

Sample Public Library Orientation Plan

1. Welcome to the library: Review expectations, privacy policy, library policies, etc.
2. Shelving: Review Dewey, shelving, and retrieval of materials.
3. Circulation desk/ borrower's services: Explain circulation desk functions, getting a library card, InterLibrary Loan, shadow at circ. desk, highlighting customer service ethic.
4. Youth Services: Introduce Children's Services to possibly include observing story-time, explaining about age appropriate books & activities.
5. Technology services: Review computer and print management system, public access computers hardware and software, etc.
6. Professional Opportunities: Provide intern with information about educational opportunities and resources, and with an overview of regional, state, and national organizations.
7. Adult services: Provide overview of adult program planning and marketing to possibly include observing computer classes, craft projects, book clubs, or other activities.
8. Reference services: Introduce nonfiction and reference materials, databases, and other on-line resources (including eBooks).
9. Outreach services: Introduce services to special targeted populations and ways to reach out to them.
10. Collection Development: Introduce selection procedures and receipt of materials.
11. Technical Services: Provide an overview of receipt of and cataloging of materials, materials processing & book repair, and provide an overview of the library Integrated Library Service.
12. Budgeting: Review role of library staff in budgeting.
13. Management: Explain the role of the Library Board, City Council, County Commission, Municipal staff.
14. Communications: Provide an overview of library communications activity, including print, website, social media, publicity activities, press, advertising, etc.