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"Strengthening Our Core"
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"Best Practices for a Friends Operated Book Store"

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Jeff Budge, Manager of The Friends Bookshop at the Saratoga Springs Public Library, provided the following handouts from his pre-recorded session. For further information or clarification of these items, Jeff can be reached at friendsbookshopsspl@gmail.com or (518) 584-7860, ext. 233.

The Book Bag Shop
Friends of the Saratoga Springs Public Library
49 Henry Street
Saratoga Springs, NY 12866

Volunteer Training Materials and Position Descriptions

Friends Bookshop Desk Manual 2020 (11 pages)
Friends Bookshop Sorting Room & Shop Duties Manual (9 pages)
Volunteer Duties – Cashier
Volunteer Duties – Sorting Room

FRIENDS BOOKSHOP

DESK SHIFT VOLUNTEER MANUAL

MAY 2020

PURPOSE: The purpose of this manual is to acquaint new and existing shop volunteers with an updated source for all information, tasks, and duties performed by desk cashiers during the daily operation of our Friends Bookshop. This manual will be updated as required, as new operational information becomes policy.

ABOUT THE FRIENDS BOOK SHOP: The Friends Bookshop has been in operation for twenty-five years, and during that time has grown from a small operation to the one we enjoy today. We currently have over seventy-five volunteers. Because of their enthusiasm and dedication, our shop has become the successful enterprise it is today. The Friends Bookshop serves over 25,000 customers a year.

OUR ROLE: The Friends Bookshop is not-for-profit and is run by the Friends of the Saratoga Springs Public Library. We generate revenue through the sale of gently-used books, audio/visual and other miscellaneous items such as games and puzzles. We also generate sales through two on-line sales programs- Amazon and Ebay. The profits from these revenue streams are in turn used to fund special projects of the Saratoga Springs Public Library.

The Friends Bookshop is guided by the Friends Bookshop Committee, which is one of several committees of the Friends of The Saratoga Springs Public Library (Friends of the SSPL).

CLASSES OF VOLUNTEERS: We have four classes of cashiering volunteers:

- Those who open the shop and have opening desk shifts, "Openers"
- Those who have desk shifts after opening but before closing of the shop
- Those who have desk shifts and close the shop. "Closers"

The above three classes of volunteers have assigned shifts each week.

- The other class of volunteers are ‘Super-Sub Volunteers’- who don’t have a regular weekly shift but are available to fill in as needed.

The first section of this manual will deal with Shop Basics & Information applicable to all desk shifts. Desk shift volunteers handle the register and help customers. All new Desk Volunteers will first fill out a Volunteer Form, which includes a background check and asks for references. Upon approval, they will be contacted by the Manager to come in for training by the Manager or the Assistant Manager on the cash register, and then ‘ghost’ a shift with an experienced cashier. All training and ghosting will be done before their 1st shift.

Please see the Addendum to this Manual- Covid-19 Desk Procedures.

SHIFT INSTRUCTIONS: (For all Desk Shifts)

As a shift volunteer, you will handle all customer purchase transactions, using the register to accept money and make change as appropriate. You will also write down the amount of each transaction made by the hour on the Daily Transaction Sheet at the desk.

You will also assist customers with any questions they may have, and perform any specialized transactions as required.

- **USING THE REGISTER:** The register drawer is set up every morning with money you will need to make change. You will also have access to a copy of the ‘How to Use the Register Manual’. This is a pictorial explanation of how to use the register functions, such as making change or giving discounts, etc. A Master copy of this manual is always kept on top of the desk as is this Desk Shift Manual. If you have a problem with the register, you can reach the Manager at x234 or the Assistant Manager at x223. Or, if the Manager or Asst. Manager is not present, they can be reached on their cell phones.
- **IMPORTANT: When entering the amount of the transaction, enter the amount of each individual item sold. Do not combine the amount of a multiple item sale in your head or with a calculator. It is important we know how many items we sell.**
- The prices of our books are written in the upper top right corner of the 1st white page in the book. Occasionally, the price may be on the 2nd or 3rd white page by error. Occasionally, for certain items, we will have a **yellow** sticker instead of a price, or a yellow sticker may be on the inside flap. Some items, like our audio/video/records items

are always priced the same, unless they have a sticker. Be aware that some are priced differently. Familiarize yourself with audio/visual standard pricing. Sometimes a book is not priced. If this happens, consult the Generic Price List, which is on the side of the desk.

