



What you'll do most days:

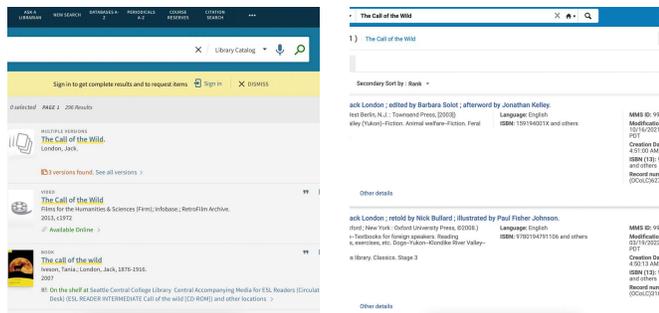
- Check items in and out using Alma-Primo
- Shelf read the library collection
- Provide excellent customer service by answering basic questions
- Refer questions to the correct person or department
- Be present and observant, help us keep the library as safe and welcoming space
- Help with fun projects

CONTINUE

What is Alma-Primo?

Alma-Primo is our Integrated Library System. It helps us stay organized by keeping track of all of our books, movies, CDs, and magazines. It is also where student information is stored. Library staff, including you, have access to Alma. What students see when they search the library catalog is in Primo.

Here are two views of the same search. The left side is what students see in Primo and the right side is what library staff sees in Alma:

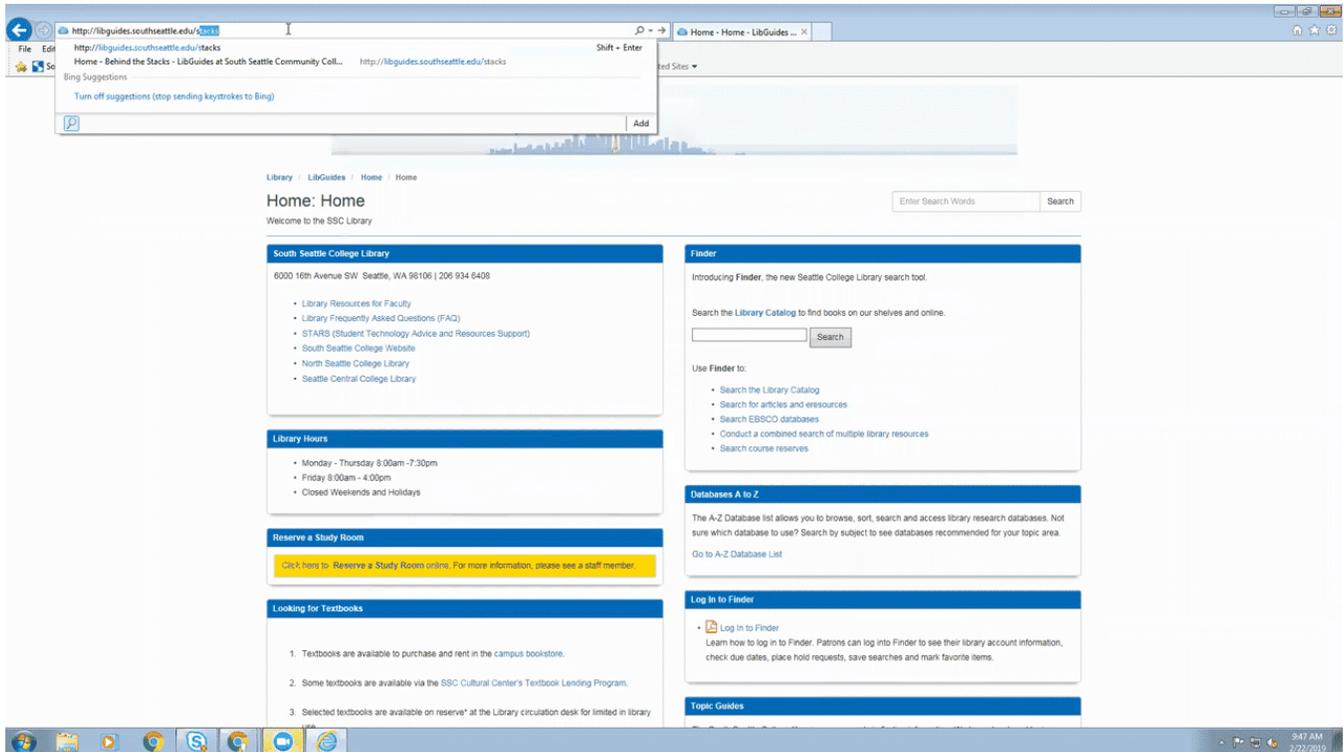


Navigating to and Logging into Alma

As a Library Assistant, you'll have special permissions to use Alma. Here is how you'll log into Alma:

- 1 Go to our staff webpage: <https://libguides.southseattle.edu/stacks>. This page will be updated periodically with information that is important to you as staff.
- 2 Click the link for **ALMA (Back)** or select **Open Alma (check in/check out)**
- 3 Login to Alma with your Seattle Colleges login information
- 4 Select South **Seattle College - Circulation Desk** from the dropdown menu.

Watch this video to Maggie logging into Alma:



CONTINUE

Primo

Students who check out books and who want to use library databases log into Primo to access their accounts and to search the catalog. Part of your job will be helping students log into Primo once they know their Seattle Colleges login information. Here are the steps for logging into Primo:

- 1 Go to the library webpage: <https://libguides.southseattle.edu/home>
- 2 Click Library Catalog

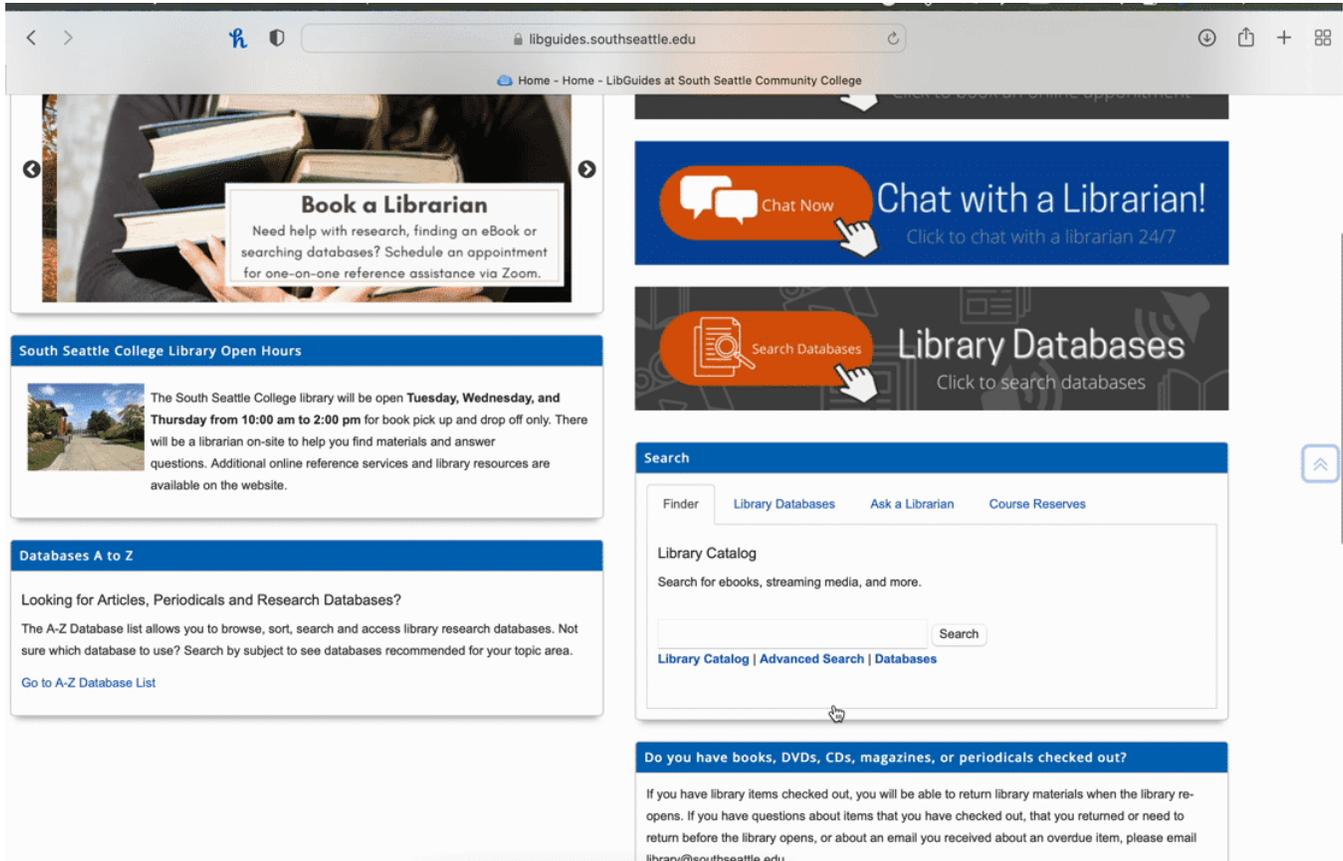
3

Click Sign In

4

Enter your Seattle Colleges login information

Here's a quick video showing how to log into Primo:



The screenshot shows the homepage of the LibGuides at South Seattle Community College. The browser address bar displays libguides.southseattle.edu. The page features several key sections:

- Book a Librarian:** A banner with a photo of a person holding books, encouraging users to schedule appointments for research help.
- South Seattle College Library Open Hours:** A section detailing library hours: Tuesday, Wednesday, and Thursday from 10:00 am to 2:00 pm.
- Databases A to Z:** A section for browsing and searching library research databases.
- Search:** A search bar with tabs for "Finder", "Library Databases", "Ask a Librarian", and "Course Reserves". Below the search bar are links for "Library Catalog", "Advanced Search", and "Databases".
- Chat with a Librarian:** A prominent orange button labeled "Chat Now" with a hand cursor, and text indicating 24/7 availability.
- Library Databases:** Another orange button labeled "Search Databases" with a hand cursor, and text indicating a link to search databases.
- Do you have books, DVDs, CDs, magazines, or periodicals checked out?:** A section providing information on returning library materials and contacting the library if needed.

Wait, I don't have my Seattle Colleges login!

Don't worry! If you or someone you're helping doesn't know their Seattle Colleges login, direct them to our IT webpage: <https://itservices.seattlecolleges.edu>

From there, they can get information about how find their Seattle Colleges login or get extra help from IT.

CONTINUE

I can log into Alma now. What will I do in there?

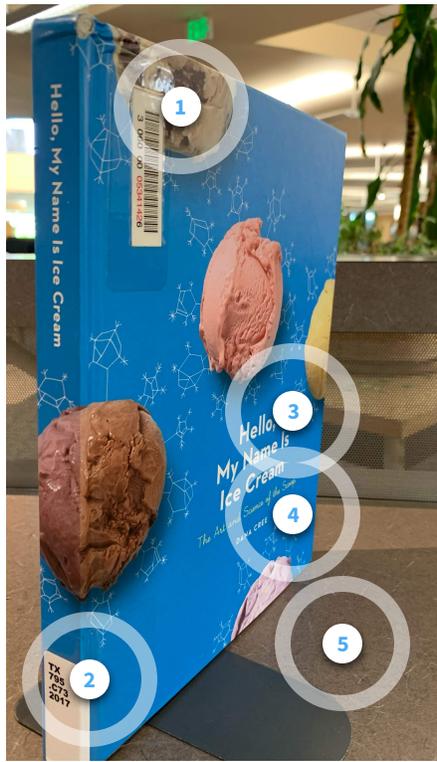
Now that you're able to log into Alma, we will cover some basic duties you'll be able to perform, like checking items in and out. Before we do that, let's learn about the items in our library.

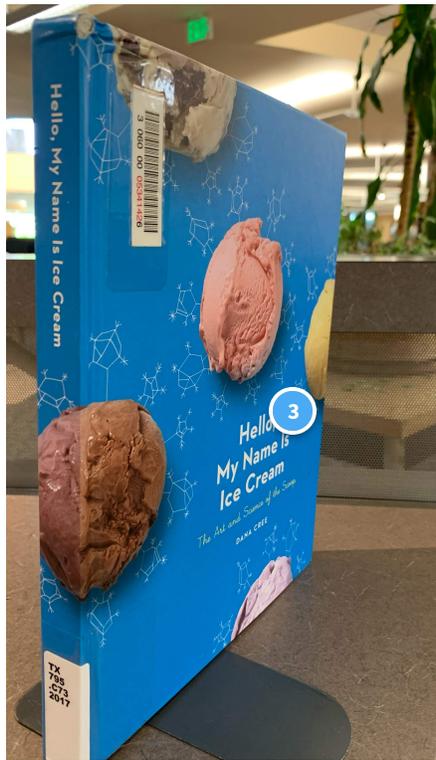
Reading Call Numbers

We use the Library of Congress call number system.

Every book has a call number, barcode, and security sticker.

Other parts of the book are the title, author name or editor(s), and a location stamp.

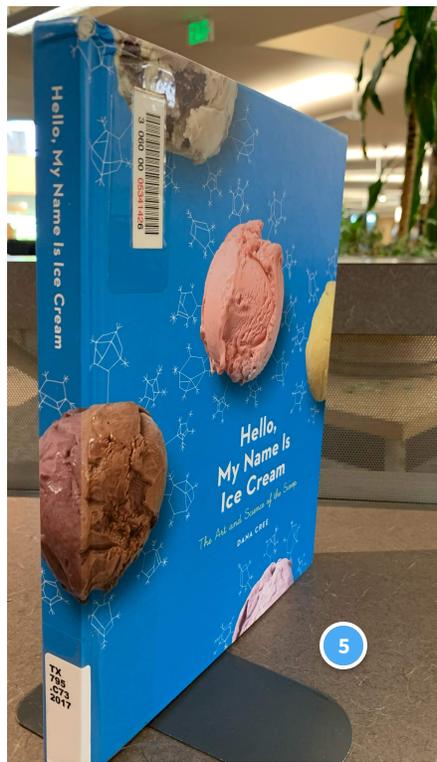




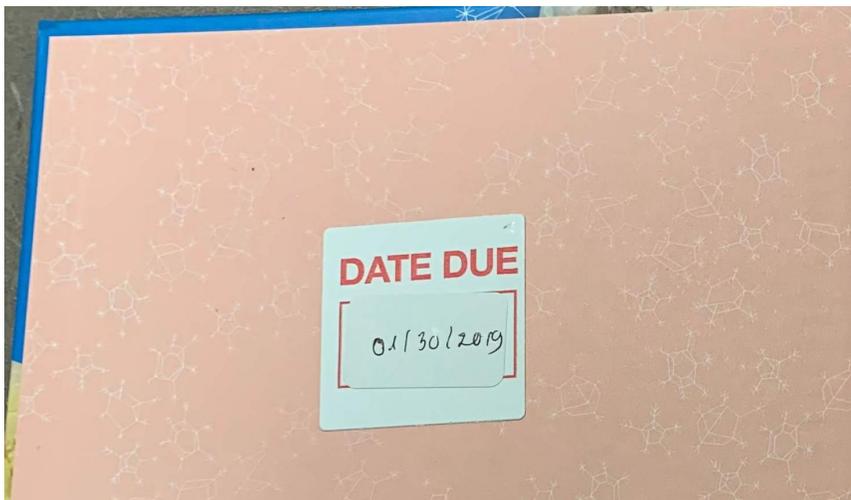
Title

This book's delicious title is, "Hello, My Name is Ice Cream."

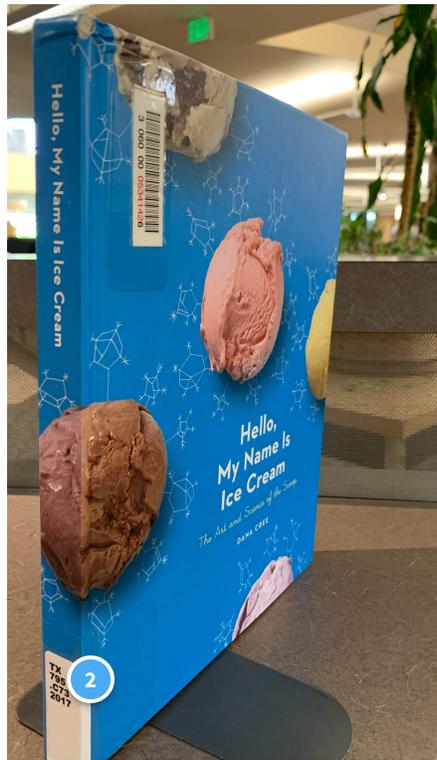
Nice to meet you :P



Security Sticker



Our items have magnetic security stickers, usually inside the front or back cover. When we check a book out, we cover the security sticker with another sticker that demagnetizes it and write the due date.

