First week schedule for new Librarian. (Masters-level position with significant autonomy and responsibility)

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| **Time** | **Title** | **Who With?** | **Description** |
| **Monday** | | |  |
| 8-11 | HR / Admin stuff |  | At administrative offices for company-wide orientation and paperwork |
| 11-12 | First Meeting | Ben (manager) | I'll meet you at the front door. Around 30-minute intro chat in my office, then I'll take you through the library for introductions |
| 12-1 | Shelving training | Mary |  |
| 1-3 | Lunch / Your Time |  | Here and elsewhere, use "Your Time" however you see fit: settling into your desk, wandering the bookstacks, required HR training, writing/reviewing notes, staring at a wall to decompress, etc. |
| 3-4 | "Tour" of storage areas | Jess | Layout of storage areas, back room and Programming Closet. Where to find/return various office equip, programming equip, etc. |
| 4-5 | Your time |  |  |
| **Tuesday** | | |  |
| 8-9 | Your time |  |  |
| 9-10 | Physical Access | Ben | Keys, swipe badges, lock combinations |
| 10-11 | Reference Services | Jeff | Using catalog to help customers, commonly used databases & resources, eMedia, etc. |
| 11-12 | ILS | Kristin | Intro to ILS basics: checkout, check-in, broad overview of customer accounts & item records |
| 12-2 | Lunch / Your time |  |  |
| 2-3 | ILS #2 | Kristin | Practice ILS basics. 5-minute review of prior training, then "worksheet" of things to practice |
| 3-4:30 | Your time |  |  |
| 4:30-5 | Check in | Ben | Casual check in to see how things are going so far |
| **Wednesday** | | |  |
| 8-9 | Your time |  |  |
| 9-10 | Customer Service Tactics | Karen | Overview of our take on customer service (e.g. when to waive fines, how to approach challenging situations, etc.) |
| 10-12 | Programming | Jeff & Jess | Programming Checklist, virtual programming guidelines, outsider performer process, programming library card, overview of Storytime outlines, etc. |
| 12-2 | Lunch / Your time |  |  |
| 2-3 | Cloud storage "tour" | Leslie | IT tickets, ADP portal (timecard, time off request, statements), address verification, how to find library policies, etc. |
| 3-4 | ILS #3 | Karen | Advanced details of ILS: Item records, altering patron records, waiving fees, etc. |
| 4-5 | Your time |  |  |
| **Thursday** | | |  |
| 8-9 | Your time |  |  |
| 9-10 | Staff meeting |  |  |
| 10-12 | Shadow on desk | Leslie & Mary | Note: likely to be slow. Consider asking questions/reviewing shelving training, ILS training |
| 12-2 | Lunch / Your time |  |  |
| 2-3 | Person In Charge | Ben | Review PIC (Person-in-charge) procedure binder, duties, common issues at our branch |
| 3-5 | Your time |  |  |
| **Friday** | | |  |
| 8-9 | Your time |  |  |
| 9-10 | Check-in workflow | Bambi | Book drop: using self-check-in station; sorting; Reviewing materials (damage, location, etc.); routing to other branches; etc. |
| 10-11 | Your time |  |  |
| 11-1 | Scheduled on desk |  | Not Shadowing. Ensure that your ILS basics & customer service questions are answered before this shift. |
| 1-5 | Lunch / Your time |  |  |