

# THE LIBRARY SHOP

## VOLUNTEER HANDBOOK

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# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

### A. JOB TRAINING CURRICULUM

#### Sales Assistants

Sales Assistants share in the responsibilities for the professional operation of the Library Shop. Training for Sales Assistants should be conducted in an atmosphere that conveys respect for their volunteer service and recognizes and affirms their importance in the overall success of the Shop.

Training for Sales Assistants should help to make the volunteer familiar with:

- The donated materials, genre and location, to be able to answer questions and assist customers
- All new merchandise, to be able to answer questions and assist customers
- Shop equipment and sales procedures
- Customer service practices
- Time and record keeping procedures
- The printed materials about the Friends organization, location of membership and other materials about the Friends.
- Library layout, current Library programs and other library events.

### B. SALES ASSISTANTS SCHEDULING AND SHIFT CHANGE

#### Shift Schedule

The shift schedule for the month will be posted in a binder in the Shop workroom by the Manager.

#### Starting a Shift

- Report at least 10 minutes before shift.
- Stow away personal belongings.
- Sign in. Put on apron and name tag.
- Read over weekly memos for current updates.
- Check log book.
- Review book shelves to see if they are well-stocked. If there are any "holes" in a category, replenish from priced stock in workroom.

#### Ending a Shift

- Wait until next Sales Assistant arrives.
- Brief newly arrived Sales Assistant.
- Note any pertinent information for the Manager into weekly memo book.  
Items to be noted include:
  1. Certain merchandise needs to be reordered.
  2. Categories of donated material need to be restocked
  3. Customer's requests or complaints.

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## SALES ASSISTANT HANDBOOK

4. Replenishment of cleaning and other supplies.
- Sign out, record work hours, and hang up apron in workroom.

### **No-Show Procedures**

Call the Manager or the Library Volunteer Coordinator if the next person scheduled does not arrive to determine what to do. If at all possible, remain on shift until a replacement arrives.

NEVER LEAVE THE SHOP OPEN AND THE SALES FLOOR UNATTENDED. If you must leave before a replacement arrives, notify the Manager, Library Volunteer Coordinator, or Library Secretary that you are leaving and that the Shop door needs to be locked. Lock the cash register drawer before you leave.

## **C. START OF BUSINESS DAY**

### **Steps for Opening**

- Arrive 30 minutes before shop opens to customers.
- If shop is not already open, ask the Library Volunteer Coordinator or the Library Secretary to unlock the entry door. Relock door after entering. Do not leave door unlocked until official opening time.
- Follow procedures for Starting a Shift.
- Prepare cash register and business equipment for use.
- Check to be sure all items, books, etc. are in place.
- Open door for customers, move displays into the lobby area, and put out "open" sign.

### **Opening Register at Start of Business Day** (See Appendix I)

- Turn on the cash register.
- Enter clerk code
- Do a "no sale" to verify that the correct time and date have printed on the receipt.
- Count the cash drawer to verify the beginning amount is \$100.
- Note any discrepancies on the receipt.
- Sign the receipt and place it under the cash drawer.

## **D. END OF BUSINESS DAY**

### **Steps for Closing**

- Bring in lobby carts and displays.
- Perform a visual security check throughout the shop, beginning in the workroom and ending at the shop entrance.
- Lock door at official closing time.

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## SALES ASSISTANT HANDBOOK

- Put up "closed" sign.
- Close out cash register. (Instructions follow)
- Place end day ticket, money, and any appropriate paper work in safe.
- Make notes in weekly memo book.
- Check to be sure everything is left ready for next day opening.
- Sign out and record work hours.
- At least 20 minutes prior to library closing, notify the Manager, Library Volunteer Coordinator, Library Secretary, or Circulation Desk Supervisor (evenings) to lock the Shop door. Wait for the lock-up person to arrive.
- Leave Shop with the lock-up person. Test door to make sure lock has engaged. Leave building.

### **Closing Register at End of Business Day** (See Appendix II)

- Prepare Deposit Envelope. It should have the date and the name of the person preparing deposit.
- Print final Daily Sales Report.
- Write Daily Sales to the Memory Card in the register.
- Clear the contents from under the cash drawer.
- Clear clerk code from cash register.
- Count the money in the cash drawer.
- Subtract \$100 from the total amount. That is the deposit amount. (It should match the cash total on the Daily Sales Report, unless there are voids waiting for the Manager).
- Remove deposit amount from the cash drawer.
- Put the deposit amount in the Deposit Envelope.
- Close and lock the cash register drawer.
- Turn off cash register.
- Put Daily Sales Report, cash, checks, credit slips and debit slips in Deposit Envelope and seal.
- Put envelope through slot in safe.