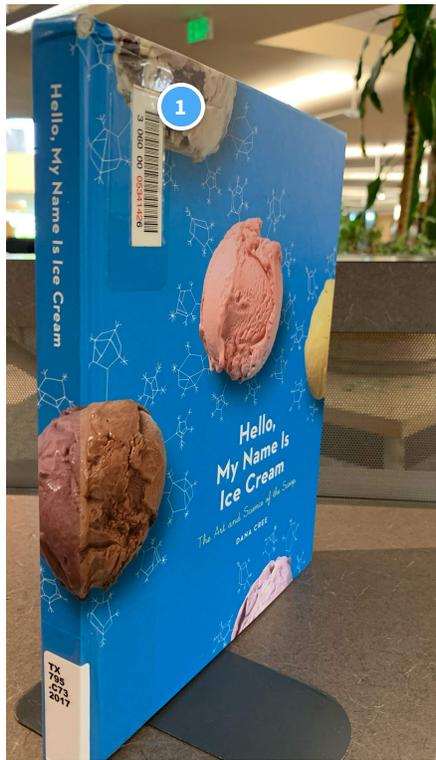


Call Number

The call number tells us where to put the book on our shelves.

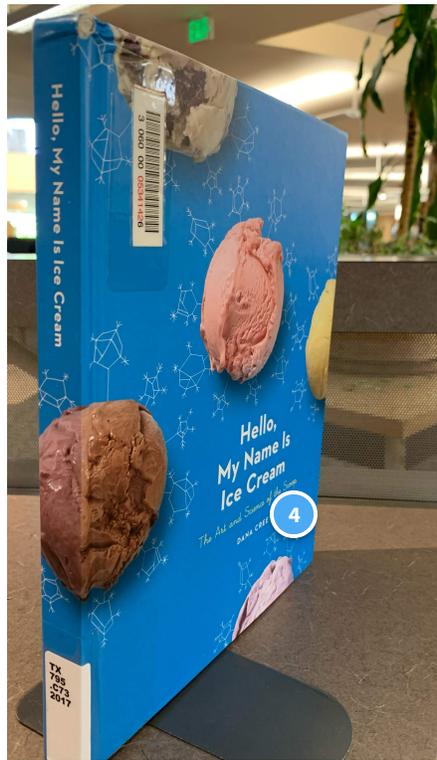
This call number is TX 795.73 2017.

TX is where books about cooking are located!



Barcode

The barcodes we use all have 14-digits and start with 3060000



Author

Dana Cree is an Ice cream expert!

CONTINUE

Call numbers are confusing!

Because every book in the whole world can be classified by the library of congress, there are lots of rules for call numbers. Luckily, you don't need to know too much detail about them to do your job well :)

We'll just cover the basics here, but if you want more information about call numbers, use the Kent State library of congress tutorial. Check it out: <https://www.library.kent.edu/university-libraries/library-congress-tutorial-call-number-and-shelving>

QA	Classification
141	
.S45	Cutter
2000	Date

There are three main sections to a call number.

The first section is called the classification number. This can be one, two, or even three lines long! Sometimes you'll see decimals in this section too. The QA tells you what section in the library this book will be in. The 141 tells you that it'll go after any books with the call number QA 140 and before any with QA 142.

The second section is called the cutter. This tells you that the book will go on the shelf after any books with the call number QA 141.S44 and before any books with the call number QA 141.S46.

The last line is the date. This tells that this book goes after any books with the call number QA 141.s45 2019 and before any books with the call number 141.S45 2021.

Simple, right?!

Let's look at the call number for "Hello, My Name is Ice Cream"



To refresh your memory, here is the call number we saw earlier.

Check your knowledge!

Can you sort the parts of the call number into the correct categories?

Classification

TX795

Cutter

.C73

Date

2017

Nice work!

Here are some tips you can use to help you with call numbers.

- 1 Letters before numbers.
- 2 Nothing comes before something.
- 3 No date comes before a date.

See for yourself!

Compare the two pictures below and see how the books were placed into the correct order.



In the wrong order

In the correct order

As you've seen in this section, part of your job will be using the Library of Congress system to put books in order on the library shelves. If it seems confusing now, don't worry. You'll get plenty of practice and have lots of experts around you to help if you have any questions.

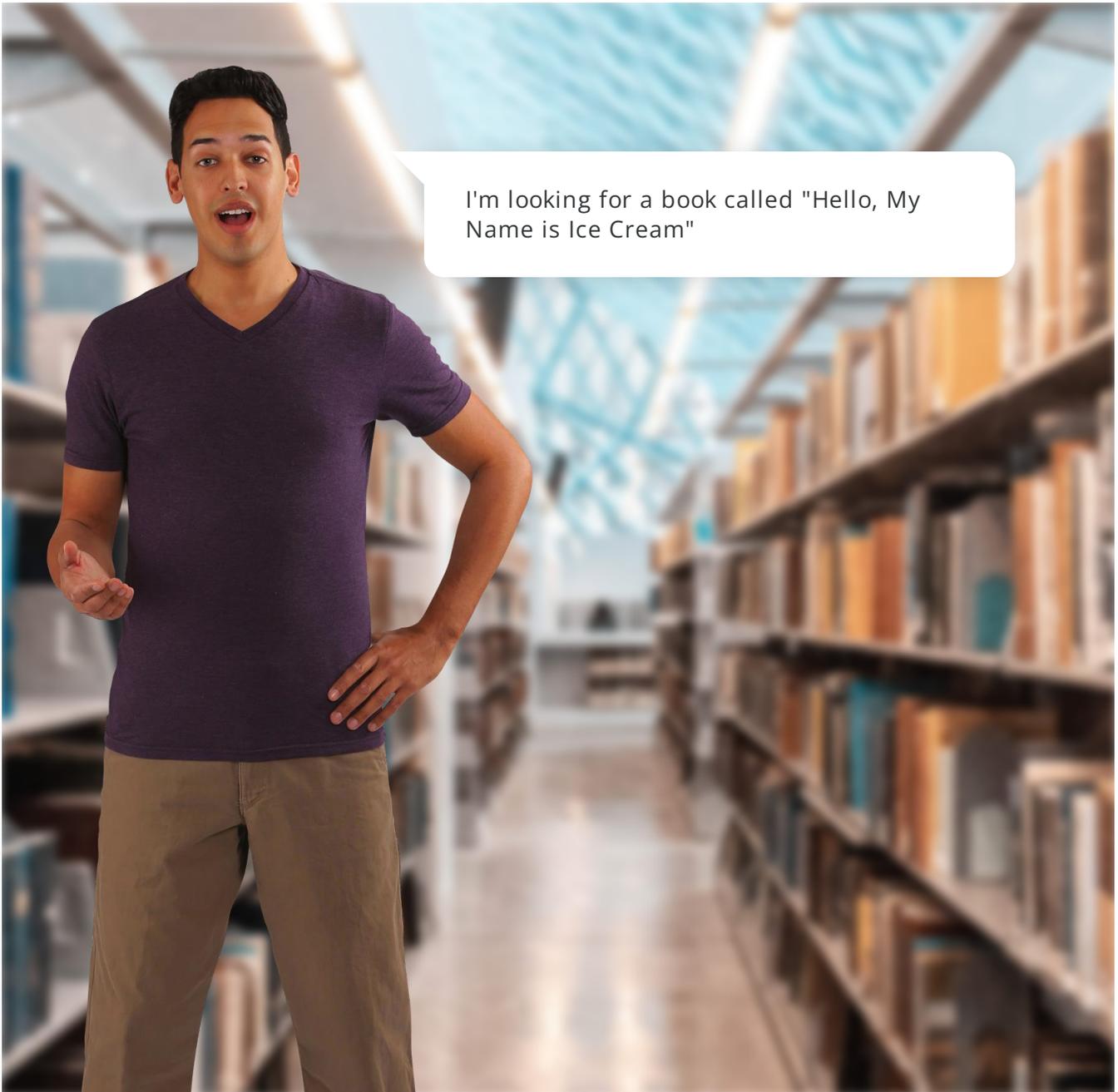
Here are some ways you'll use call numbers at work:

- Shelf reading: this means looking at every book in a section of the library and putting them in order.
- Reshelving: when books are returned, we have to put them back on the shelves.
- Looking titles up in Alma and finding them on the shelves. We'll learn about this next!