- Make sure you log in the total amount of each transaction on the Daily Transaction Sheet. These are logged in by the hour, and totaled hourly.
- **Make sure you ‘X-Flash’** at the end of each hour of your shift and reconcile the daily transaction sheet with the X-Flash.
- After the transaction, ask the customer if they need a bag. If they do, there are bags behind the desk. (When the 2020 NY State Law goes into effect, our bag policy will need to be re-evaluated.) (With Covid 19, our bag policy will need to be re-evaluated.)
- If you have any kind of a mistake or a problem not easily fixed, simply VOID the transaction, (by hitting the CA/AT/NS button), and mark the tape with a yellow marker where the mistake is. See “Void Transaction” section in the Manual. When time permits, enter the transaction correctly, and mark the tape in yellow again.
- New York State and Saratoga County taxes (7%) must be added to all transactions, except those to dealers, whose transactions are entered with the “No Tax” button. Although we are a Not-For-Profit Organization, anytime a NFP sells something from a brick and mortar establishment, NY State collects tax on it.
- We keep a “Need a Penny, Give a penny” jar next to the register. If your transaction is \$1.41, and the customer gives you \$1.50, and says “keep the change”, ring up the sale as \$1.41 and put 9¢ into the jar.
- There is an exchange bank (black box) in the top file drawer to the left of the desk. If, in an emergency, you run out of a certain denomination of money in the cash drawer, you may EXCHANGE an EQUAL amount of a currency from the cash drawer and the bank. EX: You are short on \$5 bills. You may take a \$20 bill from the drawer and exchange it for four (4) \$5 bills in the bank. The drawer the bank is located in is kept locked during the day. You will need the key (ask the Manager) to unlock it and make the exchange. After making the exchange, lock the drawer and return the key.
- We accept cash, checks and ALL Charge Cards and debit cards. There is also an ATM by the Elevator on the 1st floor if the customer wants to use it. If the customer is making out a CHECK, they must make it out to “Friends of SSPL.” If there is no phone number on the check, please ask and write down the phone number on the check. If it is an out of state check, please write down the driver’s license number and expiration date, in addition to a phone number if there is none on the check. Finalize a transaction written

with a check by using the “CHK” button on the register vs. the “CA/AT/NS” button. (JB verify that is what the buttons on the new register say)

- If the total of a transaction including tax is over \$10 (our minimum amount for a charge), please ask the customer if they would like to use a charge or debit card. If they use a Card, process it through the charge card machine and use the ‘CH’ button (JB Verify) on the register to finalize the transaction. There is a ‘How to Use a Charge Card’ Manual at the side of the Desk. There is also an 800# to call for any problems.
- Gift Certificates: Rarely, the Friends will issue a ‘no-charge’ Gift Certificate for a program or promotion. When a customer redeems part of a certificate, mark the balance remaining on the back of the certificate, and initial and date the balance. If the customer redeems it in whole, put the redeemed certificate in the Daily Receipts Bag in the drawer that has the exchange bank in it. (Friday, etc.). Use the key to access the Daily bags- there is a Daily Bag for each day of the week.
- Promotional Certificates: The Friends Book Shop participates in various Library, School and other Public programs, (ex: Children’s Summer Reads Program), and issues discount or free merchandise certificates. Be aware of these and read each certificate to see what the price offering is. These can vary.
- DISCOUNTS: We give discounts to certain of our customers. The most important, and most frequently used is the discount for “FRIENDS” of the Library. These are people who are members of the Friends of the SSPL. The discount they receive varies, according to the type of membership they have selected. If someone comes up with a transaction and says “I’m a Friend”, kindly ask them their last name and check to see if it is on the list on the side of the desk. The list will tell you what type of discount they receive. If they ask why we are asking, tell them we “just want to make sure our list is updated.”
- If the name is not there, write it down on the list, explain to them they are not on our list, but give them their discount. If they come a 2nd time and the name is still hand-written, call the Assistant Manager x 223 or the Manager x234.
- If a customer wants to become a new FRIEND, or wants to renew their Friend’s Membership, have them fill out the envelope on the desk. Put the money in the envelope, seal it, and put it in the Money Drawer where the Bank is. Do NOT ring Memberships on the register. If a customer is a new Friend or is Renewing their Friends Membership, they receive their renewal discount rate PLUS an additional 10% off their purchase at the time of renewal as a one-time special discount. (EX: Customer renews as a Friend at the 10% rate. We will give them a one-time 20% off their purchase at the time of joining/renewal).

- If the new or renewing Friend is purchasing items at the time of joining/renewing, the items purchased will be run through the register. IMPORTANT: If the customer purchases items and joins/renews at the same time, these are two different transactions. The Membership is not rung through the register. The merchandise is. If the customer uses a charge/debit card, you must run two different transactions on the card.
- ADDITIONAL DISCOUNTS: After 12 hours of Volunteer service, Volunteers receive 50% off. Teachers with a verifiable ID receive 20% off. (JB check- 25%?) Members of the Friends Board also receive 50% off.

NON-CASH TRANSACTIONS, SHOP FORMS

- Exchange Policy: If a customer comes in with an audio/visual item for exchange, they may exchange the item if it was damaged, incorrect, wouldn't play, etc. for a similar priced item. We do not give cash refunds. On the Register is a large sign saying ALL SALES FINAL.
- If a customer wants a receipt for a purchase, we have those forms on the desk top.
- If a customer wants a receipt for a donation, we have those forms in the bottom desk drawer in a file. All you have to do is sign the 'Received By' line on the form, and write in the date- the customer fills out the rest on the 'honor system'.
- If a customer has an unusually large purchase or purchases many books, ask if they are a dealer, and if so, have them fill out a Dealer Form which we have on the top of the desk. Check the list on the side of the desk to see if they are a verified dealer. If they are not on the list, get the Manager at x234 or if the Manager is unavailable, have them fill out all information, especially their tax-free #, and/or contact information on the Dealer Slip. **Remember: Any time a Dealer makes a transaction, whether they are on the list or not, they MUST fill out a DEALER SLIP. Dealers are rung up under NO TAX, (dept. 2)?? (JB VERIFY) on the register.** Please put all Dealer Slips in the Daily Bag in the cash drawer.
- If a customer brings an audio/visual item for purchase, ask them if they have checked if the item is inside, if it is the correct item inside and whether they have checked the item for condition. We generally check all items for condition, but it's good practice to make sure the customer has checked as well.