## **E. SALES TRANSACTIONS**

All Sales Assistants must accurately process customer sales transactions as per Manager's instructions.

### **Operating the Cash Register**

Easy steps to a sales transaction

- Receive merchandise at sales counter.
- Enter your clerk number into the cash register (See Appendix III).
- Scan each barcode on the Library Shop price tag for new merchandise or enter the price and department code for donated materials (See Appendix IV and APPENDIX V).

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## SALES ASSISTANT HANDBOOK

- Subtotal sale on cash register.
- Receive payment.
- Enter amount tendered.
- Give customer change and printed receipt.
- Package merchandise and give to customer.

### **Sales Tax**

CA sales tax of 7.75% is preprogrammed in the cash register based on the sales code of each item. The tax is automatically added to each item and totaled on the sales receipt. The donated books and materials are "no sales tax" items and will incur no tax amount.

### **Cash**

#### **Acceptance Policy**

- No bills over \$50.00

#### **Processing** (See Appendix V)

- Receive cash.
- Check the amount received, and state the amount aloud. If amount received is greater than purchase price, do not place cash in the register drawer until change is given to the customer.
- Make change from cash drawer and close the drawer.
- Count back change.

Be sure to notify the Manager if the cash drawer is low on cash. If the Manager is not available, obtain cash at the library Circulation Desk.

### **Credit Cards and Debit Cards without PIN Entry**

#### **Acceptance Policy**

**No cash-back to customers using a credit or debit card.**

Valid **only** with one of the following unaltered and current:

- CA driver's license
- CA identification card
- Employee identification card with laminated photo preferred
- Military I.D.
- Passport
- Signature match
- For unusual requests, call Manager.

#### **Processing** (See Appendix VI)

- Receive credit card. Ask customer, "credit or debit with PIN?" to verify transaction processing type is credit. (Note: Debit without PIN entry is processed as a credit card transaction.)

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## SALES ASSISTANT HANDBOOK

- Run customer credit card through card swipe and enter total sale amount. May need to call to verify.
- Check customer's primary I.D. and verify credit card and I.D. match.
- Have customer sign credit card form. Place merchant copy portion in the cash register.
- Give customer copy with sale receipt attached to customer.

### **Debit Card with PIN Entry**

#### Acceptance Policy

**No cash-back to customers using a credit or debit card.**

#### Processing (See Appendix VII)

- Receive debit card. Ask customer, "credit or debit with PIN?" to verify transaction type is debit with PIN entry. (Note: Debit without PIN entry is processed as a credit card transaction.)
- Run customer debit card through card swipe and enter total sale amount. May need to call to verify.
- Ask customer to enter PIN on terminal keypad.
- Place merchant copy portion in the cash register.
- Give customer copy with sale receipt attached to customer.

### **Personal Checks**

#### Acceptance Policy

- Only local checks with current name and address printed on them.
- No postdated checks.
- Checks must be made payable to The Library Shop
- No checks over \$50.00.

#### Processing (See Appendix VIII)

- Receive check.
- Ask for Photo Identification. Write on check the customer I.D. # and customer phone number, if not pre-printed.
- Verify dollar amount on check matches sales receipt total.
- Put check in cash register drawer.

### **Voiding a Sales Transaction** (See Appendix IX)

#### To Void Last Entry

- Simply press VOID

#### To Void Earlier Entry

- For department entry: enter amount, VOID, and department key
- For barcode entry: VOID and scan barcode
- For refund: enter amount, RFND, VOID, and department key

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## SALES ASSISTANT HANDBOOK

### To Void Subtotal

- Press VOID and the #/TM/SBTL key

### To Void Previous Transaction

- Contact the manager.
- If Manager is unavailable, make a note in the log for later correction

### If Incorrect Tender Has Been Entered

- Finalize the transaction
- Make correct entries from the beginning
- Give the Manager the receipt from the incorrect tender transaction for it's cancellation, if Manager is unavailable make a note in the log for later correction.

## **Returns, Exchanges, and Credits**

### Donated Items

No returns or exchanges on used books and magazines or other used items. An exception is audio-visual items that are defective. The defective item may be exchanged for used merchandise of equal value.

