

Library Support Staff Core Operations Training Course

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Course Overview

Library Support Staff Core Operations Training Course is a one-week foundation course for library teams who leave with a Library Support Operations Handbook. Participants connect service desk routines, patron accounts, circulation, holds, returns, shelving, shelf reading, collection care, basic catalog and discovery support, acquisitions handoffs, statistics, privacy, accessibility, teamwork, and exception handling. The course covers the daily operating role rather than one visitor-service specialty. Library support staff core operations are taught by Agile Leaders Training Center.

Who Should Attend

- Library assistance functions responsible for daily public and technical service tasks
- Circulation functions responsible for patron accounts, loans, returns, holds, and exceptions
- Shelving functions responsible for stacks order, shelf reading, and item location
- Information desk support functions responsible for discovery guidance and service handoffs
- New library staff responsible for privacy, accessibility, teamwork, and operating evidence

The course assumes participants are new to library operations or support them at foundation level and leaves out professional cataloging, collection strategy, systems administration, and external certification.

Departments and Industries

The course supports library operations across public, academic, school, corporate, healthcare, and community information services.

- Public and community libraries
- Academic and school libraries
- Corporate and professional information centers
- Healthcare and research libraries
- Cultural and nonprofit resource centers

Learning Objectives

By the end of this course, participants will be able to:

- Apply service desk, privacy, accessibility, and teamwork procedures
- Use circulation, patron account, hold, and return controls
- Build shelving, shelf-reading, and collection-care routines
- Apply catalog discovery and processing handoff checks
- Analyze service statistics, incidents, and operating exceptions
- Build a Library Support Operations Handbook

Course Agenda

Day 1: Library Support Foundations

- Library Support Role Boundary Map
- Service Desk Opening and Closing Checklist
- Patron Privacy Decision Guide
- Accessible Service Adjustment Matrix
- Team Communication and Handoff Log

Day 2: Circulation Service Controls

- Patron Account Verification Checklist
- Checkout and Return Transaction Standard
- Hold and Reserve Processing Flow
- Overdue and Damaged Item Decision Guide
- Circulation Exception Escalation Record

Day 3: Stacks and Collection Care

- Call Number Shelving Sequence Guide
- Shelf-Reading Accuracy Checklist
- Item Location and Transfer Log
- Collection Condition Observation Sheet
- Inventory and Missing Item Tracker

Day 4: Discovery and Service Handoffs

- Catalog Search Support Question Path
- Reference Request Referral Guide
- Acquisition Receipt Handoff Checklist
- Item Processing Status Board
- Library Service Statistics Register

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Day 5: Library Operations Practice

- Service Desk and Privacy Scenario Exercise
- Circulation and Account Exception Simulation
- Shelving and Collection Care Exercise
- Discovery and Processing Handoff Exercise
- Capstone Library Support Operations Handbook

Practical Exercises

The course uses suggested activities drawn from public, academic, school, healthcare, and corporate library settings.

- Suggested activity: open a service desk and respond to a privacy or accessibility scenario
- Suggested activity: process a checkout, return, hold, and damaged-item exception
- Suggested activity: shelf-read a sample sequence and record a missing or misplaced item
- Suggested activity: route a discovery question and assemble a library support operations handbook

FAQs

Who does the Library Support Staff Core Operations Training Course suit and what does it assume?

The course suits library assistants, circulation staff, shelving teams, information desk support staff, and new library employees working at foundation level.

How does library support staff operations training differ from inclusive visitor service training?

Library support operations training covers circulation, accounts, holds, returns, shelving, collection care, discovery handoffs, statistics, and exceptions; inclusive visitor service training concentrates on access and interaction needs.

What belongs in a Library Support Operations Handbook?

A Library Support Operations Handbook contains role boundaries, desk routines, privacy and accessibility decisions, circulation controls, shelving rules, collection checks, referral paths, processing handoffs, statistics, and exception escalation.

How should library circulation exceptions be handled?

Circulation exceptions are handled by confirming the account and item status, applying local procedures, recording the decision, protecting patron privacy, and escalating overrides, damage, disputes, or unresolved blocks.

How can library support staff maintain accurate shelves?

Library support staff maintain accurate shelves by following the local call-number sequence, shelf-reading in defined sections, recording misplaced or missing items, checking item condition, and documenting completed ranges.

Conclusion

Participants take back a Library Support Operations Handbook linking desk routines, patron accounts, circulation, holds, returns, shelving, collection care, discovery support, processing handoffs, statistics, privacy, accessibility, and exceptions. It makes daily responsibilities and operating evidence visible across the support team. The handbook supports consistent service without replacing professional cataloging, systems administration, or local policy authority.

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