



# Women's Center

## AT VIRGINIA TECH

# Receptionist Manual

Women's Center at Virginia Tech  
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[www.stopabuse.vt.edu](http://www.stopabuse.vt.edu)

*Last updated: Fall 2012*



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## Introduction to the Women's Center

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### Mission Statement

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The Virginia Tech Women's Center mission is to promote a Virginia Tech (VT) community that is safe, equitable, and supportive for women and that celebrates their experiences, achievements, and diversity.

### About

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The Women's Center has organized its work around four focal points. The Women's Center:

- ✓ Provides services to survivors of sexual assault and relationship violence,
- ✓ Conducts educational programming on women's issues,
- ✓ Provides women's leadership development
- ✓ Offers outreach and advocacy for positive change for women in the University community.

### Directions

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The Women's Center is located just outside the northeast section of campus at **206 Washington Street** between Draper Road and Otey Street. The easiest access is to enter Southgate Drive (Rt. 314) at the stoplight at Route 460, turn left onto Duck Pond Drive, and right onto Washington Street.

Alternative Directions: You can also get here by turning onto Washington Street near the new Kent Street Square building.

## Phone Call Procedure

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As a rule, we always give the main number (231-7806) to those outside of the Women's Center. Under normal circumstances, the receptionist team and the office manager field all of the incoming calls to the main line. They will then transfer calls to staff members or take messages as appropriate.

### Taking Messages

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In the event someone is out of the office, or unable to take a call, you'll need to take a message.

You'll fill out the message legibly on the "while you were out" pad. If it is an emergency please refer to the "Handling Counseling Requests" section on page seven.

#### **Important information to include on the message is:**

- ✓ Name of staff member
- ✓ Date
- ✓ Time
- ✓ Caller's name
- ✓ Caller's phone number
- ✓ Would they like the staff member to call them back?
- ✓ Complete message
- ✓ Your signature

Even if the caller does not provide all the necessary information or asks to be called back, please still take a message to let the staff member know that someone was looking for them.

You will then place the message in the "message center" located next to the in/out board.

### Retrieving Messages

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Pick up line 26040#. If the dial tone is broken follow directions below; if not, continue with the checklist.

Dial "26040." Listen for automated instructions. (Press "#" and enter pass code "102102#.")

Press "3" to listen to messages, record messages in phone call log and delete from voicemail once you have all the information you need from it. Replay if necessary.

Place all messages in the appropriate staff member's phone slot by the message board.

### Transferring Calls

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With caller on the line, press the "transfer" button at the bottom right.

Press "1" and the four-digit extension listed.

Wait until the staff member picks up, then announce the caller. If they accept the call, hang up.

If they do not pick up, or cannot take the call, press "connect", and take a message.

If the caller would like to leave a voicemail for a staff member who is out of the office, follow directions above and hang up when voicemail activates.

### Putting Caller on Hold

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In the event that you need to hang up a line temporarily (either to take a call on another line or attend to another matter) without disconnecting your caller use the “hold” function.

Press the “hold” button and hang up.

To reconnect press the button for whichever line the call is being held on (the blinking line light will indicate this) and pick up receiver.

**Do not** press the “connect” button.

### Forwarding Phone Calls

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This allows you to have your calls ring at another phone.

Dial “#9” then “1” and the 4-digit extension, or dial “9” then the local outside number you are forwarding calls to.

Hang up. (The light by the line will flash rapidly.)

### Canceling Forwarding Phone Calls

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Dial “##9” and hang up. (The light by the line will turn off.)

Let whomever had the call forwarded to them know that you have the call back.

### Changing the Greeting

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Dial “26040#” and enter the pass code “102102#.”

Follow the directions of the automated system.

