

## Staff Manual Contents List

### Registration

Adult members

Adult non-members

Junior members

Junior non-members

### Booking Procedures

Copy of booking form

Policy on duration of sessions and the number of sessions in a day

Retention of booking forms

### Monitoring

Policy on monitoring

Internet ethics

Copy of Acceptable Use Policy

Procedure for violation of AUP and inappropriate use

Procedure to allow inaccessible sites

Procedure to block inappropriate sites

### Equipment

Equipment available

Adaptive equipment for disabled people

Specialist software

### Consumables

Adding paper

Changing ink cartridges

Discs including costs

### Passwords

Logging on

Logging off

### Housekeeping

Daily cable check to ensure plugs are securely pushed home and there is no obvious cable damage.

Remove any items obstructing the PC or monitor vents.

### Health & Safety

Checking equipment, annual PAT testing

Fire extinguishers – carbon dioxide extinguishers should be used on electrical fires

### Fault Reporting

Passwords

Hardware faults

Network faults

### Troubleshooting

## Supporting Learning

Sources of help for the public including; -

- Specialist staff
- CDRoms
- Induction sessions
- Tutorials in libraries
- Community Education classes
- Local colleges

## Frequently asked questions

Similar to user manual

## Saving

How to save

## Printing

How to print

Costs

## Internet Use

Search engines

Adding to favorites

Using history for the audit trail in a case of inappropriate use

## Setting up email

### Using email

## Esafety

## Scanning

Scanning instructions

Useful hints

## Video conferencing

What it is

Where it's available

Any costs

Booking procedures

## Glossary & Abbreviations

As in user manual

## Contacts

Name; phone number and email of relevant people