

IT'S IN HERE

CITY LIBRARY



Paso Robles City Library Tours

Being a Tour Guide

- 
- Tours for All Ages
 - What Is Expected of the Tour Guide
 - Helpful Hints
 - Customer Service
 - Fun Songs to Sing





Notes

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Notes



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**Scheduling
Tours**



Scheduling of tours will be handled by Suzanne Robitaille. In general, children's tours will be scheduled Tuesday and Wednesday mornings, and Friday all day, but because some groups are unavailable during that time, we will try to be as flexible as possible.

Most tours require scheduling of the Story Hour Room—a good place to end a tour, and some groups have special needs beyond room space (for example, a group may want a demonstration of the OPACs or microfilm reader/printer). If the Story Hour is not available, the conference room may be reserved. The patio may also be used for reading stories.

It is important to know ahead of time how many people and what ages will be on the tour. It is also important to find out ahead of time what features of the Library the group is most interested in seeing. Usually Suzanne will provide you with this information, but as a Docent, you may want to contact a member of the tour group prior to the tour so you can be prepared to show them what they want to see. Suzanne can provide you with contact information if this is necessary.

Sing Along



3. Children's Desk "Librarian Song"
(sung to "Frere Jacques")

"I have a question. I have a question.
I want to know. I want to know.
Ask a librarian. Ask a librarian.
She will know. She will know."

4. Fiction "Books Will Help You Learn" Song
(sung to "London Bridge")

"Books can help you learn and grow
Learn and grow, learn and grow
Books can help you learn and grow
Yes, they can (clap 3 times)"



Sing Along



Fun Songs

1. Hallway “Walking Song”
(sung to “Head, Shoulders, Knees and Toes”)

“Feet walking, hands by side
Hands by side (repeat)
Ears listening
Mouths whispering
Feet walking, hands by side
Hands by side.”

2. Circulation Desk Song
(sung to “Worms Crawl In”)

“Books check in, books check out
They make a circle, and roundabout
You take one out, and turn it in
And then the circle begins again.”



**Preparing for
Your Tour**



Each tour will need a certain amount of preparation prior to the tour. You will be responsible for the following:

1. Kris or Barbara will provide you with tour topics to be included. Based on this, you may need to select books or other items for them to read (or to read to them), you may need to learn how to operate a particular piece of Library machinery (such as the microform reader/printer), or you may need to familiarize yourself with a particular collection (a group of genealogists will want to see different materials from a quilting group).
2. We never want our tourists to leave empty-handed. A typical handout might include information about library cards, a Library bookmark, Internet policies, a specially prepared list of items on a particular topic of interest to the group, Summer Reading Program information, or even a sticker that says, “I visited my Library today!” Kris or Barbara can help you with handout preparation. Some tour groups like to receive library cards as part of their tour experience. This can be done, but it must be coordinated with circulation staff well before the tour (i.e. The cards must be ready for signatures at the time of the tour).
3. No more than two days before the tour, you may wish to call a group member to confirm the date and time of the tour. Ask them if they have thought of anything else they would like included. Plan accordingly. (Sometimes these last minute requests actually translate into a second tour, so don't try to take on too big a piece of the Library pie).

**The Day of the
Tour**

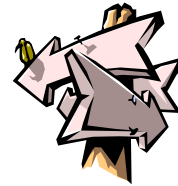


Please try to arrive at least 1/2 hour before the tour. During this time, you should:

1. Inform the Circulation Desk staff that you are expecting a tour, and tell them where you can be reached if you will not be right at the door when the group arrives.
2. Make sure the room or area in the Library you will be using is set up to your liking (are the correct sized chairs set up in the Story Hour Room for example).
3. Make sure your handouts are ready to go including evaluation forms.
4. Make sure any equipment you need for your tour is working (actually test it). If you will be reading a story to children at the conclusion of their tour, practice reading the story out loud if you have not already done so.
5. Check with Library staff to see if there are any updates. You should check your folder for any information as well.
6. If the tour involves a particular area of the Library, you may wish to see if the Librarian in charge of that area is available to be introduced to the group.

Kris Bell is in charge of the Children's area, Barbara Bilyeu is in charge of Reference, Karen Christiansen is in charge of the adult collection, and Julie Dahlen is the Library Services Manager.

Please see page 16 for suggested songs to accompany your children's tour.