### New Merchandise

New merchandise returns are accepted if all of the following conditions are met:

- The merchandise is in new condition
- A Library Shop purchase receipt is presented
- The purchase was made within the prior 90 days.

A refund of cash or credit can be given, depending on the original purchase transaction. A purchase made by check has to wait at least 10 business days. Process the return cheerfully and never question the customer's reason for a return.

### To Process Refund (See Appendix X)

- For department entry, enter amount, RFND, and the department key
- For a barcode scan, RFND key and scan barcode

## **Packaging of Purchases**

### Used/Donated Items

A purchase of three or more used/donated items (books, magazines, audio-visuals) will be placed in plastic T-shirt bag unless customer declines a bag.

### New Merchandise Items

- Use imprinted paper bags to package new merchandise items.
- For cost efficiency, select bag appropriate to item size and, if possible, combine several items into one bag.
- Wrap small jewelry purchases in tissue paper before placing in bag.

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## SALES ASSISTANT HANDBOOK

- Cushion breakable items with paper or bubble-wrap.

### Special Gift Packaging:

If purchaser designates new merchandise purchases as gifts, wrap items with tissue and place in appropriately sized paper bag with handles tied together with ribbons.

## **F. SPECIAL TRANSACTIONS**

### **Member Discounts** (See Appendix XII)

Friends receive a 10% discount by showing an up-to-date membership card or by having their membership verified on the Friends Membership List located in a file under the counter.

### **Purchases by Shop Volunteers** (See Appendix XII)

Do not ring up transactions for your own purchases. Ask for the Manager or another Sales Assistant to handle these transactions for you. All Shop volunteers receive a 10% discount on purchases made in the Library Shop.

### **Redeeming Library Spirit Discount Awards** (See Appendix XII)

Discount is 25%, and is good for purchase of one regular priced item of \$50 or less. If item has already been discounted, use the item's regular price before applying the 25% discount.

### **Accepting Friends Dues or Monetary Donations**

Applications for Friends Membership should be readily available on the Shop's sales counter at all times. Friends information is also at the Information Desk in the Library lobby.

Envelopes with dues and/or donations can be accepted by any Sales Assistant. Ask the donor to fill-in the information requested on the envelope, to place check or cash inside, and to seal the envelope. Open the cash register drawer and place the sealed envelope under the cash drawer. (See Appendix XIII)

# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

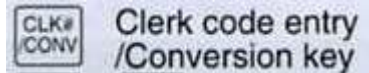
### APPENDIX I

#### Clerk Codes

- Enter your clerk code using the numeric keypad



- Press the CLK#/CONV key



- See Clerk listing for number assignments

Clerks			
#	Name	#	Name
1	Angelina Duarte	21	Gabriella Ledesma
2	Hilda Glenesk	22	Diane Bentley
3	Ernie Glenesk	23	Erma Lawton
4	Ardeth Cox	24	Nancy Marriott
5	Simone Gillogly	25	Dee Greenawald
6	Lou Green	26	Corrine Newton
7	Margaret Paden	27	Cylla Stanley
8	Lillian Felty	28	Susan Buchanan
9	Lee VanBergen	29	Rosemary D'Amato
10	Betty Hanssen	30	Susan Markscheffel
11	Beth Shurtleff	31	Vibiana Saavedra
12	Rosemary Gabel	32	
13	Charlotte Bennett	33	
14	Claudia Peterson	34	
15	Hinda Beaman	35	
16	Millie Kring	36	
17	Heidi Ledesma	37	
18	Alice Worhacz	38	
19	Audrey Nash	39	
20	Janyce Salazar	40	

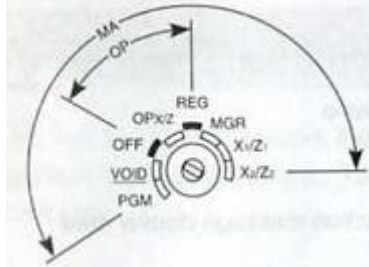
# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

### APPENDIX II

#### Register: Opening

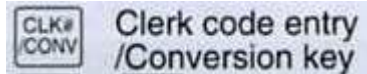
- Make sure power cord is securely connected to the AC outlet
- Turn the mode switch to the REG position



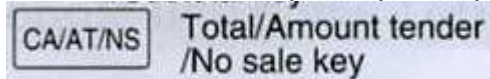
- Enter your clerk code using the numeric keypad