Greeting number one (for the main line):

*“You have reached the Women’s Center at Virginia Tech. The center’s normal business hours are Monday through Friday, 8 am to 5 pm. Please leave a message and someone will return your call as soon as possible. If this is an emergency, please call Student Health Services at 231-6444 or the Women’s Resource Center of the New River Valley at 639-1123.”*

Greeting number two (for the main line, to be used if the office is closing early):

*“You have reached the Women’s Center at Virginia Tech. The center is closed and will reopen at (time) on (date). Please leave a message and someone will return your call as soon as possible. If this is an emergency, please call Student Health Services at 231-6444 or the Women’s Resource Center of the New River Valley at 639-1123.”*

## Handling Counseling Requests

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This serves as a guide for dealing with different kinds of cases that you may encounter at the Women's Center. Each case is different and may require different things than are on the list. Our role is to assist anyone that comes in the door; however, in general we will only be doing ongoing work with **students, faculty, or staff** that have been affected by some form of violence: sexual assault, relationship violence, stalking (with/without the use of technology), harassment, and sexual harassment. We work with both **primary** and **secondary victims**, which means we will work with both the person who was victimized and friends and family of the person who was victimized. We may also serve as consultants with our colleagues on campus surrounding cases that we may not be directly involved with.

### We can provide the following services:

- ✓ Crisis Intervention
- ✓ Individual and Group Counseling
- ✓ Case management
- ✓ Advocacy
- ✓ Accompaniment to medical facilities, law enforcement, court, judicial hearings, etc.
- ✓ Assistance with Academic Relief
- ✓ Information and Referral
- ✓ Consultation

With cases that don't involve some form of violence our main role will be to provide support and information and referral. This would also go for a case that involved a community member who was not affiliated with the university in some way. We can provide some short term crisis intervention until the person can get to the appropriate referral source. For example, if there is a long wait list to get into the Counseling Center we might meet with the person until they can get in.

## Guidelines

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The following guidelines outline what you should do if someone requests counseling services.

When an individual **requesting a counselor** calls or walks into the Women's Center, that person is to be referred to someone from the counseling team:

- ✓ **Sarah Kate Valatka**, Counseling and Advocacy Coordinator
- ✓ **Jessica Prince-Sanders**, Victim Advocate
- ✓ **Christine Dennis Smith**, Co-Director
- ✓ **Jen Underwood**, Outreach Coordinator

If no one from the counseling team is available, individuals requesting counseling services will be directed to the following people in this order:

- ✓ **Anna LoMascolo**, Co-Director
- ✓ **Jessie Meltsner**, Special Projects Coordinator
- ✓ **Sharbari Dey**, Program Coordinator
- ✓ **Kim Hobbs**, Office Manager

There will always be a staff person **on call** to handle cases or consult on cases. That person will most likely be Sarah Kate, Jessica, Jen, or Christine. If you are unsure who is on call, check the dry erase board under the sign-in board. The staff member on call will be available by cell phone.

Please refer to the client protocol flowchart (found on the next page) for more detailed information.

### When to Contact On-Call Staff

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- ✓ If there is no staff available in the house to handle a case and it requires immediate attention. For example, if you ask the client if a counselor can call them back and the client says they need to talk to someone immediately and none of the above listed people are in the building, then call the staff on-call. **Remember to take client's name and number before contacting on-call staff.**
- ✓ If you are unsure about **anything** regarding a crisis response and there are no staff members available in the house, contact the on-call staff member.
- ✓ When responding to a request for counseling and there are no staff members in the house an example of a response might be:  
*"I am the receptionist. There is no staff available right now, but I would be happy to take a message and have someone call you back. Would that work for you? Could I please have your name and number so a counselor can call you back?"*
- ✓ If the client states that this is all right, take their name and phone number and contact staff on call.
- ✓ If the person needs to talk with someone immediately, please refer them to the Women's Resource Center of New River Valley (639-1123) and Cook Counseling Center (231-6557). Remember to ask for individual's name and number so the counselor can follow up with the individual. You might say something like:  
*"If you need to speak to someone immediately, then I can refer you to the Women's Resource Center of the New River Valley, which has a 24 hour hotline and the Cook Counseling Center here on campus. The WRCNRV number is 639-1123 and the CCC number is 231-6557. A Women's Center counselor will follow up with you as soon as possible."*



## Handling Crisis Calls

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It is possible that you may receive a crisis call. It is very important for you to be aware of, and feel comfortable with, the procedures necessary to handle this situation.