TO RESERVE BOOKS: (for Friends Members, Shop & Library Volunteers only)

- If a Friend wants to put books on reserve, they may reserve up to 5 books for 10 days. Have them fill out a reserve form (on the top of the desk) with their name, telephone number and the date. Friends do not pre-pay for books put on reserve. They will pay when they pick up the books.
- Rubber band the books, with slip facing out on spines. Place books on shelves behind the desk. Try to put reserve books in alphabetical order.
- On the 10th day, contact customer and tell them they must pick up items within 3 days or they will be reshelved. Write the date notified on the Reserve Form. Books put on reserve **before** the beginning of a 50% off or other shop sale are not eligible for the sale discount.

MISCELLANEOUS

- PASS-ALONG BOOK: There is a black, Pass-Along Book on the desk. It is mandatory that you Consult this book for any recent shop notes you need to be aware of. Anything important that happens in the shop should be noted here. If something of note happens during your shift, or you need to communicate with the Manger or Assistant Manager and they are not there, enter a note in the book, with date and your name. **At the front of the Pass-Along Book you will also find key telephone numbers for the Manager, Assistant Manager, Security, and Credit Card Help.**
- Volunteer badges can be found on the top of the desk in a shoe-box. When you begin your shift, make sure you wear your badge. When you go off shift, make sure you return it.
- We do not take magazines. (Refer people to the Café if they want to donate magazines.) JB Verify- may not be a café anymore)
- **Large Donation Deliveries:** We normally get donations in our drop slot in the sorting room. If someone has a large donation (4 boxes or over), we need to make an appointment Monday-Friday 10-4. The donor can bring the boxes in to the Sorting Room once an appointment is made. If the donor needs assistance, the Manger or Assistant Manager are available to help during weekly business hours 10-4. An **Appointment Sheet** can be found on the left of the desk. Please ask how many boxes, etc., and fill in either an A.M or P.M. appointment. Familiarize yourself with the sheet to see what

other information is required (call-back #, name of donor etc.) Under 4 boxes, the donor can bring them into the Sorting Room during shop hours.

- The phone may ring when you are on duty. Please answer ‘Friends Book Shop, this is.....’. If someone needs to speak with the manager, hit the FLASH button on the desk phone and while holding the phone, push 234 on the number pad. Once the phone rings at the Manager’s desk, you can hang up.
- If the cash register or charge card machine is running, or has run, out of tape, there are additional roles of tape to the left of the desk in the bottom black drawer. Be aware that there are two widths of rolls we carry (one if for the charge card machine) - use the wider one for the register. There is a diagram at the end of this manual that explains how to change the roll of tape. Ask the Manager if you have questions how to do it.
- Make sure you start and continue to fill your Volunteer Shift Time Form in the Volunteer Book. After each shift, please fill in your shift hours, date, etc. The Volunteer Book and this Volunteer Manual can be found at the back of the lower left desk drawer.
- For Lost & Found, Fire Alarm Exits, Code Adam, procedures for weather related closings, and emergency closing procedures- see back of this manual.
- SECURITY: There is a number for Security in the front of the Pass-Along Book. From 9AM-2PM call Maintenance at x251. After 2 PM, call the cell phone number.
- There is a shop category listing, with corresponding shelf labels, on the left of the desk. The list tells you where our various genres are located. This is very useful if a customer has a question. Ask the Manager if you have questions how our shelf labeling system works.
- Please feel free to wander about the shop and familiarize yourselves with the layout.
- Other useful tasks are to make sure all books are “edged”, that is, the edges of the books are even with the shelf edge.
- Familiarize yourself with the information on the left side of the desk.
- If you have to leave the shop for any reason, turn the register to off and remove the register key. Also make sure the file cabinet with the bank is locked. (the key is in the sorting room- ask the Manager for the location). Take both keys with you, and leave the shop. Upon returning, put the register back to on, and replace the ‘bank’ file cabinet key to the sorting room location.)
- **Important:** Be sure to ask every customer at the desk if they are a Friend of the Library. If not, please explain the benefits of being a Friend. (See Addendum (???) for a typical conversation) . The benefits are two-fold. First, joining the Friends will help the Library

with on-going projects that need support. Second, by joining the Friends, as mentioned above, you get a discount and other perks, such as keeping a book on Reserve, etc.

- Be sure to include one of our Yearly Sales slips we keep at the desk as a free Bookmark with every transaction. We keep these bookmarks at the front of the desk, along with another Bookmark that has our shop hours.
- Remember, while at the desk, you are the “Face of the Friends”. How you interact and treat our customers and visitors has a lasting impression. Always try and do the right thing. Sometimes, a customer may have a problem paying for an item. You have the discretion to figure out a solution that will fit that situation.