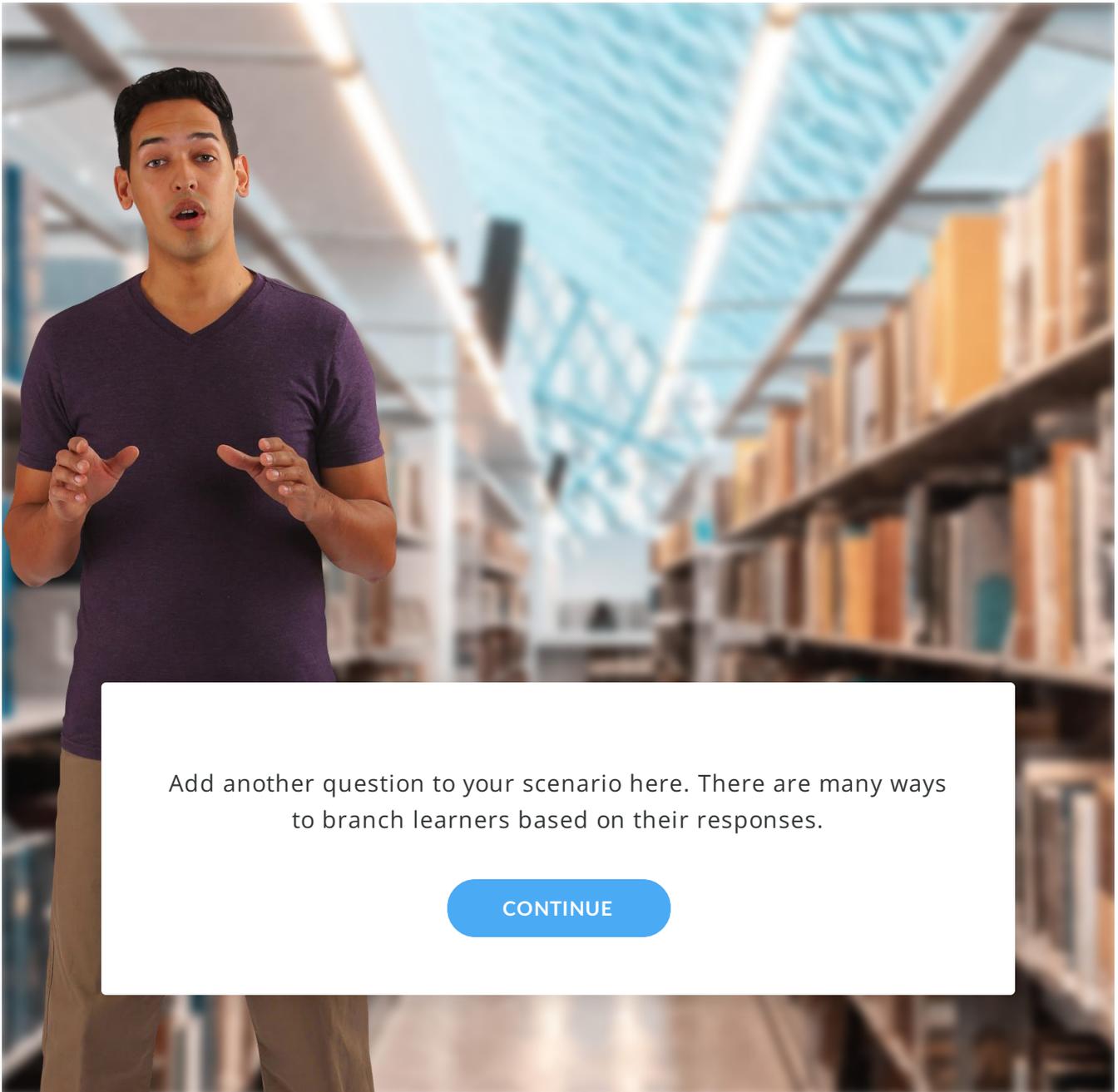
CONTINUE

Back to Alma

So now that you can find books on the shelves and put them back where they belong, what about searching for titles in Alma?



Scene 1 Slide 1

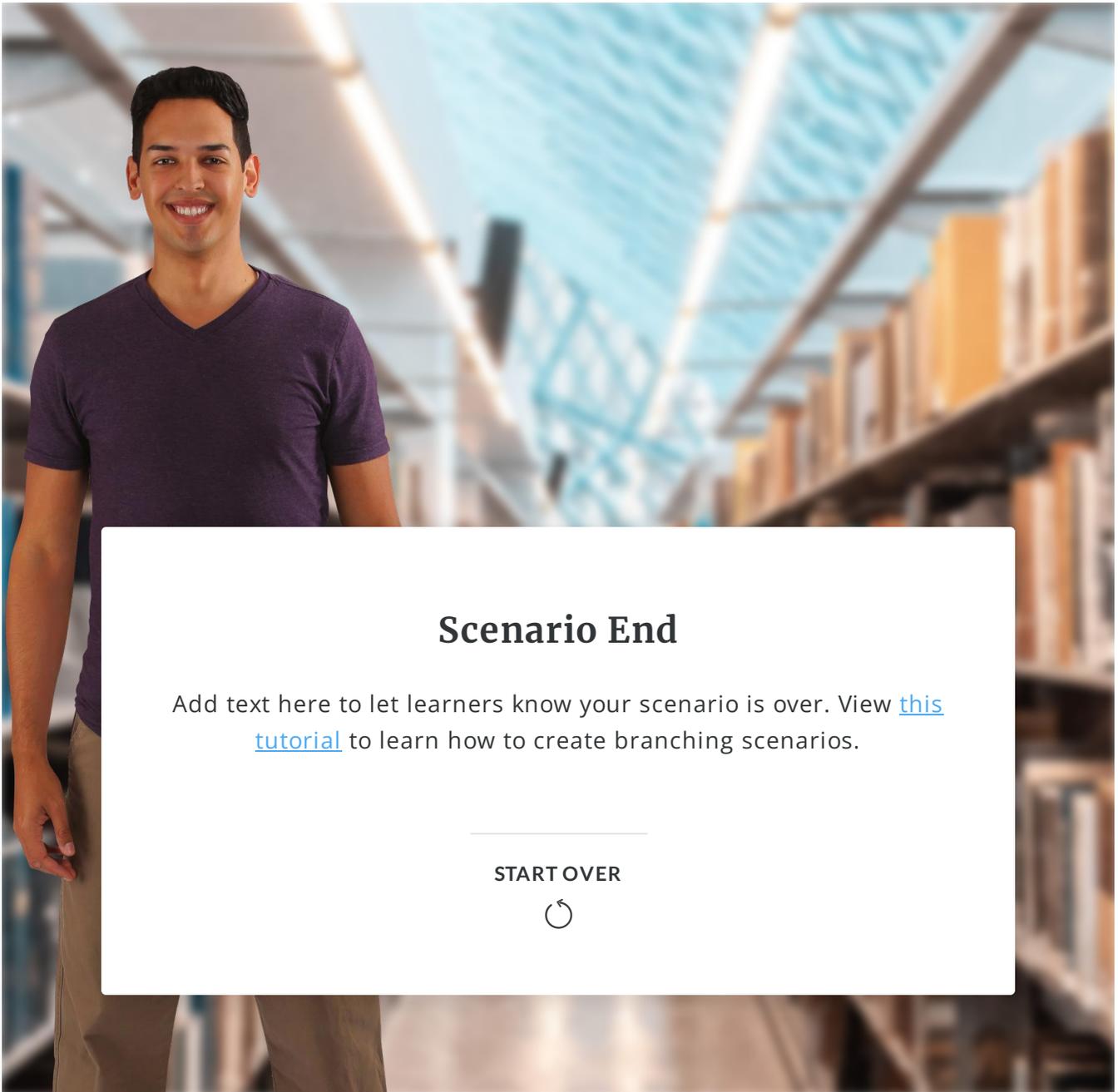


Add another question to your scenario here. There are many ways to branch learners based on their responses.

CONTINUE

Scene 1 Slide 2

Continue → Next Slide



Scenario End

Add text here to let learners know your scenario is over. View [this tutorial](#) to learn how to create branching scenarios.