Evaluation

Date of Tour _____

Docent Name _____

Area of Library Toured _____

Please rate each of the following on a scale of 1-5 where 5 is the highest.

1. My tour was informative _____
2. My tour was entertaining _____
3. The topics covered were appropriate for the age group attending _____
4. We were allowed time for questions _____
5. The docent leading the tour was able to answer my questions _____
6. Overall, I would rate this tour a _____

My favorite part of the tour was

The thing I would change about this tour was _____

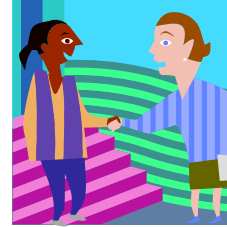
**Library Facts
as of 2007**



You may want to include some or all of the following information in your tour:

1. Library service in Paso Robles dates back to a reading room established in 1889, the same year Paso Robles was incorporated as a City.
2. Our independence as a City Library (rather than as a branch of the San Luis Obispo City-County System) was established over 90 years ago during a City election.
3. We are a member of the Black Gold Library System, a group of about 45 library facilities in San Luis Obispo, Santa Barbara, and Ventura Counties. Library cards issued at our Library are good at any branch in the system. This provides much more wide-ranging access to library materials than we would have if we were independent.
4. Our current budget is over \$1,000,000, which includes building costs, staffing costs, and materials.
5. Of our City population of about 25,000, about 22,000 have Library cards.
6. The Library building opened its doors in May 1995. Prior to that, we were housed in the Carnegie Library in the City Park.
7. Our current collection has about 65,000 items.
8. Our annual Summer Reading Program for children consistently involves about 500 children.

**Customer
Service Counts**



Your tourists have arrived and are now ready for their tour. There are some general guidelines you will want to follow for every tour you give.

You are the first person many tourists will ever meet in the Library. Because we want them to feel welcome and we want them to visit us again, Docent customer service skills are very important. Here are a few points to consider when leading tours (adapted from Interpreting for Park Visitors by William J. Lewis, 1981, a book used by tour guides at Hearst Castle):

- Tourists are entitled to your help without being discriminated against. Treat everyone the same way you would like to be treated.
- If you are feeling out of sorts or tired, and tourists seem overly demanding, remain cheerful, patient, and courteous.
- Neatness and cleanliness are important. You should try to wear business like attire (i.e. no shorts or tank tops). Be careful in your use of make-up and cologne; we don't want our tourists being distracted from your tour by the way you smell.
- Be courteous at all times. Being well prepared for your tour, and starting and ending on schedule are ways to show courtesy. Answering questions politely that from your perspective may be "dumb" or repetitive is another way to be courteous.
- You will need to reach out to the tourists, to initiate the communication. Being self-confident helps, and having leadership qualities is a must.

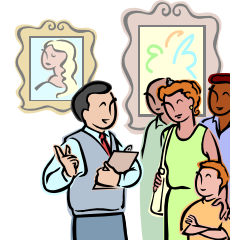
**The Tour: All
Tours**



There are some things you will want to include in all tours. Here is a handy list you may keep with you on the tour:

1. Greet and welcome the group to the Library. If the Library is open review proper tour behavior (but do it in a fun way—ask them questions that will remind them how to act in a library). Most tours begin in the lobby, so you may tell tourists where City Hall, the bathrooms, the Conference Room, and the Friends of the Library Store are before actually entering the Library.
2. All tours should include these areas of the Library: Circulation Desk, OPAC computers, age-appropriate new books and A-V sections, age-appropriate “help” desks (Reference or Children’s), and fish tank.
3. Always encourage tourists to ask questions. If you can’t answer a question, tell them you don’t know. If appropriate, tell them you will find out and do so in a timely manner (either right after the tour, or after the tour and then call the group leader with an answer).
4. Briefly talk about the proper care of books, including hand washing!
5. Count attendance. We keep statistics on how many adults and children attend our programs. Turn in figures to Kris or Barbara, depending on group.
6. Handouts and evaluation sheets

**Tours for High
School and Beyond**



Tours for this age group are much more varied. Most of these groups have a specific purpose for being in the Library on a tour such as Career Planning, College Research, Club enhancement (Computer groups who want to see what technology is in the Library for example), and family groups who are new to town. Although these tours will include information found in previous tours, you will want to allow plenty of time for tourists to learn about their specific area of interest.