OPENING SHIFT INSTRUCTIONS

- Plan on arriving early in order to find time to park and have the shop ready to open by 10:00, or 1:00 on Sundays.
- When entering the Library, proceed to the main Information Desk, identify yourself as the opening Volunteer for the Book Shop, and ask for the key. (The key is on a round wooden chain-holder).
- Unlock the Shop door. Make sure when you unlock the shop door that it remains in the locked position. (If you turn the key the wrong way, it will remain in the un-locked position). Turn on the lights in the shop: The Main Entry Light is to the right of the door as you walk in the shop. Please also turn on the track light in the back corner of the shop. That switch is mounted on the wall under the track lights.
- Unlock the money drawer, which is located in the black cabinet to the right of the desk. The key to the money drawer can be found in the Sorting Room. Ask the Manager for the location of the key. Once the drawer is open replace the key in the Sorting Room location. Leave the shop key in the top drawer of the tan file cabinet at the left of the desk for the day. The cash register will be in the “OFF” position. Turn the key to the “REG” or on position.
- Open the second drawer down of the money drawer cabinet, and remove the “Start-up” blue money pouch. Hit the CA/AT/NS (JB CHECK) button on the register; the drawer will open. Open the pouch. Take a scratch paper from the 2nd drawer of the desk and write the day, date and ‘AM’. Count the \$5 bills and the \$1 bills, and write them on your scratch paper. (You should have 20: \$5 bills and 30: \$1 bills). There should be one roll of each kind of coin in the START-UP bag- one roll of pennies, nickels and quarters. Write

the total numbers of cash in the bag on the scratch paper. It should total \$142.50. Then initial the scratch paper and put it **in the Daily Bag**. (Ex: Monday) in the top drawer of the money cabinet. If there is a discrepancy in the counted \$5 or \$1 bills from what should be there, make a note and put it in the Daily Bag. (There is a Daily Bag for each day of the week).

- **Do an X-Flash** on the register and make sure the amount reads \$0. If it doesn't ask the Assistant Manager or the Manager how to fix it.
- Important: Mark the weather on the top of the Daily Transaction Sheet. You are now ready to start your day!

MIDDLE SHIFT INSTRUCTIONS:

- Read the Pass-Along Book (read the last week or since your last shift)
- Fill out your volunteer sheet at the end of your shift.
- Follow appropriate procedures listed above

CLOSING SHIFT INSTRUCTIONS: THE BASICS

- Read the Pass-Along Book (read it for any notes since your last shift)
- Fill Out your Volunteer sheet before you leave.
- Follow appropriate procedures listed above.
- About 15 minutes before closing, prepare to close. Announce to customers in the shop "We will be closing in 15 Minutes."
- At closing time, announce "We are closed, and if you have any items to buy, I can ring them up now for you." After the last customer has paid close the shop door.
- Go the Sorting Room and retrieve the money cabinet key and open the money cabinet. (Ask the Manager for Location of the key)

CLOSING SHIFT INSTRUCTIONS- CASH RECONCILIATION

There are three main things you will be doing as a closer.

1. Do the Set-Up Bag for the next day opening cashier.
2. Record the amount of money (checks and cash) in the register
3. Record the amount of money from Charge and Debit Card Transactions

The Set-up Bag

About 15-30 minutes before the shop closes, you should prepare the Set-Up Bag. This is a Blue Bag in the Money Cabinet. In it- there are instructions as to what should be put into it. Basically, you are taking out the money we put into the register every morning.

The 1st thing you will do is take \$12.50 from the register. Go to the Exchange Bank (the large black box in the top drawer). Lift out the top tray. Below you will see rolls of coins and a brown manila bag. Place the \$12.50 into the manila bag, and take 1 roll each of pennies, nickels and quarters, and place them into the Set-Up bag. (we don't use dimes). Replace the tray and close the bank.

The 2nd thing you will do is take 20: \$5 bills and 30: \$1 bills from the register and put them in the Set-Up Bag. If the register does not have enough \$5 and/or \$1 bills to do this, EXCHANGE money from the register to 'Buy' the bills you need from the Exchange Bank.

Example: You only have 16 - \$5 bills in the register. Take a \$20 bill from the register, and buy 4: \$5 bills from the Exchange Bank. Now you will have the necessary 20 - \$5 bills to put into the Set-Up Bag. **Remember- It is an Exchange Bank. An equal amount of money must go in form the Register as goes out of this bank.**

Closing Out The Register

- Take out a 'Closer's Slip from the bottom money drawer. (purple folder in front)
- Do a final X-Flash- write this number down on the Closer's Slip where it says Register Total.
- Empty the 'Give a Penny, Take a Penny' jar into the Register. Leave 3 pennies in the jar for the next day.
- Locate plastic change bags in the money drawer- you will need 3- one for pennies and dimes, one for nickels, and one for quarters.
- Count the money and checks in the register. Record the amounts of each denomination of currency and any checks on the Close-Out Sheet. Put the coins in their bags and take

all bills and any checks, and put them in a manilla envelope (found in the money drawer) and then put the manila envelope in the DAILY BAG. There is a Daily Bag for each day of the week in the money drawer. Turn the Register key to ***** and hit the ***** button. The register tape will spin out and then stop. Tear off the register tape and put it into the Daily Bag. Turn off the Register.