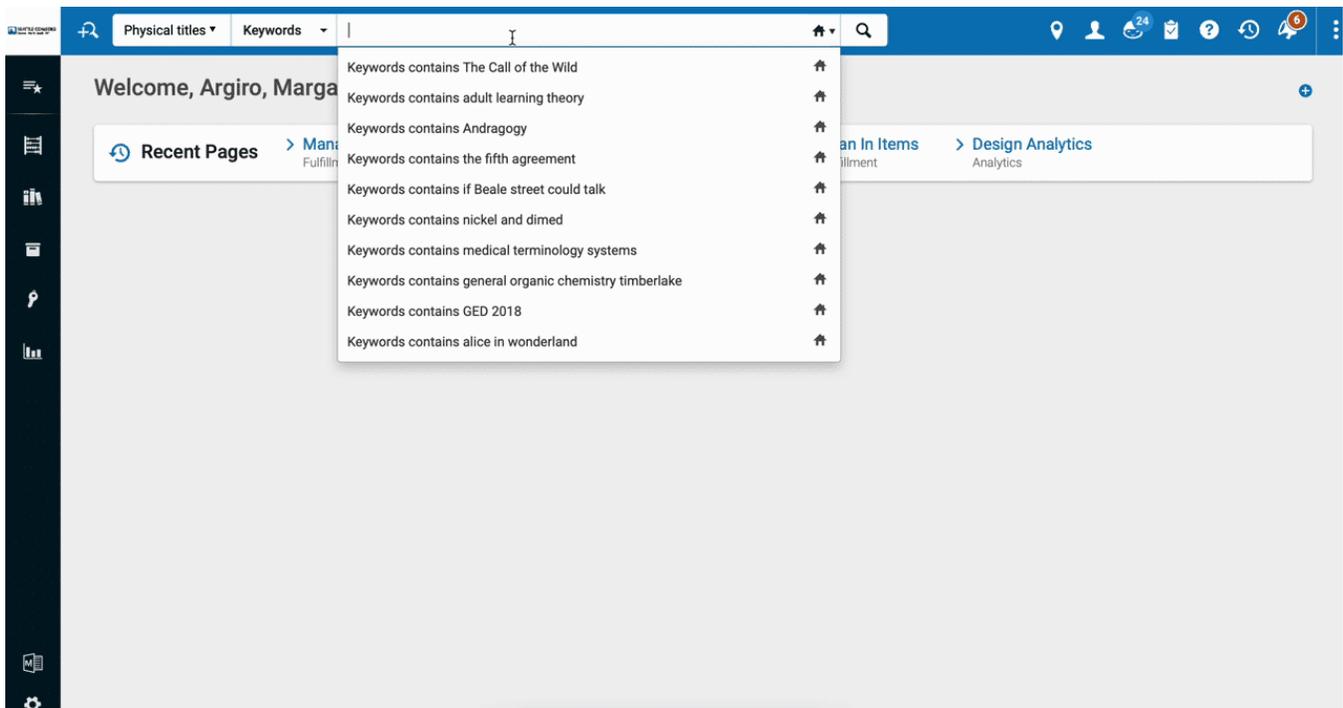
START OVER



Scene 1 Slide 3

Continue → End of Scenario

Searching in Alma is easy!



Here's how I searched:

- 1 I did a **Physical Title, Keyword** search. You can change these drop downs if you want to, but this is what I prefer.
- 2 I typed in the title. Sometimes students don't have the whole name of the title, or they just have the author's name. Don't worry! Practice searching by author or with only part of the title, or open a new window and Google the book with help from the student. Chances are, you'll figure it out together. When you get stuck, ask me or a librarian for help.
- 3 When you see the book you want to find, open the **Physical Location** tab to find the call number.

Physical titles | Keywords | Hello, My Name is Ice Cream

Physical Titles (1 - 2 of 2) | Hello, My Name is Ice Cream

Institution | Community

Select All | Sort by: Rank | Secondary Sort by: Rank | 0 rows selected | Expand

1 **Hello, My Name is Ice Cream : the art and science of the scoop / Dana Cree ; photographs by Andrea D'Agosto ; illustrations by Anna Posey.** [Edit Record](#) [Publishing information](#)

Book By Cree, Dana, (New York : Clarkson Potter, [2017])
Subject: COOKING / Courses & Dishes / Desserts. COOKING / Specific Ingredients / Dairy. Frozen desserts. and others
Edition: First edition.

Language: English
ISBN: 9780451495372 and others

MMS ID: 997250763402820
Modification Date: 03/02/2021 1:19:16 AM, PST
Creation Date: 09/05/2017 8:27:46 AM, PDT
ISBN (13): 9780451495372 and others
Record number: (OCoLC)958141234

Physical (1) | Other details

1 Holdings | 1 of 1 items are available

Library	Location	Call Number	Accession Number	Item Availability	Related Record
SC-SOUTH South Seattle College Library	S-MAIN Main	TX795 .C73 2017	-	1 of 1 Available	-

[Holdings](#) | [Items](#)

Physical titles | Keywords | Hello, My Name is Ice Cream

Physical Titles (1 - 2 of 2) Hello, My Name is Ice Cream

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[Holdings](#) | [Items](#)

Physical title, keyword search

This is how I prefer to search but you might find a way that works for you. You can change the tabs and see what you like.

Physical titles | Keywords | Hello, My Name is Ice Cream

Physical Titles (1 - 2 of 2) | Hello, My Name is Ice Cream

Push Selected to MDE | Save and Filter Query

Facets

Institution | Community

Select All | Sort by: Rank | Secondary Sort by: Rank | 0 rows selected | Expand

1 Hello, My Name is Ice Cream : the art and science of the scoop / Dana Cree ; photographs by Andrea D'Agosto ; illustrations by Anna Posey. [Edit Record](#) [Publishing information](#)

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Subject: COOKING / Courses & Dishes / Desserts. COOKING / Specific Ingredients / Dairy. Frozen desserts. and others
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Physical (1) | Other details

1 Holdings | 1 of 1 items are available

Library	Location	Call Number	Accession Number	Item Availability	Related Record
SC-SOUTH South Seattle College Library	S-MAIN Main	TX795 .C73 2017	-	1 of 1 Available 	-

[Holdings](#) | [Items](#)

Item Availability

The green dot lets you know that the book is available. Sometimes books get lost or go missing. When that happens, the dot changes to gray.

Physical titles | Keywords | Hello, My Name is Ice Cream

Physical Titles (1 - 2 of 2) | Hello, My Name is Ice Cream

Facets

Institution | Community

Select All | Sort by: Rank | Secondary Sort by: Rank | 0 rows selected | Expand

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SC-SOUTH South Seattle College Library	S-MAIN Main	TX795 .C73 2017	-	1 of 1 Available	-

[Holdings](#) | [Items](#)

Call number

This is how you'll find the book on the shelf

Physical titles | Keywords | Hello, My Name is Ice Cream

Physical Titles (1 - 2 of 2) | Hello, My Name is Ice Cream

Institution | Community

Select All | Sort by: Rank | Secondary Sort by: Rank | 0 rows selected | Expand

1 **Hello, My Name is Ice Cream : the art and science of the scoop / Dana Cree ; photographs by Andrea D'Agosto ; illustrations by Anna Posey.** [Edit Record](#) [Publishing information](#)

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SC-SOUTH South Seattle College Library	S-MAIN Main	TX795 .C73 2017	-	1 of 1 Available	-

[Holdings](#) | [Items](#)

type in the title or the author's name

Since this is a keyword search, you could also just search by "Ice Cream" and then take the student to the section in the library where they can brows other books about ice cream.

The screenshot shows a library catalog search result for the book "Hello, My Name is Ice Cream : the art and science of the scoop / Dana Cree ; photographs by Andrea D'Agosto ; illustrations by Anna Posey." The interface includes a search bar at the top with the query "Hello, My Name is Ice Cream". Below the search bar, there are tabs for "Physical Titles (1 - 2 of 2)" and "Hello, My Name is Ice Cream". The main content area displays the book's title, author, and various details such as "Book By Cree, Dana, (New York : Clarkson Potter, [2017])", "Subject: COOKING / Courses & Dishes / Desserts. COOKING / Specific Ingredients / Dairy. Frozen desserts. and others", "Edition: First edition.", "Language: English", "ISBN: 9780451495372 and others", "MMS ID: 997250763402820", "Modification Date: 03/02/2021 1:19:16 AM, PST", "Creation Date: 09/05/2017 8:27:46 AM, PDT", "ISBN (13): 9780451495372 and others", and "Record number: (OCoLC)958141234". Below the book details, there is a section for "1 Holdings | 1 of 1 items are available" with a table showing the library location and item availability.