When handling a crisis call, you should be aware of the emotional state that the caller may be in. Victims of sexual assault, physical assault, violence, stalking, and cyber stalking tend to feel a variety of conflicting emotions, from numbness, to rage, to fear, to depression. While there is a wide array of emotions that the caller may be experiencing (and expressing to you over the phone), it is important that you remain calm and attentive. You are the caller's gateway to proper help!

### Procedures for Handling a Crisis Call

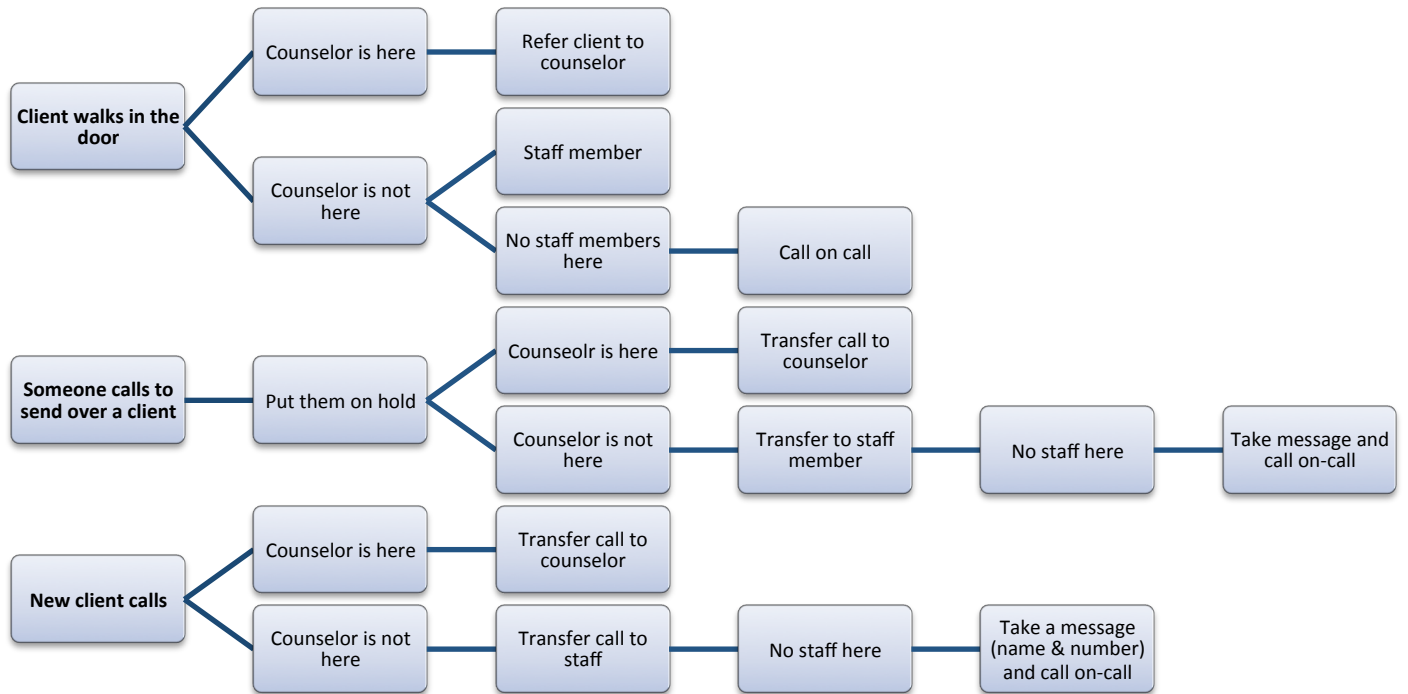
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- 1) Remain calm!
  - a) Do not get overwhelmed by the situation.
  - b) Remember that the caller is inquiring about receiving help, and your role is to direct them to the help that they need.
- 2) Listen and be attentive!
  - a) It may have taken the caller a huge amount of emotional and mental energy to pick up the phone and call the Women's Center for help. The best thing you can do for the caller while they are on the phone is to listen to what they are saying. Listening goes a long way. Try to emphasize two very important facts: what they experienced was not their fault, and that help is available.
- 3) Direct the caller to the proper Women's Center Staff Member!
  - a) It is very important to keep the caller on the phone so that you can contact a Women's Center staff member who can direct them to the proper resources that they need. While on the phone with the caller, get in contact with a staff member who can offer further assistance.
  - b) Try not to cut the caller off while s/he is talking, but also know that you want as little information as possible. When it is appropriate, let the caller know that you have some excellent counselors that would be happy to help out and transfer the call to a counselor quickly and efficiently.
  - c) If the caller is in a state of crisis and you cannot get them to a point where you can transfer them, then signal another receptionist or staff member on duty, explain that you are handling a crisis call situation and they need to get a staff member to further assist the caller. Try to be discreet with your method of getting the receptionist's attention (i.e. write a note asking for help), as to not scare the caller away.
  - d) Please direct the caller first to the staff on call as listed on the white board (this will be Melissa Lind, Jessica Stallard, Jen Underwood, or Christine Dennis Smith). If the staff on call is unavailable, and none of the afore mentioned individuals are in the office, please alert the office manager then staff in this order: Anna LoMascolo, Jessie Meltsner, Sharbari Dey, Kim Hobbs.
  - e) Avoid interrupting staff in a closed-door meeting, but search the house for staff if you know they are in but not answering their line. Also, the staff on call can always be reached by cell when they are out of the office. If you need to contact on-call staff, get a phone number from