CLOSING OUT THE CHARGE AND DEBIT CARD SLIPS

- You will be running 2 close-out slips from the Charge Card Machine. The 1st is a list of all the transactions made on the machine for the day.
- The 2nd is a total of those transactions which will also close-out the charge slips for the day.

Take a close look at the 1st report. If you see a transaction for \$15, \$20, etc- that is a membership. Do not count memberships on the Closer's slip. Please note membership \$\$\$\$ on the closer's slip in the space indicated.

Take the rest of the charge slips, add them up, and put the number on the Closer's Slip. That will allow you to total the closer's slip and once totaled, put it in the Daily Bag along with the charge slips. Close the Daily Bag, put it in the 2nd money drawer down.

- You are now ready to close the store. Take out the Shop Key from the top drawer of the desk. (The key with the wooden handle). Take the money drawer key, lock the money drawer, and return the key to the Sorting Room.
- Turn the register key to 'OFF'. The register key stays in the register, and the drawer of the register is left open. Take the key for the shop door, and turn off both the track lights in the back corner of the store and the main store lights.
- Close the shop door- make sure it is LOCKED. Return the shop key to the Information Clerk at the Information Desk in the main lobby.

FRIENDS BOOK SHOP SORTING ROOM AND SHOP DUTIES MANUAL 2020

This Manual is intended to outline the various duties of shop volunteers that donate their time in the Sorting Room and/or the Shop. It will be split up into two parts:

- 1) Duties of Volunteers in the Sorting Room
- 2) Duties of Volunteers in the Shop

(This Manual will not cover the duties of volunteers involved in our on-line sales programs- that will be dealt with in a separate manual)

Main Sorting Room Functions:

- 1) Handling Donations
- 2) Sorting Donations for Shop
- 3) Sorting Donations for On-line Programs
- 4) Sorting Donations for Out-Reach Programs

Note- This manual is subject to change following re-opening of the Book Shop because of the Covid-19 situation.

HANDLING DONATIONS

Volunteers or staff handling donations must wear a mask and gloves.

The Book Shop receives about 85,000 donated items per year. There is a designated area in the Sorting Room where new donations are placed. Donations arrive:

- In our slotted drop box. Donors place their items into the box during the day.
- When donors carry large bags or boxes and come directly to the shop, we open the Sorting Room Door and allow them to place their donations on the designated floor area.
- If donors have 4 or more boxes, they must make an appointment to bring them in. These donors are met at the Maintenance Door by either the Manager or the Assistant Manager, who then bring and place them in the Sorting Room
- Donations should never be taken in the Book Shop itself, except in an emergency.

UNACCEPTABLE DONATIONS

Although we try and educate our donors about the kind of donations we accept, it is inevitable that some will turn up in the Sorting Room. These must be discarded in the trash barrels. We have two kinds of trash barrels in the Sorting Room For discards- Paperback discards and Hard Cover discards. Following is a list of what we don't take:

Damaged Books that have a broken spine or are musty, moldy, smoky, ripped, mangled, bent, smelly, water stained, highlighted, written in, drawn in or just plain disgusting.

Hardcovers Fiction, Mystery or Romance without dust jackets

Encyclopedias

Travel more than 5 years old

Medical more than 5 years old

Business more than 5 years old

Reader's Digest books

Dvds and CDs in generic cases, without official labels

Magazines

ANYTHING PLASTIC must be discarded in a Hardcover recycling bin.

COUNTING DONATIONS

All donated material, ACCEPTABLE OR NOT, must be counted and the count placed into the Donation Count Book kept on a shelf in the Donation area. Write the date, and put the counts under that day. Books and media are either kept, or are recycled.

SORTING DONATIONS

Donations can be broadly sorted into the following main categories:

Books with a barcode

Books without a barcode

Signed Books

Fiction Mass Market Paperbacks

Fiction Trade Paperback

Media

Books with a barcode are possible selections for our Amazon program. They are put, barcode up, on the metal rolling carts in the middle of the sorting room, for further review by the On-Line selling team.

Older non-fiction books + any other older noteworthy books, such as possible 1st editions, childrens from the 70's or before, very old fiction, may also be put.

See the Manager for input. Any books for further look-up are placed in the big black rolling bins on the ground under the bottom of the main shelving units.

The Sorters will check books for signatures. If they have been signed, they are put in the 'Signed' On-Line boxes for look-up.

Fiction Mass-Market Paperbacks

These are sorted into red bins on two shelves. The 1st shelf is labeled 'OK For Shop'. IN general, these books have 2 or fewer creases in their spines, and are in very nice condition. The 2nd shelf is ".25¢ Sale Shelf". These are books in lesser condition that we will store and put out for out .25¢ sales.

Trade Paperbacks

These are larger paperbacks. If they are brand new, put barcode up. If they are older, put on ok for shop shelf with ok for shop mass market paperbacks.

Media

Vinyl Albums, CDs and DVDs are placed on the media shelves for further review by the Media Team. Except for some albums, all media has barcodes and will be appraised by the on-line team as to possible worthiness to list on EBAY. The Media On-Line team works out of the Sorting Room on a once-a-week basis.

Other categories are Children and Outreach. These can go directly into the boxes designated in the Sorting Room.