Preparation for these tours is much more extensive, because you will have to familiarize yourself with the subject to be discussed in the tour. You will need to preview both text and online resources on the topic. Once you have shown these groups what resources we have, they will usually want to spend some time examining them on their own. You should allow time during the tour to do this, so you can be present to answer their questions. In most cases, once the tour has ended, these groups will remain in the Library to do research on their topics on their own.

Because these tours are much more individualized, you will probably need the assistance of one (or more!) of the Librarians to help you prepare for the tour. You may even want to ask the Librarian to assist you during the tour.

**A Grade School
Tour: 6-8**



In addition to the information presented in the 3-5 tour, you will need to include the following:

1. Adult Videos, DVDs and CDs: These are such popular formats for teens, they really need to be emphasized.
2. Newspapers: Show them where they are and how to find out how long we keep each title.
3. Picture Books, Beginning Readers: May be eliminated from this tour.
4. Internet computers: Explain how they can have access to them. Explain about filtering. Explain about reservations.
5. Online Databases: Explain how helpful these are for homework. The new Social Studies Fact Cards database is especially great for mission and country reports. Access is available on the OPACs (no Internet card required) and printouts are free. BUT almost all the databases are available from home if students have the Internet and a library card!

**A Preschool
Tour**



This is probably the easiest age group. Because Preschoolers have a short attention span, they do not need extensive information about the Library. After greeting, these are the highlights of your tour:

1. Circulation desk: Tell them what it is for (check out, check in, library cards).
2. Fish Tank: Allow them some time to look at the fish tank. Ask them what their favorite fish is. If you want to learn about the fish in the tank, then you will have more information to tell them. The fish are fed twice a day; a staff member maintains the tank. It is a salt water tank that holds 250 gallons of water.
3. Children's New Books.
4. Children's A-V: contains videos and books on tape.
5. Children's Desk: where to go if you have a questions about how to find something in the Library.
6. Children's bathrooms and drinking fountain: Only give them this information if they ask — otherwise your whole tour group will suddenly have to go. Just show them where they are—you don't have to enter the bathrooms.
7. Picture Book Section: show them where all the picture books are for them to check out.
8. Children's Story Time Room: Tell them that there are Story Times available for them (preschoolers are young enough to attend). Read them a story that you have pre-selected.
9. Thank them for coming. Give each child an "I visited the Library" sticker and hand handouts to the adult in charge to give out at the school. Give evaluation sheets to any adults on the tour and ask them to fill them out.

**A Grade School
Tour: K-2**



In addition to the information presented in the preschool tour, you will need to include the following:

1. Children's Fiction and Non-Fiction sections: can be helpful for completing school work, finding a good book to read, or learning about something that interests them. Show them the special fiction areas (Science Fiction, Holidays Books, Paperbacks, etc.).
2. Children's Magazines: Show them where they are and how the display racks lift for access to back issues.
3. Children's Spanish language section: especially if students are from an immersion program or are native Spanish speakers.
4. Beginning Readers: Children in this age group are learning to read on their own. They will love to come to the Library and find books they can read themselves.
5. Patio Area: Explain that this area is used for some programs (especially messy crafts), but that they can get a book and take it to the patio area to read.
6. Story Time Room: In addition to the preschool tour items, include information about how to get a Library card, what you can do with a Library card, and taking care of items from the Library. Encourage them to read daily.

**A Grade School
Tour: 3-5**



In addition to the information presented in the K-2 tour, you will need to include the following:

1. Copy/Computer room: explain what these items are used for. You may want to show them how to make a copy.
2. Self Checkout Stations: Demonstrate how to use them. Brief walk through the adult library. Show them A-V, Young Adult, Magazines, fiction, reference, CDs, Books on Tape, and non-fiction. Show them the Reference Desk.
3. Art work and display cabinet. These displays change monthly.
4. Children's Reference: If you know they are working on a particular topic in school, you can show them reference materials on that topic.
5. OPACs: you should briefly demonstrate how to look something up on these machines. You can ask the tourists for suggestions.
6. Story Time Room: In addition to the K-2 tour items, include information about Library fines and fees, including lost Library Card information, hold fees, and the fact that we charge for lost or damaged materials. Briefly tell them about Inter-Library Loan functions. Encourage them to visit the Library when they have school reports.