- Press the CLK#/CONV key



1. Press CA/AT/NS to print up receipt.



2. Check if date and time are correctly set.



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## SALES ASSISTANT HANDBOOK

3. Count cash in drawer. Amount should be \$100.

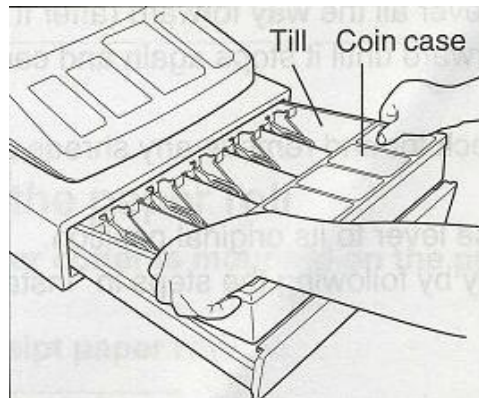
Optimal cash breakdown for opening:

- Fives – at least \$40
- Ones – at least \$20
- Quarters – at least \$10
- Dimes – at least \$5
- Nickels – at least \$2
- Pennies – at least \$.50

4. Note any cash discrepancies on receipt and sign



5. Place receipt under cash drawer



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## SALES ASSISTANT HANDBOOK

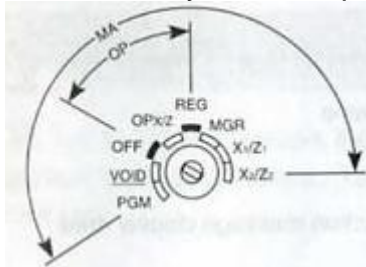
### APPENDIX III

#### Register: Closing

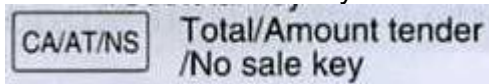
- Prepare Deposit Envelope. It should have the date and the name of the person preparing deposit.

Angie September 7, 2008
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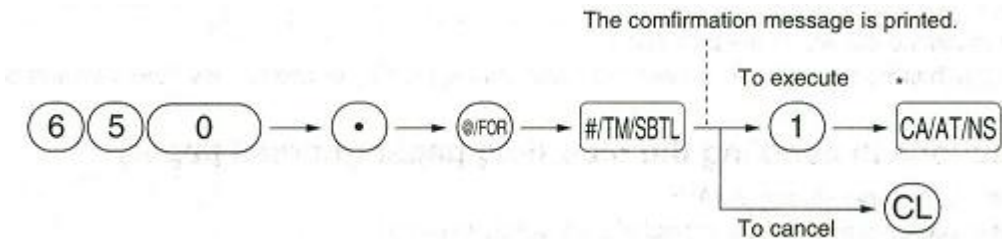
- Print sales reports for the day.
  1. MGR turn key to X1/Z1 position



2. Press the CA/AT/NS key



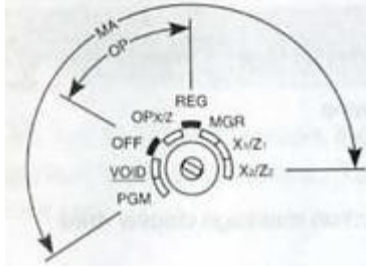
3. Press "6" - "5" - "0" - "." - @/FOR - #/TM/SBTL - "1" - CA/AT/NS



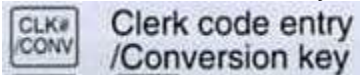
4. Clear contents from under the drawer
5. MGR turn key to REG position

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## SALES ASSISTANT HANDBOOK



### 6. Press CLK#/CONV key



- Count money – comparing it with the amount of cash in a drawer versus the amount printed on the general report.
  1. Count all the money in the till. (Ex: Total amount in till is \$225.93)
  2. Subtract start of day amount. (Ex: Started with \$100.00)
  3. Leave start amount in till (Ex: \$100.00)
    - Optimal cash breakdown for till after pulling out deposit:
      - Fives – at least \$40
      - Ones – at least \$20
      - Quarters – at least \$10
      - Dimes – at least \$5
      - Nickels – at least \$2
      - Pennies – at least \$.50
  4. Amount left is the deposit amount. (Ex:  $\$225.93 - \$100.00 = \$125.93$ .)
  5. Pull out the deposit amount. (Ex: Deposit is \$125.93)
  6. Put Daily Sales Report, cash, checks, credit slips and debit slips in Deposit Envelope and seal.
  7. Drop Deposit Envelope into safe.