Once the On-Line team has evaluated all bar code books, they will either be turned over face side up to be sorted, or put into the On-Line look-up boxes. Boxes without a barcode will be looked up and either put into boxes in the sorting room, or put into the On-Line Look-Up boxes.

Outreach Program

The Friends Book Shop sponsors two Outreach Programs. The 1st is for not-for-profits in the Saratoga area. The second is the Library Program with Better World Books. Our Outreach team comes twice a week and takes these books out of the storage room and distributes them to the two programs. The ones meant for local use are delivered by the Outreach Team.

SHOP DUTIES

Many Volunteers are involved in shop duties, They form into the following categories:

Shop Department Heads

Shop Project (Regular and Special) Individuals and Teams

Alphabetizers

Weeders

Edgers

Shop Department Heads

These volunteers come in usually once a week, and are in charge of sections (categories) of books in the shop. Ex: History, Cookbooks, Children's Books, etc.

These volunteers come into the Sorting Room, grab their boxes which are labelled for them, and take them into the shop to their area. Once there, they evaluate all new donations, price and put them on their shelves, and remove books that have been on the shelves a long time. In general all books are put out. Those that are taken off are given to Outreach, and put in Outreach boxes behind the cashiering desk. Those books not worthy of putting out are also given to Outreach. The Shop Department Heads are the experts in their areas, and make all decisions as to what they do. Once completed, they return the empty boxes to their designated place in the Sorting Room.

Shop Project Individuals and Teams

In general, there are always several Shop Projects to accomplish. Those may include- Being a Shop Department Head for a category that doesn't have one. Being a temporary Shop Department Head for one who is out on vacation, leave, etc. Helping to merchandise a very large donation in a category that exceeds shelf space. Weeding difficult areas, such as Newly Arrived Fiction and Non-Fiction Hardcovers, rotating shelves from the bottom to eye-level, and moving shelves down accordingly, weeding a large category that needs help, etc.

Alphabetizers

These volunteers alphabetize by Author's Last Name various sections in the shop that lend themselves to it. Examples of which: Classics, Sci-Fi, etc.

Weeders

Weeding is the process of taking books that have been on the shelf the longest off the shelves. All books on a shelf have to be looked at, and the oldest date established. A number of months are then weeded towards the present. There is a magic number of months to remove- too few months takes off too few books. Too many months takes off too many books. Sometimes, a book may be older (oldest), but the weeder believes the book has merit. In this case, they forward date (i.e.. erase the original shelving date and write a new date months forward, and/or they may lower the price as well after moving the date forward. All books weeded go to Outreach. It helps if a weeder knows the subject they are weeding.

Edgers

The simplest of tasks, yet one so very important. Every volunteer is encouraged to edge, some are assigned only to do so. Edging involves taking any shelf of books and carefully aligning the front edge exactly with the front edge of the shelf it is on. This produces an extremely neat presentation. Books sell better when they look professionally edged.

If books are donated in cardboard boxes which are not suitable for reuse (wrong size or just plain disgusting), please put them in the big cardboard recycle bin at the entrance to the Maintenance Room.

Media/Audio-Visual:

All media is placed in the Media Empire “New Media” bin, located behind the sorting area, on the back shelf behind the sorting area. Please count the items as you place them in the bin.

Media includes:

CDs, DVDs, VHSs, Vinyl records, Audio books (tape or CD) and Cassette Tapes.

Discard all media without an ‘official’ label on them- these could be bootleg and/or contain possibly volatile material. To discard media or anything plastic, please use the blue garbage can in the main Maintenance area, **not** in our recycling barrels

Non-Fiction: All non-fiction is separated from the massive pile of books that appears very discouraging in front of you, and place in various boxes according to type. These boxes are priced and shelved by specific volunteers.

The non-fiction Empire is headed by Alice, and most non-fiction goes on the Alice carts (yes- she has 2!), behind shelf B. Just to throw you off she does get Classics, and poetry . Non-Fiction Fiefdoms are handled by other wonderful volunteers.

Non-Fiction Fiefdoms Include:

Cook Books

Crafts/Interior Design/How-To

Military/History/Presidents

Antiquarian

Memory lane

See Empire section for detailed description of each Fiefdom.

Place non-fiction in the boxes with the BLUE tape (usually for Alice or anyone else crazy enough to tackle the job.) This part of the sort will save your life. When things are looking really overwhelming, think ‘Alice.’ (Be aware that Alice does have a ‘Voodoo Dolly’ or two)

Trade Paperback Fiction: Place in RED plastic trays to be priced. These are located on the floor to the right at the end of the sorting desk. For 20th Century Classic Authors, or for non-fiction, give to Alice.

Mass Market Paperback Fiction: Place in RED plastic trays to be priced. (These are found near middle of sorting area at end of shelving loaded with miscellaneous books, CDs, treasures of all kinds and whatever else Jeff and Alice might have collected over the years). THIS IS SHELVING UNIT ‘B’

Paperbacks in poorer shape: There are RED trays on the 'desk' area shelf identified as TEN CENT fiction, 10 cent non-fiction, and 10 cent Classics. Place them in these containers for our next Ten Cent Super Sale. Oversize beat-up or eclectic (niche) paperbacks go into the "10¢ boxes" on the 10¢ cart located to the left of Shelving Stack 'B'. This is a judgment call- see the Manager for an explanation.