Library	Location	Call Number	Accession Number	Item Availability	Related Record
SC-SOUTH South Seattle College Library	S-MAIN Main	TX795 .C73 2017	-	1 of 1 Available	-

Physical location

This area let's you know which library has the book and where it is in the library. In this case, the book is here at South in the main collection.

I found the book! Now what?

Checking out books is easy. Once you find the book, you look up the patron in Alma using their name or ID number.

To access a student's library account, you need to see a picture identification. We accept the following picture IDs:

- ID cards from any of the Seattle Colleges
- high school ID cards
- driver's license, state ID, passport, or any other government-issued picture ID

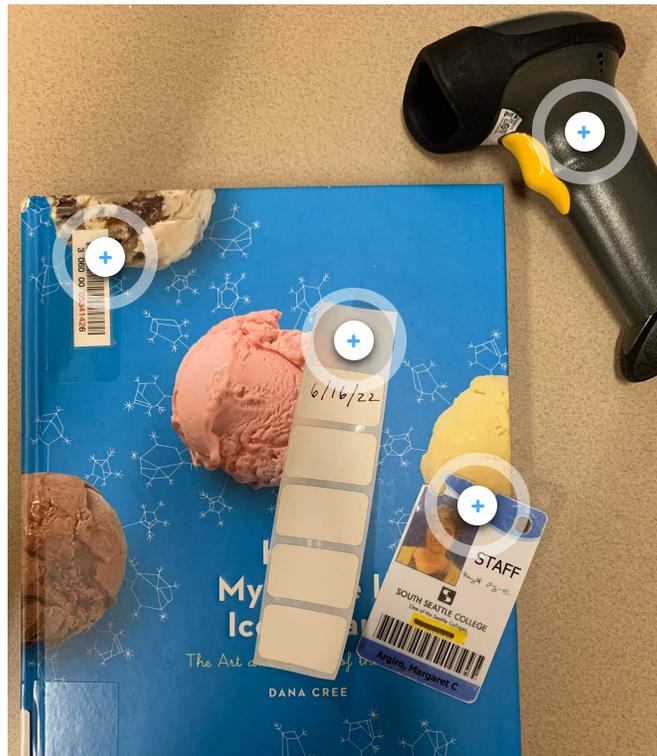
- To comply with FERPA, if the student writes down their number, make sure to shred the paper they wrote it on afterward, or hand the paper back to the student.

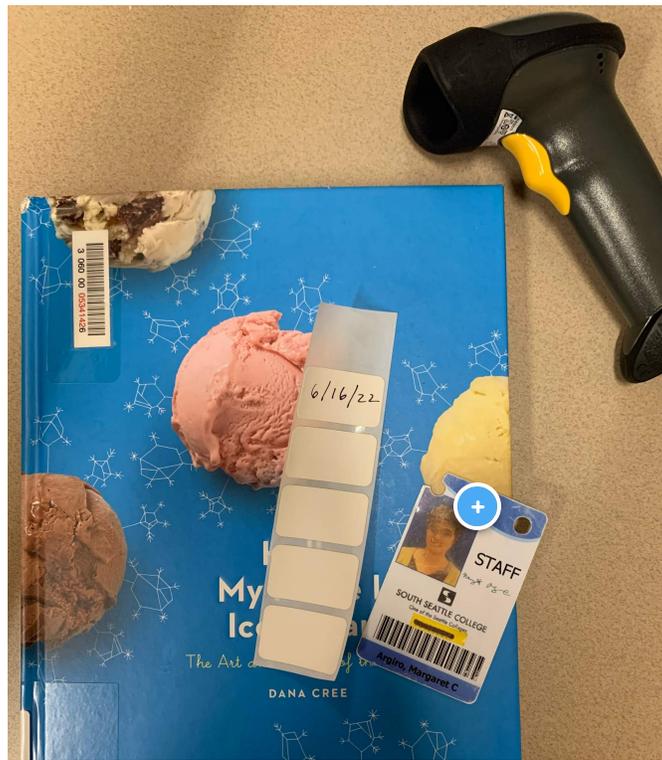
If a student doesn't have any kind of ID number, or doesn't know their ctLink number, grab a librarian or Maggie to help you.

What is FERPA?

The Family Educational Rights and Privacy Act of 1974, also known as the Buckley Amendment, is a Federal Law that helps protect the privacy of student education records, while also defining the obligations and practices that institutions must adopt and implement in order to be in compliance.

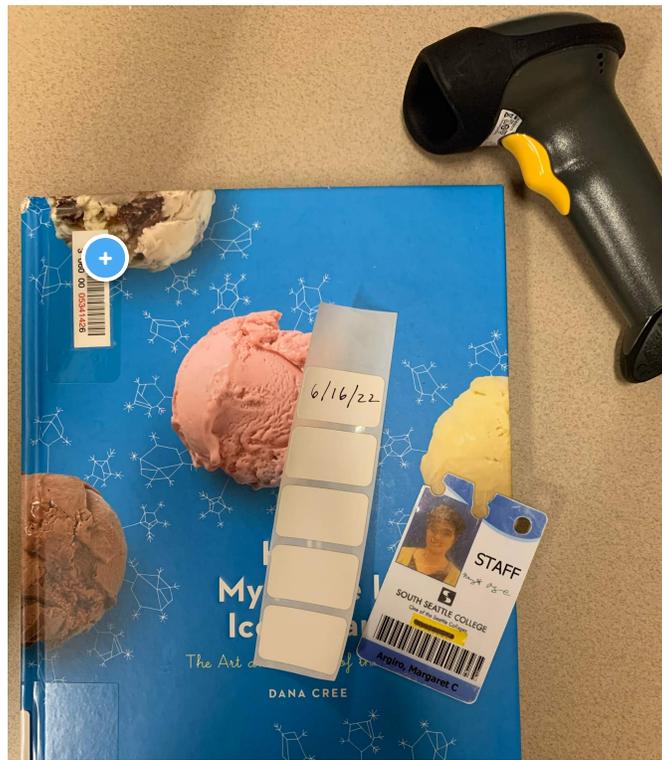
Once you have the item(s) to check out, you'll need:



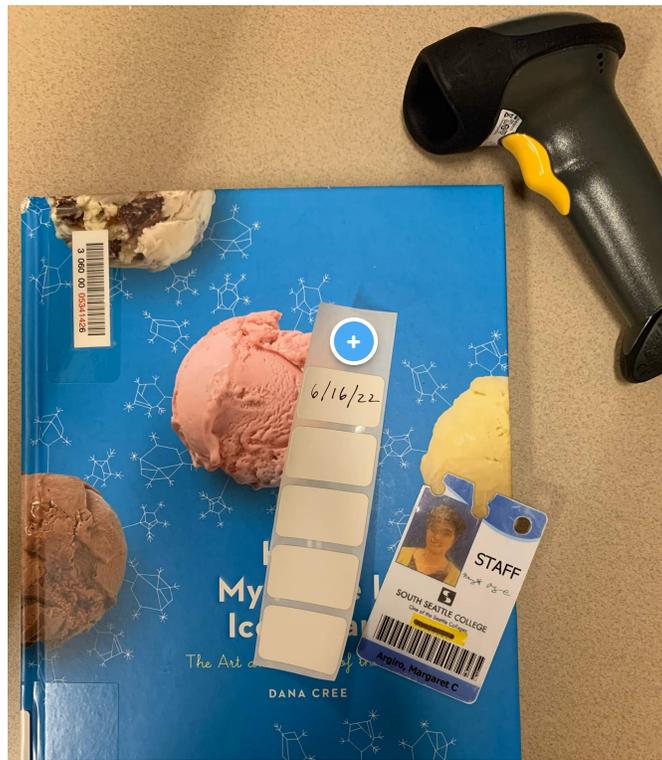


ID card

You can also accept another kind of picture ID plus their school ID number

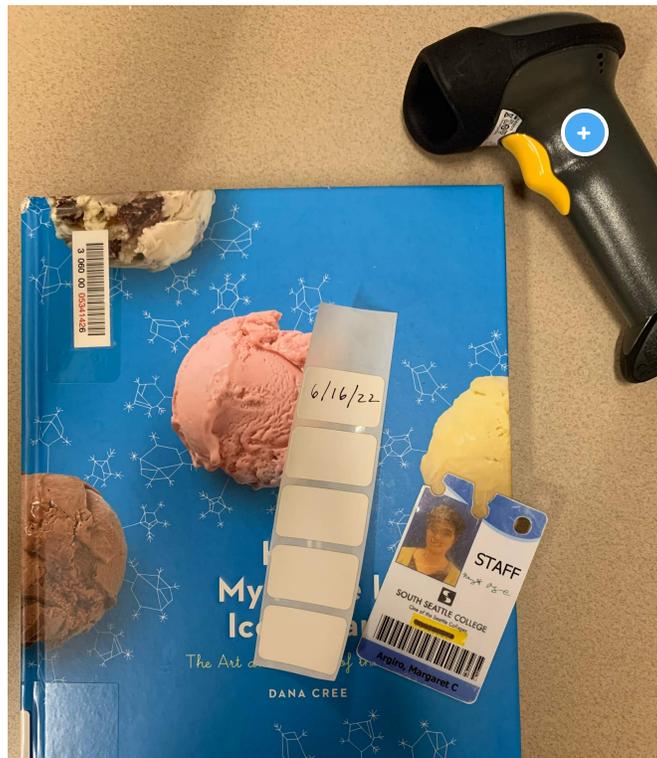


Barcode



Date sticker

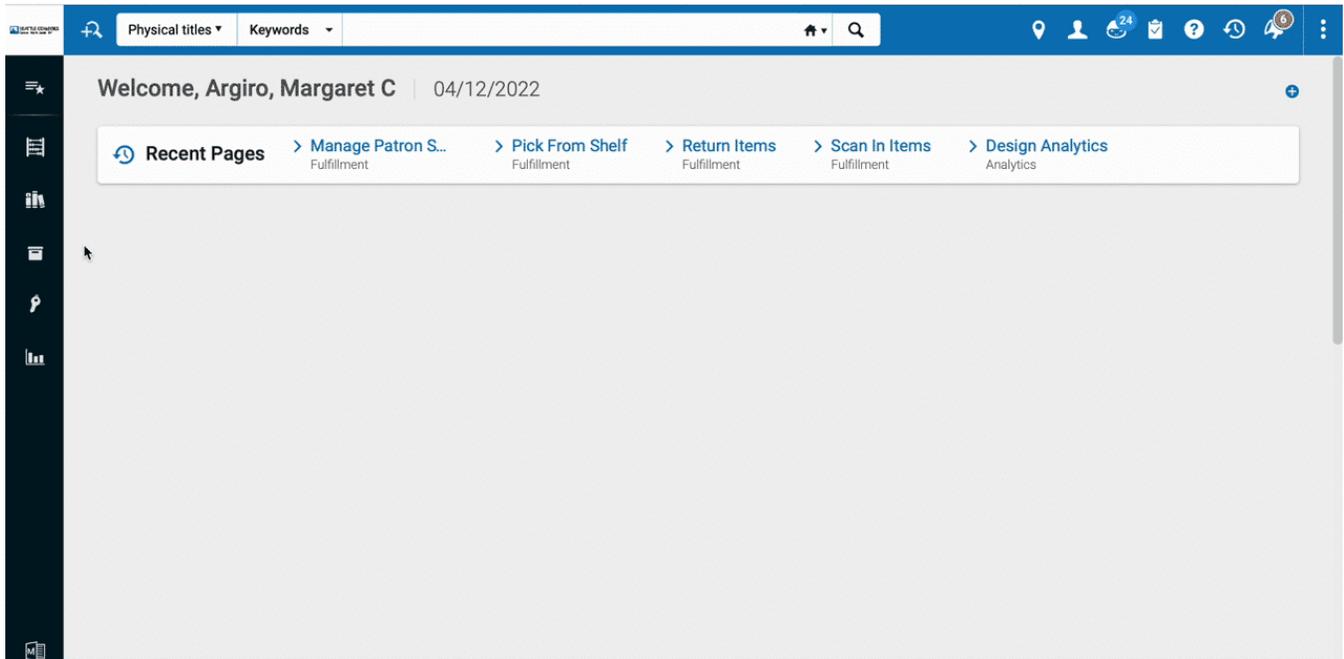
This goes over the "due date" security tag inside the book



Scanner

In Alma, you'll do this:

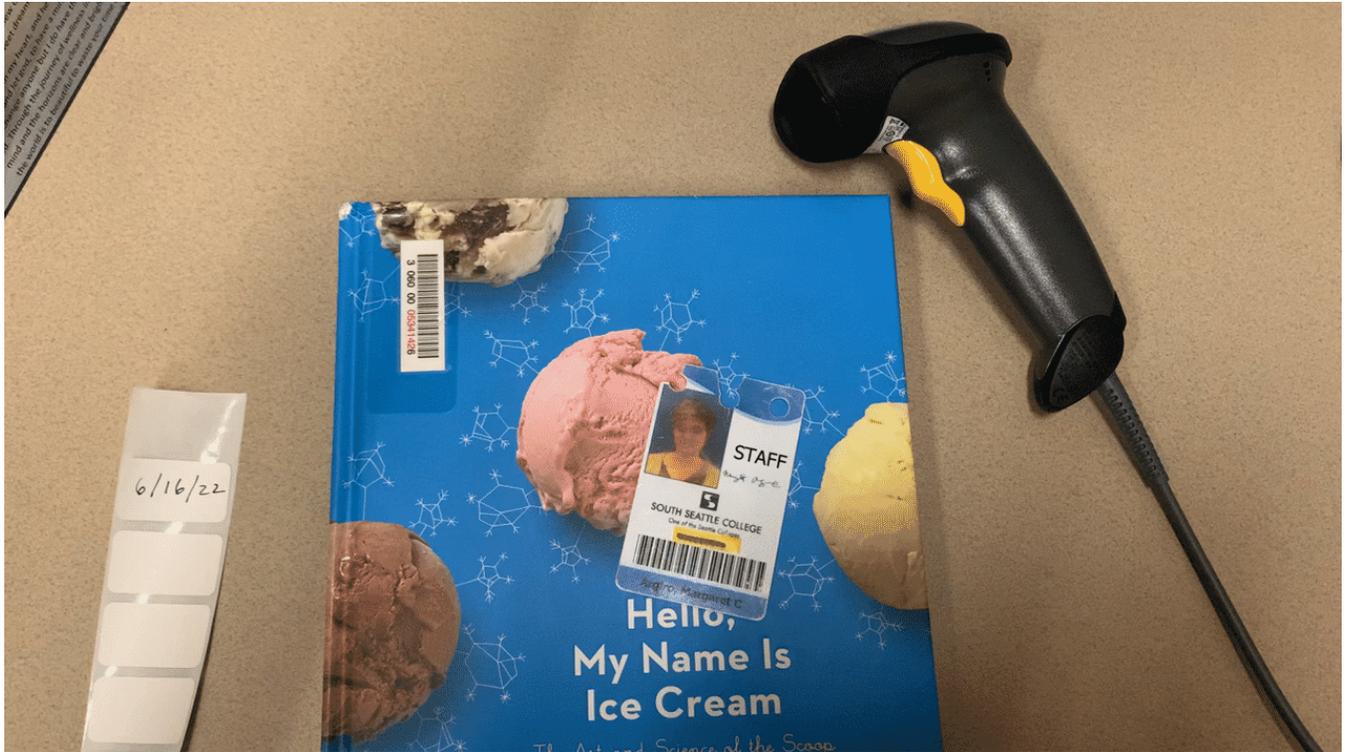
- 1 In Alma, select **Fulfillment** (it's the little filing box on the left)
- 2 Click **Manage Patron Services**
- 3 Search for the student or scan their ID card, then click **Go**
- 4 Use the scanner to scan the barcode on the item
- 5 Check the due date, and then place a due date sticker over the security tag inside the book



	↕ Title	↕ Due Date	Barcode	Fine	▼ Loan Date	↕ Loan Status	Item Policy	↕ Library	Loan Note
1	<input type="checkbox"/> Hello, My Name is Ice Cream : the art and science of the scoop / Dana Cree ; photographs by Andrea D'Agosto ; illustrations by Anna Posey.	06/16/2022 12:00:00 AM, PDT	30600005341426	-	04/12/2022	Normal	-	South Seattle College Library	...