the caller, let them know a counselor will call them right back, and call the on-call staff member to give her the message.

- f) You can always turn the call over to the office manager if you are unsure of how to handle the situation.
- 4) Try not to keep the caller on hold for an extended period!
- a) You want to direct the caller to the assistance that they need, so try to deter them from hanging up the phone if they are placed on hold for a long time.

## Client Protocol Diagram



## Receptionist Office Responsibilities

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### Opening & Closing

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Opening and closing the Women's Center is first the responsibility of the receptionists with direction and supervision of the office manager. These procedures will be covered in detail during on-site trainings. It is very important that both opening and closing happen in a timely manner and are done well. Many of these tasks improve the appearance of the center, which could mean a good or bad first impression for those visiting. Use the laminated check lists in the back to help you remember the procedures.

### Communications Log

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The communications log is meant to better facilitate communication between receptionists that do not work the same shifts. This log helps the staff members know that, if information is shared with one receptionist, then all receptionists know. There could be many examples of this, but one would be if a staff member leaves papers for an individual to pick up. The staff member will come and tell the receptionist who will be picking the papers up. The receptionist then enters this information into the communications log so that, if that individual does not come during their shift, the next receptionist will know who those papers belong to.

The communications log can also be used for inter-receptionist information sharing. If you notice that the desk is always a mess when you arrive you can kindly note this in the communications log so that others realize that their actions affect everyone.

### Guests & Visitors

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When people come into the Women's Center please greet them, offer them a seat, and ask if they want something to drink.

- ✓ If they are a new client, please have them fill out an intake form.
- ✓ If they are here for a staff member allow them to wait in one of the chairs in the main office. Call the staff member and let them know that (name of guest) is here to see them.
- ✓ If they are here for a large meeting in the conference room or library, walk them to the room.

Record all visitors on the tracking log.

### Recycling

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Recycling comes every second Friday of the month. If the bins get full before then, you need to call 1-2590.

### Copier

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There are two power buttons on the copier, one on the back side to power the entire copier and one on the panel to power the panel. Both must be "on" for the copier to operate. The panel is a touch screen; use the screen to change copy settings if needed. The copier is automatically set up to copy black and white copies and to detect the paper size and copy onto the same paper size either using the loading tray or the glass window. If you are copying on colored paper, be sure to select which drawer or tray you put it in and remove leftover paper after finished.