### Verifone

- Press the MORE button (first purple on the left)
- Press the SETTLEMENT button
- Put the Settlement Slip in the deposit envelope

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## SALES ASSISTANT HANDBOOK

### APPENDIX IV

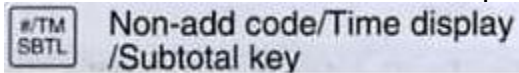
#### Sales: New Transactions

- Enter Clerk Code
  1. See Appendix I (page 8)
- Scan each barcode on the Library Shop price tag



#### The Barcode Breakdown:

1. First set of two numbers (00XXXXXXXXX)  
The Group Number.
  2. Second set of two numbers (XX00XXXXXXXXX)  
The Department Number
  3. Third set of two numbers (XXXX00XXXXX)  
The Item Number
  4. Last set of five numbers (XXXXXX00000)  
The Price
- After all items have been entered press the Subtotal key



- Ask how the customer will be paying.
  1. For Cash, see Appendix V (page 14)
  2. For Check, see Appendix VIII (page 17)
  3. For Credit Card, see Appendix (page 18)
  4. For Debit Card, see Appendix (page 19)

# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

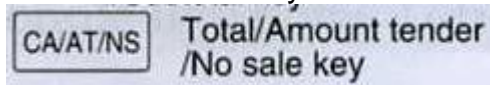
### APPENDIX V

#### Cash Transactions

- Enter the amount received using the numeric keypad



- Press CA/AT/NS key



- Set money on top of till
- Remove change from till
- Give the customer with their change
- Place money received into correct slot
- Close the drawer
- Tear off receipt and give it to the customer with their purchase

# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

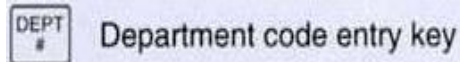
### APPENDIX VI

#### Sales: Donated Materials (or if the barcode not scan)

- Enter Clerk Code
  1. See Appendix I (page 8)
- Use the numeric keypad to enter Department Number, see Appendix VII (page 16)



- Press the Department code key

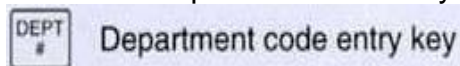


- Enter the Price using the numeric keypad

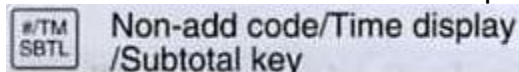


(Decimal points are not necessary)

- Press the Department code key



- After all items have been entered press the Subtotal key



- Ask how the customer will be paying.
  1. For Cash, see Appendix V (page 14)
  2. For Check, see Appendix VIII (page 17)
  3. For Credit Card, see Appendix (page 18)
  4. For Debit Card, see Appendix (page 19)

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### APPENDIX VII

#### Group and Department Codes

Group Codes					
Group	Name		Group	Name	
0	Donated Materials		5	Books	
1	Women's Gifts		6	Stationery	
2	Men's Gifts		7	General Supplies	
3	Adult Gifts		8	Holiday	
4	Children		9	Candy	


Department Codes								
Dept	Text	Group	Dept	Text	Group	Dept	Text	Group
1	Friends Membership	0	34	Magnet	3	67		6
2	Adult Hardcover	0	35	Keychain	3	68		6
3	Adult Trade	0	36	Art	3	69	Stationery-Misc	6
4	Adult Paperback	0	37	Bag/Tote	3	70	Paper	7
5	Children	0	38		3	71	Pen/Pencil	7
6	Media	0	39	Adult Gift-Misc	3	72	Marker/Highlighter	7
7	Magazine	0	40	Activity	4	73	Media	7
8	Jigsaw Puzzle	0	41	Sticker/Stamp	4	74	Correction	7
9	Donated-Misc	0	42	Children-Cards/Deck	4	75	Folder	7
10	Jewelry-Earring	1	43	Puppet	4	76		7
11	Jewelry-Necklace	1	44	Plush	4	77		7
12	Jewelry-Pin	1	45	Toy	4	78		7
13	Jewelry-Bracelet	1	46	Bag/Backpack	4	79	General Supplies-Misc	7
14	Jewelry-Set	1	47	Media	4	80	Ornament	8
15	Accessory Case	1	48		4	81	Books	8
16	Gift Set	1	49	Children-Misc	4	82	Figurine	8
17		1	50	Pre-School	5	83	Activity/Sticker	8
18		1	51	Elementary	5	84		8
19	Women's Gift-Misc	1	52	Young Adult	5	85		8
20		2	53	Adult	5	86		8
21		2	54	Cooking/Reference	5	87		8
22		2	55	Games/Humor	5	88		8
23		2	56	Art/Music/TV/Movie	5	89	Holiday-Misc	8
24		2	57		5	90	Novelty	9
25		2	58		5	91		9
26		2	59	Books-Misc	5	92		9
27		2	60	Postcards	6	93		9
28		2	61	Greeting Cards	6	94		9
29	Men's Gift-Misc	2	62	Boxed Notes	6	95		9
30	Adult-Cards/Deck	3	63	Journal	6	96		9
31	Mug	3	64	Bookmark	6	97		9
32	Bookends	3	65	Calendar	6	98		9
33	Figurine	3	66		6	99	Candy-Misc	9