Don't forget to check the due date on the check out screen

Checking out a book and placing the due date sticker

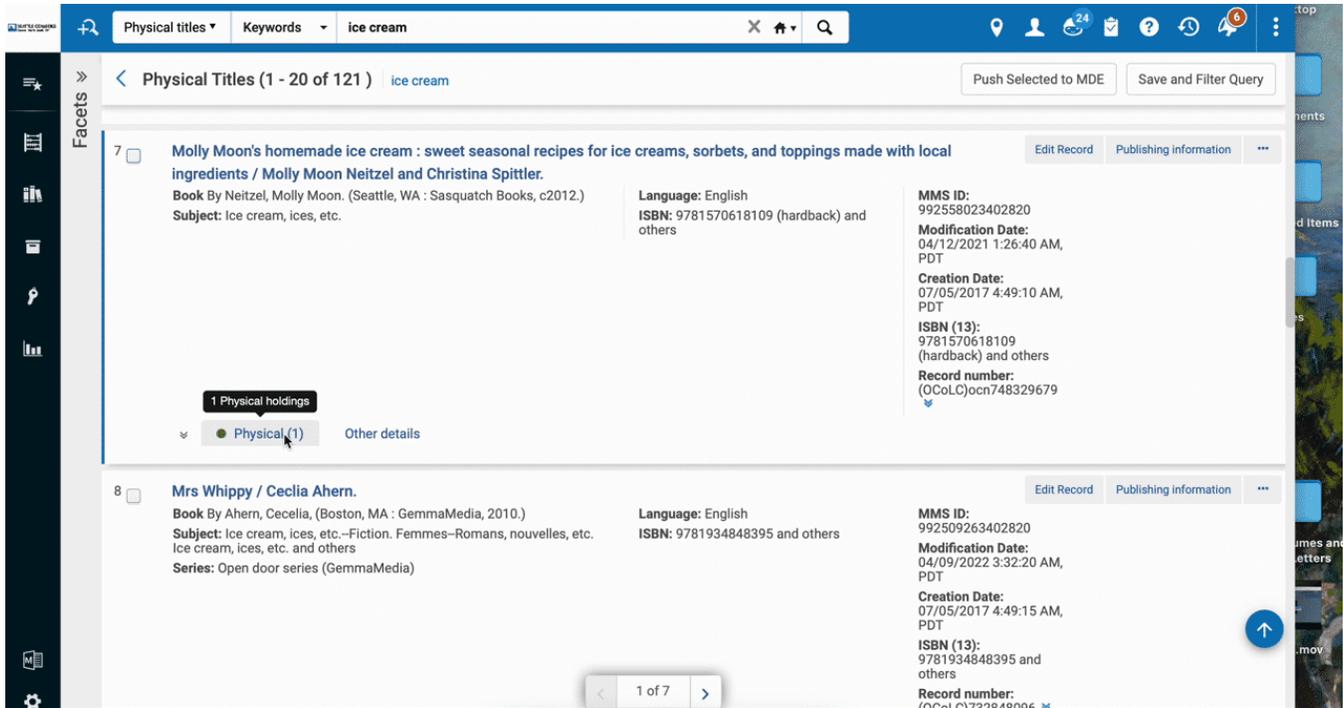


CONTINUE

Placing Hold Requests

The book I want isn't here...

Not to worry, you can make a hold request on many different kinds of items and have the book delivered by campus mail to our library. Students can also choose to pick the book up at a different campus if they want to. Hold requests usually take a few days, but students will get an email when their book is ready to pick up. Watch this video to learn more:



Here are the steps for making a hold request:

- 1 Find the book you want to request.
- 2 Select the overflow menu (...) on the right and choose **Request**
- 3 For **Request Type**, select **Physical Item Request**
- 4 For **Requester**, enter the student's ID number or name
- 5 For **Pickup At**, confirm with the student where they'd like to pick up their item from and then select the correct location
- 6 Click **Submit**

7

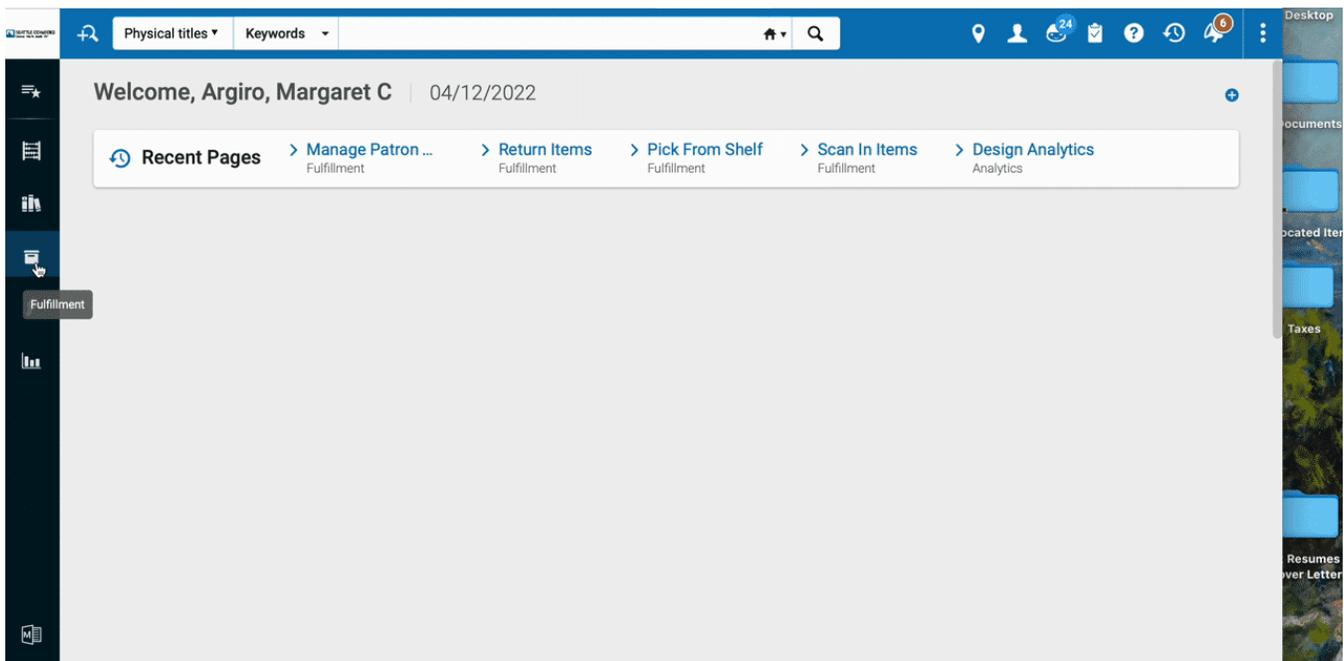
Hand the student their ID if they gave it to you, and tell them that it usually takes a few days for the request to arrive. They'll get an email when it is ready for pickup.

CONTINUE

Returning Items (Check in)

Returning items, or checking things in, is the simplest thing you'll do in Alma.

Watch this video to see it in action:



Here are the steps:

- 1 In Alma, click **Fulfillment**
- 2 Click **Return Items**
- 3 Scan the item barcode

CONTINUE

That's it!

You made it through the Alma section of your training. Congrats! From call numbers to hold requests, you've covered a lot of information. Good work!

Lesson 4 of 4

Review!

 MA Maggie Argiro

Check your knowledge with this quiz!

Question

01/06

If a student doesn't know their ctcLINK ID, where should you refer them?

- Get a librarian to help
- Direct them to the IT services webpage
- Find help from someone in eLearning

Question

02/06

A student is working in the computer lab. As you walk by shelving some books, they ask you, "I can't log into Canvas. Can you help me?" Select the best response:

- Sure, I'll get someone from eLearning to help you. One moment.
- No, sorry, I'm busy doing something else.
- You should go to the IT department website.

Question

03/06

A student comes to the circulation desk and asks you this question, "I need to find 5 sources for my research paper. Can you help me?" Select the best response:

- Yes, I'll show you how to log into our databases and look up articles.
- Yes, we have librarians here at the library who can help with this. One moment while I get someone to help you.
- Let me ask my manager, I think she knows.

Question

04/06

A student asks you this question: "I need a book about ice cream. Can you show me the area to browse?" Does this need to be referred to a librarian?

Yes

No

Question

05/06

What should you do if a student needs help finding the registration office?

- Take them to the office, but tell Maggie or a librarian first.
- Show them where the office is on a map.
- You don't know where it is either. Get a librarian or Maggie to help you.
- Look up the office location and hours at southseattle.edu.
- All of the above

Question

06/06

Which set of call numbers is in the correct order?

HQ 72.A18
HQ73.A19
HQ 72.A2

HQ 72.A2
HQ73.A18
HQ73.A19

HQ 72.A18
HQ 72.A2
HQ73.A19