If you need to change how documents are copied (single-sided or double-sided), push the tab “Orig>Copy.” Choose whether the original is single-sided or double-sided and if you want your copy to be single-sided or double-sided. Then load the originals onto the tray and push “print.”

If you need to change what is on the original (text only, text and picture, or picture) choose the tab “Density.” If you need to add a watermark that says “Draft” or “Copy” choose the tab “Auxiliary.” If you need to change the sorting/stapling options or the shrink/enlarge options choose the tab “Basics.”

**Do not attempt to fix the copier unless you have been trained!** If you have any questions on how to copy something ask someone who has been through the training with the representative from the copy company.

## Sending a Fax

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Use one of the cover sheets (located in the mail box) and place the fax face-up on the tray.

Press the “Fax/Scan” button

Dial the number:

1-XXXX (on-campus)

9-XXX-XXXX (local, off campus)

9-1-XXX-XXX-XXXX (long distance, off campus)

Make sure to get a confirmation report (automatically prints a few minutes after sending fax), then place it in the staff member’s mailbox along with the originals.

## Mail

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Campus mail arrives once a day around one o’clock. The receptionists on duty at that time should distribute mail into the appropriate boxes. Anything that is addressed to the Women’s Center in general should be placed in the office manager’s box.

If you are asked to mail anything on campus, you can use the inter-campus mailing envelopes. Simply put the recipient’s name and mail code, and place in the outgoing mail slot.

If you are mailing anything off campus you need to use a US Mail transaction card. These can be found in the mailboxes under “Off-Campus Mailers.” Check “First Class Postage,” date and initial in the appropriate areas, then paperclip the form to the piece(s) of mail you are mailing. Place this in the outgoing-mail slot.

## Brochures

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Make sure the brochures in the front office and the hallway are adequately stocked. Extra brochures can be found in the kitchen and on the bathroom bookshelf. Please let the office manager know when brochures need to be reordered or copied.

## Lucinda Pins

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Part of your responsibility as a receptionist is handing the sale of Lucinda Pins (located on the banner in the front office). Designs by Lucinda is a cause-related business dedicated to creating affordable jewelry of the highest quality for the purpose of bringing much needed financial help and awareness to non-profit organizations and their causes. We provide unique, wearable art that

benefits social causes through symbolic representation and whimsical creations. Designs by Lucinda is deeply committed to helping non-profit organizations succeed. If someone would like to purchase a pin, please see the “How to Sell Lucinda Pins” section on page 24.

All profits from the sale of these pins go to the Women’s Resource Center of the New River Valley.

## Whiteboards

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There are three whiteboards that need to be updated on a daily basis. The first is in the front office and is used to show the staff on-call for that day. The whiteboards in the conference room and the library are to be updated daily with the time and the meeting schedule for that day. Only use dry erase markers on these boards.

Part of the receptionists’ opening responsibilities is to update the white boards located on the library and conference room doors. You should have a monthly calendar at the receptionist desk to allow you to do this. It is also the responsibility of everyone, upon starting their shift, to make themselves aware of what is going on that day in case anyone calls or walks in with an inquiry.

## Requesting Work from the Front Office

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The main duty of the receptionist team is to help keep the office running smoothly and efficiently. In order to fulfill this mission, you may be asked to help any staff member with projects. Projects should be completed in a timely manner and with a great deal of professionalism and care. Make sure you understand what is being asked of you and you know how to accomplish the task. If you get to middle of a project and have a question, please ask either the office manager or the assigning staff member for guidance. We are here not only to ensure the task is completed, but also that you learn and grow within your position.

There is always something that can be done while you are at the center. When you begin your shift, check the projects board for new/ongoing projects that need to be completed. Check with other receptionists whom you are working with and who you are relieving for updates and tasks to be done. Check with the office manager to see if she has anything for you.

Receptionists are here to help with small tasks that can be accomplished within a few hours or tasks that are able to be passed between people. Receptionists may also be volunteer members of teams within the Women’s Center (SAVES, AWARE, Vagina Monologues, etc). You are able to do work for your teams if you have completed all other projects.