# THE LIBRARY SHOP

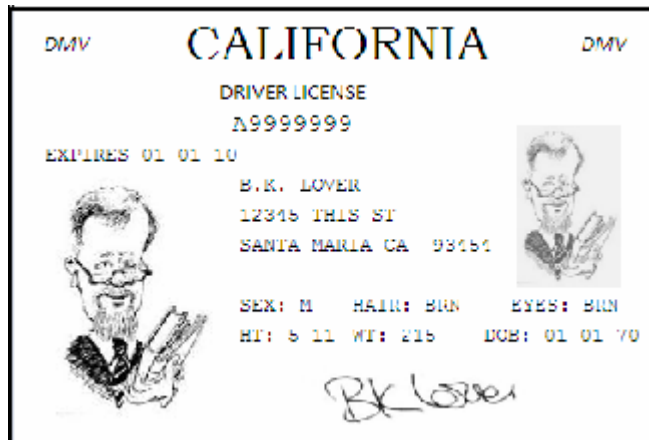
## SALES ASSISTANT HANDBOOK

### APPENDIX VIII

#### Check Transactions

1- B.K. Lover	6- CA A9999999	ex 01/10	-7	1005
12345 This St.	8- 5555	AD	-10	
Santa Maria, CA 93454		2- Date	9/7/08	
3- Pay to the order of                      The Library Shop			\$ 42.95	-9
4- Forty-two dollars and 95/100				Dollars
				
Memo _____				
: 9 9 9 9 9 5 5 5 5 ' :      1 2 3 4 5 6 7 8 9 0 " '      1 0 0 5				

1. Only local checks with current name and address printed on them.
2. No postdated checks.
3. Checks must be made payable to The Library Shop.
4. No checks over \$50.00.
5. Ask for Photo Identification



6. Write ID # on check.
7. Write identification expiration date on check.
8. Write customer phone number on check, if not pre-printed.
9. Verify dollar amount on check matches sales receipt total.
10. Initial the check to signify that the check meets the criteria.

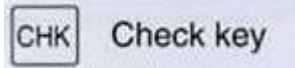
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- Enter the amount of the check using the numeric keypad



- Press the CHK key



- Put check in cash register drawer.
- Close the drawer
- Tear off receipt and give it to the customer with their purchase

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## SALES ASSISTANT HANDBOOK

### APPENDIX IX

#### Credit Card Transactions

After the sale is totaled, use the Verifone for the first step of payment

- Slide Credit Card through the machine
- Enter the last four numbers of the card
- Enter the amount of sale
- Press the Enter (green) button
- Slip will print
- Have customer sign printed slip
- Press the “YES” button to have a customer copy printed

Once you have the signed slip in your hand, go back to the register for the second part of payment

- Enter the amount of sale using the numeric keypad
- Press the CH1 key
- Place the slip in the register
- Close the drawer
- Tear off receipt and give it to the customer with their purchase

To Void last sale on Verifone

- Press the Void button and follow the prompts

To Refund Credit Card sale

- Press the Refund button and follow the prompts

**Press the X (red) key to clear activity**

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## SALES ASSISTANT HANDBOOK

### APPENDIX X

#### Debit Card Transactions

After the sale is totaled, use the Verifone for the first step of payment

- Slide Debit Card through the machine
- Enter the amount of sale
- Press the Enter (green) button
- Have customer enter their pin number and press the enter key
- Slip will print
- Press the “YES” button to have a customer copy printed