NEW books (published in the current year): These are separated out of that stack that should be getting much smaller, and priced presently at five dollars (\$5) for 2012. (Look in any fiction book that appears new (bright and shiny) and find the date on, probably, one of the first four pages. Place on the bottom of shelving unit 'A' near the telephone unless it is taken over by our memorabilia.

Around June 1st of the current calendar year, mark books published in 2012 or 2013 at \$5, and the 2011 will drop down to \$3. By October 1st, price current year only. **(JB- need to do chart here for this...)**

Hard-Cover Fiction& Mysteries: There are two (sometimes three) lists above the desk. If a book is on the "OK TO GO TO SHOP" lists, price at three dollars (\$3) or \$1 and place it on the shop cart to go up to the Book Bag Shop. Ideally, the top shelf of this cart is for fiction, the second shelf down is for mystery. If NOT on the "Top 100 lists", you will end up holding it for a few days as it belongs on the top of shelf 'B' as a question. (QMA= Question for MaryAnne Hunter- Head Librarian) This cart also holds \$1 books and \$.25 cent books to go up to the shop. Put .25¢ books (another judgment call- see Manager) on the bottom shelf of the cart. If a book is on the mystery list, mark 'M' on the pricing page. If it is a Romance HC, mark 'R' on the pricing page. **FOR ANY BOOK THAT IS PRICED**, write the price LIGHTLY on the 1st white page available in the upper right hand corner, put the date month/year i.e. 6/13 for June 2013 a little below the price on the right, and then add M or R as described above, if required.

Marking the price on books: Mark the price on each book on the 1st white page in the upper right-hand corner. Mark LIGHTLY, especially for coffee-table and really nice books that could be used for gifts. Make sure your ¢ sign is clear- it should not look like a 0. Ex: .25¢ The date is also marked on the 1st white page, about 1/3 down. EX: 7/12 means book marked July 2012.

When looking for authors on the "OK TO GO TO SHOP LISTS", for Van Lustbader, look for Lustbader, for Le Carre, look for Carre- look for just the last part of the name only, unless hyphenated: McCall-Smith, look for Mccall.

Some books are too glossy to mark, or just too nice. In those cases, we use the little "yellow stick-on dots", and write the price and date on the dot, then stick the dot either on

the inside flap, or, in the case of children's books, anywhere appropriate- either the cover or the 1st inside page upper right hand corner.

Make sure ALL books that go to the shop are marked. Sounds easy, doesn't it?

Children and Teens: All books for children and teens are placed in a box with YELLOW tape marked Un-priced Children, Un-priced Chapter Books or Un-priced Teen books, and placed on the Children's Cart. Do not mix the 3 types of children's books together, if possible. Make sure boxes are labeled Chapter Books, kids books, or YA (Young Adult or Teen) Books.

Antique Old and Collectible Books, and Nostalgia

As you sort you may come across a book that looks old, but you think may possibly be valuable. If you have any doubts, place this kind of book in the Green Tape boxes of the Antiquarian Empire (see Empire section). Also place books with unusual subject matter, or books 60s or earlier, in either the Memory Lane or Antiquarian boxes. Our Antiquarian volunteer will look at them, and specially price any great finds.

Antiquities & Memory Lane: Yes, you CAN spot them...usually a little, just a little, older & musty looking but with a lot of endearment, begging to be priced and placed in the Book Bag for that special person who likes "Old." Place in appropriate boxes labeled Antiquarian or Memory Lane. Many times, these will be books that look old and tired, but are different, like a book on logging, or a book on a Robin, etc. Also- these books are 60s or earlier. They may also be older magazines, or Sports Programs. If you suspect ANYTHING to be old, unless it's just totally destroyed, keep it. We have an Amazon account and you will find treasures.

Sci-Fi, Paranormal and all Stephen King, Anne Rice and Dean Koontz: Near the end of the bad- shape paperback RED trays on the right of the desk is a small shelving unit that usually reaches the ceiling or tries to tumble into the trays of Trade Paperbacks. These are tended to separately by the head of our Sci-Fi Empire who is very understanding about the disarray of the stack he frequently encounters.)

(Now don't panic. If a book is misplaced, you WILL be 'found out.' And you will either find THAT book that you THOUGHT you had sorted properly laying in the new discouraging pile you THOUGHT you finished the night before or someone will gently remind you where it belongs. Deny, deny.)

(And, for now, don't look at the back shelving unit to your left when you get past the garbage cans and are looking over your very first massive pile of books, REALLY, a MOUNTAIN of books. That shelving contains everything imaginable for your Holiday Reading Pleasure: Thanksgiving, Christmas, Saratoga, Irish, Fourth of July, Halloween, etc, etc.) However, do put any obvious 'Holiday' books into the "Unsorted Holiday" bin on that shelving unit. It is next to the New Media Bin. Then wait until morning, guaranteed, there WILL BE another mountainous stack of gorgeous books.

The second area of back shelving beyond Bookcase 'B' is used to store our 10 cent books for the next 10 cent sale, both in 10¢ red trays and also 10¢ oversize paperback boxes.

OUTREACH: One of the carts is marked Outreach. This is a program where we put dupes coming down from the shop, and also various other fiction, non-fiction and kids books for the needy (hospitals, prisons, etc.) Please sort books into hardcover and softcover adult-only boxes, and kids only boxes. That is the only criteria. Do not give outreach Readers Digest.