If you have completed all assigned projects and are confident that there is nothing else to do, you are welcome to work on homework at that point. However, be aware that you may be interrupted at any time with new tasks, so whatever you are working on should be something that can easily be stopped and put aside without delay. If we see that you are consistently putting homework ahead of your receptionist duties, we will sit down with you to discuss if your time here is appropriate in regards to the needs of your schoolwork. Also, please do not print off notes for class, as this gets very expensive for the Women’s Center.

## Kitchen

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We find ourselves quite fortunate to have our own fully functional kitchen. Keeping it clean and tidy during the day is the responsibility of the receptionist staff. This includes keeping the counters wiped down, emptying a clean dishwasher in the morning, putting any dirty dishes from the sink to the dishwasher, and making sure everything is stocked.

Opening and closing procedures are also located on the side of the fridge for easy access while tidying the kitchen in the morning and evenings (as well as being noted on the opening & closing checklists in this manual).

You are able to keep food in the fridge, but must make sure you label and date your food. Be sure to throw away anything that is expired, or we will do it for you.

## Receptionist Information

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### Behavior

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Behavior in the front office must be professional. While on duty please refrain from using cell phones, instant messenger, or Facebook. Cell phones should be turned off or have the ringer silenced.

Conversations at the Women's Center are sometimes atypical, but please make sure that your conversations remain tactful. Also always be aware of your volume and always stop any personal conversations if a visitor enters the building or if the phone rings.

Do not download any programs without consent from the office manager. If you save personal work on the computer it must be in a desktop folder labeled with your name. Please ensure that you save files in the correct folders, as they may be lost or deleted if not properly saved. It is your duty to delete files off the desktop if you have downloaded or saved them there.

Friends are welcome to stop by if they need to drop something off for you or are meeting you at the end of your shift. Please keep these occurrences few and make sure your friend's stay is not for an extended period.

### Dress

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Dress at the Women's Center is casual-professional:

- ✗ You cannot wear tank tops or spaghetti straps
- ✗ You cannot wear anything that reveals your midriff or chest
- ✗ You cannot wear anything that is tight or revealing
- ✗ You cannot wear anything that has holes or looks ratty
- ✗ You cannot wear anything that has explicit wording on it

**But:**

- ✓ You can wear jeans
- ✓ You can wear t-shirts or sweatshirts
- ✓ You can wear sneakers or flip-flops

### Checking In & Out

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In order to know who is in the office we have instituted an in/out board located in the front office. These boards are quite helpful to the receptionists when answering the main line or when clients come into the office. They are also helpful to staff members throughout the day.

### Leave

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We expect you to consistently work your scheduled hours, but understand that there may be circumstances where this can be difficult. If you must miss a shift for some reason the following procedures should be followed:

1. Send email to receptionist listserv and/or put request in Communications Log



2. If you get coverage, let the office manager know.
3. If you can't get coverage, talk to the office manager to work out a solution.

There are also times when you will be sick and in that case you can always call in and let us know you are not feeling well. With sickness you do not need to find coverage for yourself.

- ✓ You can get coverage 4 times.
- ✓ You can miss a shift (couldn't find coverage) 2 times.
- ✓ You can call in sick 3 times.

### Inclement Weather

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The only official sources of information for authorized closings and delayed openings for the Blacksburg campus and facilities in the immediate Blacksburg area are the following:

- ✓ Weather Hotline: 231-6668
- ✓ Virginia Tech Operator: 231-6000
- ✓ WVTF-FM - Radio Station in Roanoke, located at 89.1 or 91.9 on the radio dial
- ✓ University Home Page: vt.edu

In inclement weather situations, it is the responsibility of each employee to confirm with the Women's Center if and when to report to work that day. If classes are cancelled, that does not necessarily mean that the Women's Center is closed. If we remain open we hope that you will make every effort to come in for your shift, though we do want to ensure that you are doing so safely.