Once you have the signed slip in your hand, go back to the register for the second part of payment

- Enter the amount of sale using the numeric keypad
- Press the CH1 key
- Place the slip in the register
- Close the drawer
- Tear off receipt and give it to the customer with their purchase

To Void last sale on Verifone

- Press the Void button and follow the prompts

To Refund Credit Card sale

- Press the Refund button and follow the prompts

**Press the X (red) key to clear activity**

# THE LIBRARY SHOP

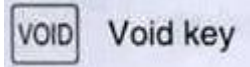
## SALES ASSISTANT HANDBOOK

### APPENDIX XI

#### Voids

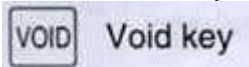
To Void Last Entry

- Press VOID key



To Void Earlier Entry

- For barcode entry
  1. Press VOID key



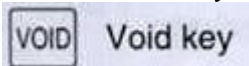
2. Scan barcode



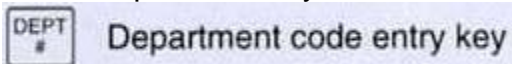
- For department entry
  1. Enter the Department Code using the numeric keypad



2. Press VOID key



3. Press Department key



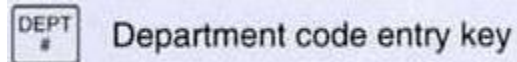
4. Enter the amount using the numeric keypad

# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK



5. Press Department key

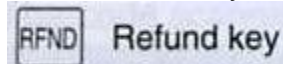


1. For refund

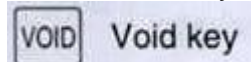
1. Enter the Department Code using the numeric keypad



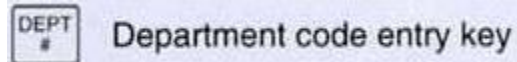
2. Press RFND key



3. Press VOID key



4. Press Department key



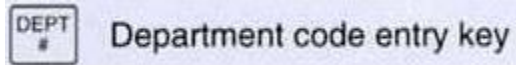
5. Enter the amount using the numeric keypad



# THE LIBRARY SHOP

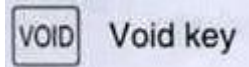
## SALES ASSISTANT HANDBOOK

6. Press Department key

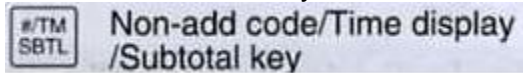


### To Void Subtotal

1. Press VOID key



2. Press #/TM/SBTL key



### To Void Previous Transaction

2. Contact the manager.
3. If Manager is unavailable, make a note in the log for later correction

### If Incorrect Tender Has Been Entered

4. Finalize the transaction
5. Make correct entries from the beginning
6. Give the Manager the receipt from the incorrect tender transaction for it's cancellation, if Manager is unavailable make a note in the log for later correction.

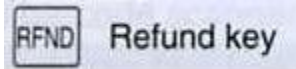
# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

### APPENDIX XII

#### Refunds

- For an item with a Library Shop barcode
  1. Press RFND key



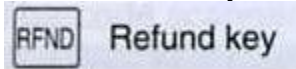
2. Scan barcode



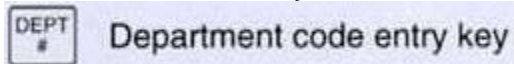
- For an item without a Library Shop barcode
  1. Enter the Department Code using the numeric keypad



2. Press RFND key



3. Press the DEPT# key



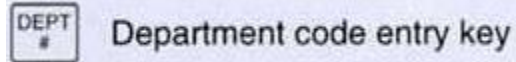
4. Enter the amount using the numeric keypad



