

GIMLET!



Question Types!

Find/Hold Item	Someone asks if we have a specific title. You show them where it is, or place a hold on it.
Services	Museum passes, Room bookings, Homebound delivery, Notary, Library of Things, eBooks, Large Print, Databases, Online resources, etc.
User Accounts	Your first stop is their record – to renew an item, update their card, collect fines, update PIN, etc.
Tech	You help someone with printing, using a computer, self-check, etc.
Readers Advisory	You suggest titles
Tech	You help someone with printing, using a computer, self-check, etc.
Directional	You direct someone inside the building. Examples: Where's the bathroom? Where are your audiobooks? Where's the Friends room?
Programs	You answer questions about or help register someone for a program – make note of what program in the Question field
Research	You spend time looking up information
Behavior	You remind someone of our behavior expectations
Suggestion	Someone suggests a title, program, or resource. Make note of it in the Question field.
Compliments/Complaints	Make note of it in the Question field.
Other	If you just can't think of another Question Type that fits – make a note in the Question field.

Tags!

You can use more than one tag with any question, but tags are not required.

Example: You help someone with self check. You would do question type "Tech" then could use the tags "self-check" and "instruction"

Do not add new Tags. If you want to add information to an entry, use the Question and Answer fields:

Question (optional)	Answer (optional)	Change stats categories
<input type="text"/>	<input type="text"/>	
Tags <input type="text"/> Space separated - Showing promoted tags. Edit tag list	AMH>Returns Book_Group Computers Copy/Scan/Fax Databases Downloadables Fines/Fees Friends_Room gaming Holds/Renewals Homework_Center Hours Instruction Interpersonal_goodwill Local_History LoT Maintenance/Custodian Meeting_Room_Bookings Meeting_Room_Tech Museum_Passes Netguides New_Card Notary Printing Renew/Update_Card Self-Check taxes Teacher_Assistance Teen_Room Wireless_Printing	

Reminders!

Do not enter check-outs or simple phone call transfers.

Enter as much detail in the Question and Answer fields as you have time for. If you do not have time to add details, it's ok! The important thing is to have a basic question logged for statistical purposes.