If you see a signed copy of a book – put it on Jeff's desk.

Sorting

This is the science of arranging, grouping and placing massive numbers of books in the basement of a library.

“Thou shalt not cause harm to a beautiful book nor the dust jacket thereof, nor, through inaction, let that beautiful book, nor the dust jacket thereof, come to harm”. –That is our code, kid- etch it in your brain.....allegedly quoted from Jeff Budge, one-time Manager of the Book Bag.

Key Vocabulary: It's buried somewhere..... I'm running out of room..... watch out for that avalanche..... When in doubt, give it to Alice.....When there's no room upstairs, a lot of things look like 10¢.....There's gotta be another empty box around here someplace.....I have to go, but I'll be back sometime.....It's in there somewhere....I'll look, when I can move things.....if it takes longer than 30 seconds to figure out what it is- throw it out or 10¢ it.....I'd like to vacuum right there- wouldn't that be amazing?.....If I can't see it, I don't know it.....It was on the other side of all those piles.....

VOLUNTEER DUTIES – BOOKSHOP CASHIER

DUTIES INCLUDE	<p>Take care of transactions at the desk, including operating the register, charge card machines, and other cashiering duties</p> <p>Greet, direct, and assist customers</p> <p>Encourage customers to become Members of the Friends of the SSPL</p> <p>Welcome and greet customers. Offer to help if they are looking for something in particular.</p> <p>Answer customers' basic questions or concerns</p> <p>Provide direction within the shop to specific categories</p> <p>On completing a sale, thank the customer and express the hope they will return.</p> <p>Tidy and 'edge' the shelves in the shop if time permits</p> <p>Assist with light clerical duties, such as pricing items and shelving items if asked by the Mgr. or Asst. Mgr.</p> <p>Direct customers with more specific questions or concerns to the Manager or Assistant Manager</p>
VOLUNTEERS SHOULD BE ABLE TO:	<p>Sitting for a 2-3 hour shift</p> <p>Moving about the Book Shop unassisted</p> <p>Discussing transactions or other questions face-to-face and/or by telephone</p> <p>Repetitive Movement</p> <p>Good communication skills- you are the face of the Friends when you are on your shift</p> <p>Basic math skills</p>
Time Commitment	<p>Cashier: Minimum of 2 hours, maximum of 3 hours per shift; once a week (preferred)</p> <p>Super-Sub Cashier: On call shifts as needed as requested by the Manager</p>
Orientation	<p>Training Session with Manager on Register, including introduction to all forms used in shop and Desk Reference Materials</p> <p>'Shadowing' session at the shop with an established desk person</p> <p>Reading and understanding the Desk Volunteer Manual</p> <p>Knowledge of Books, Friends Book Shop mission, Friends Membership Services</p>
Volunteer Benefits	<p>Congenial atmosphere in which to volunteer time</p> <p>After 20 hours of volunteer time, volunteers are eligible to receive 50% off their purchases, and are also eligible for special library privileges, such as late fees being waived</p> <p>After one year of service, eligible for special recognition by the Friends</p>
Responsible to	<p>Book Shop Manager. If Book Shop Manager is Unavailable, to the Book Shop Assistant Manager</p>

VOLUNTEER DUTIES – SORTING ROOM

PURPOSE	To assist the Manager or Assistant Manager in accomplishing Sorting Room & Shop duties
KEY RESPONSIBILITIES	Point-of-entry pricing and sorting: This job requires the 1st handling and sorting of all donations Shop Area Specialist: This position requires management of a category within the shop Shop Shelver- shelf 'edging' & tidying, neatening, organizing, alphabetizing and weeding by date Shop Maintenance- including straightening displays, removing unused bookends and holders, and checking book categories for mis-filed books and returning them to their proper place Basic Triage of Shop Category Boxes- neatening, organizing and weeding Assist with light clerical duties, such as pricing items and shelving items Assist a shop Category Head (Supervisor) in Non-Fiction or Children's Books
VOLUNTEERS SHOULD BE ABLE	Standing and/or Sitting for a 2-3 hour shift Moving about the Sorting Rm. & Book Shop unassisted Ability to push a shop cart Ability to lift 25 lb. boxes helpful, but Manager or Asst.Mgr. can assist with lifting Repetitive Movement
Location	Friends Book Shop, Main Floor
Supervision	By Manager, or, if Manager is absent, by Assistant Manager By Shop Area Specialist in Non-Fiction or Children's Category.
Volunteer Time Commitment	Flexible, but 2-3 hours on a specific day preferred
Orientation	Introductory session with Manager, including overview of all Sorting Room and Shop duties Training Session with Manager , including specific tasks for Sorting Room or Shop duties Familiarity with Sorting Room Manual Familiarity with books and organizational skills Careful attention to detail Be able to work without constant supervision Ability to learn Sorting Room & Shop organizational and category systems
Volunteer Benefits	Congenial atmosphere in which to volunteer time After 20 hours of volunteer service, volunteers are eligible to receive 50% off their purchases, and are also eligible for special library privileges, such as late fees being waived After one year of service, eligibility for special recognition by the Friends