# THE LIBRARY SHOP

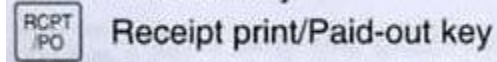
## SALES ASSISTANT HANDBOOK

5. Press the DEPT# key

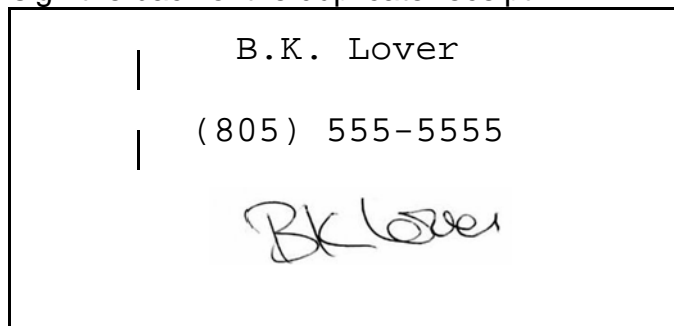


6. Process transaction as usual

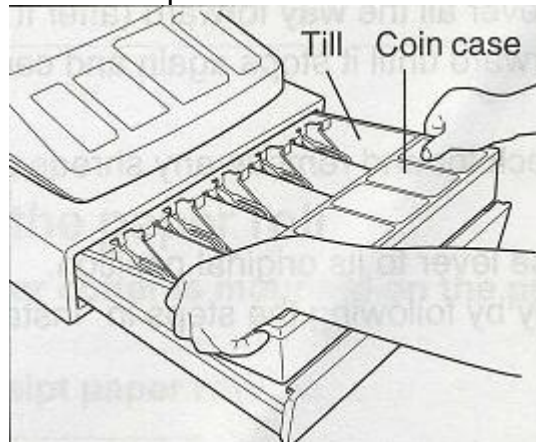
7. After transaction is complete, make a duplicate receipt by pressing the RCPT/PO\_ key



8. Have customer write their name, phone number, and have them sign the back of the duplicate receipt



9. Place receipt under cash drawer



# THE LIBRARY SHOP

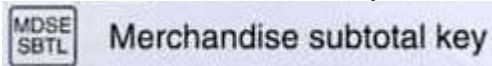
## SALES ASSISTANT HANDBOOK

### APPENDIX XIII

#### Discounts

- Member Discounts
  1. Scan or manually enter all items in the transaction  
See Appendix IV (page 13) and Appendix VI (page 15)

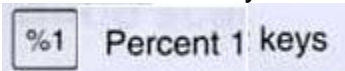
2. Press the MDSE SBTL key



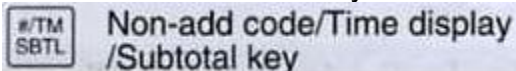
3. Using the numeric keypad enter 10 for Members and Volunteers.  
For Liberty Spirit discounts, enter 25



4. Press the %1 key



5. Press the #/TM/SBTL key




6. Process as usual

# THE LIBRARY SHOP SALES ASSISTANT HANDBOOK

## APPENDIX XIV

### Friends Membership

- Have donor fill out all the information on the envelope



*FRIENDS of*  
The Santa Maria  
*Public Library*

**Donor Levels:**

\$2,500 or more	Master Editions
\$1,000 - \$2,499	First Editions
\$500 - \$999	Classics
\$100 - \$499	Best Sellers
\$99 and under	Soft Covers

*Membership dues are for the calendar year.  
Membership dues and all other donations are deductible for income tax purposes.*

Please make check payable to:  
*Friends of the Santa Maria Public Library (FSMPL)*

1

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ST: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

I also want to donate my time.

I would like to volunteer at the Library.

I would like to volunteer with the Friends.

Telephoning    Baking    Fundraising Events    Other Committees

**Membership Desired:**

New Member    Renew

Individual (\$10)   \$ \_\_\_\_\_

Family (\$15)   \$ \_\_\_\_\_

Business/Org. (\$50)   \$ \_\_\_\_\_

Dues Amount: \$ \_\_\_\_\_

Additional Donation: \$ \_\_\_\_\_

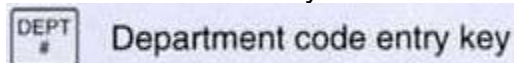
**TOTAL:** \$ \_\_\_\_\_

*For more information concerning these or other volunteer opportunities, please call 925.0994 ext. 503*

- Press 1 using the numeric keypad



- Press the DEPT # key



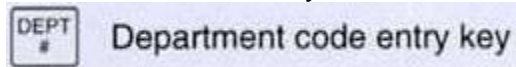
# THE LIBRARY SHOP

## SALES ASSISTANT HANDBOOK

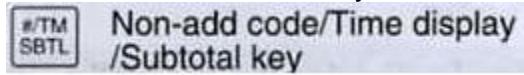
- Press 0 using the numeric keypad



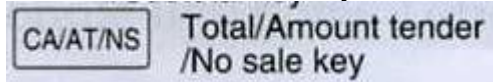
- Press the DEPT # key



- Press the #/TM/SBTL key



- Press the CA/AT/NS key



- Place completed envelope under cash drawer