### Parking

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Our lot is not a VT monitored lot, therefore you **do not** need to purchase a VT Parking Pass. Since space is at a premium, we try to keep an eye on the lot, especially during events. If someone has parked a car in the back lot and it cannot be claimed as a staff members', a volunteers', or a guest/visitor of the Women's Center, please let the office manager know so that appropriate action can be taken. (Typically, a warning first, then towing.) Also, our visitors and guests should know that we do not control the parking lots around us, and we cannot promise they will not be ticketed or towed.

It is very important that no one parks in the neighbor's backyard or driveway or on the grass! There are 10 spaces out back; if all are full, you may need to use a metered spot located on Draper or the parking garage.

### Meetings

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Throughout the year meetings may be scheduled outside of your normal work schedule to discuss Women's Center events, new procedures, or other topics. These monthly meetings are mandatory for the receptionist team.

You can also schedule one-on-one meetings with the office manager. This is a time for both you and the office manager to share any concerns or give feedback to each other. We want to discuss how you are doing, how you like working at the center, and what is (or isn't) working for you.

## Keys to the Center

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If you are scheduled as an opener or closer, you will be assigned keys to the Women's Center. You will need to complete a key contract with the office manager. Please read this contract fully before signing and receiving your keys.

Keys are not to be used for entry into the building after hours unless it has been approved by the office manager.

## Timesheets

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Please keep close track of the time you spend working as a receptionist. While it is easy just to wait until the day timesheets are due, it is important that you fill out your hours on a daily basis in case your shift runs longer or shorter than scheduled. You will need to have your timesheets completed and signed on the first and 16th of each month.

## Library Procedure

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### Video/DVD Requests

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At the Women's Center we are lucky enough to have a few topical DVDs and videos that we are able to loan out to students and staff. Those wishing to borrow a DVD must allow us five business days to locate the DVD. If we happen to have it in the building, they can pick it up at any time, but if we have to track it down they must allow us five business days to do so. Videos are loaned out for 24 hours, so you need to let the interested party know not to pick it up until the day before it is needed.

### Library & Conference Room Requests

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Both the library and conference room are open to university personnel to book for meetings and/or events. All library and conference room requests are to be made through the office manager. She will accept the request and, if needed, bring it to staff to see if it is an appropriate use of our space, or if it conflicts with any other plans for the space.

### Book Reservations

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1. On the left sidebar of the Women's Center website there is an "information & resources" button, and under that, the Women's Center library catalogue is available.
2. Under the catalogue, people will be able to reserve books online and then come in and pick them up.
3. Have the books ready at our receptionist desks for people to pick up when they come in.
4. Check out/in the book as the directions say in the following sections.

### Checking Out Books

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1. Log onto the receptionist computer that is on the left (directly facing the magazines).
2. Click on the program called BookCAT; it can be found on the desktop or from the "start" menu.
3. All the books are listed automatically when opened (It opens in the Book View), and you may click on the book the person would like to check out.
4. Once that book is highlighted, look at the part of the screen where it says "File, View, List, Book, Loan, Search, Report, Tools, Sites, Help".
5. Click on "Loan", then click on "Check Out."
6. A Check Out box will pop up and you should see the person's name in the box titled "Borrower" in the following format and then click "OK": Last Name, First Name
7. Then on the left sidebar click on "Loan View", it may need to be refreshed to be updated but all of the checkouts should be listed.
8. Click on the person who is checking out, then look at the bottom of the screen to where it says "Borrower Loan History" and "Book Loan History." Their name should be in blue and clickable in that box so click on their name.

9. A “BookCAT Explorer” box will open up with some information about the borrower. At the top of the box there are some buttons. Click on the fifth button—the “edit” button (it is a red square).
10. Another box will open up, click on the “Contact” tab. Put in their email address, this is mandatory. If they would like to give any additional information they may. Then click “OK.”
11. You may close the explorer box.
12. The borrower has 30 days to use the book. The due date is given but can be seen again at the bottom of the “Loan View” screen. The check out process is done.

### Checking In Books

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1. Open the BookCAT program either from the desktop or from the “start” menu.
2. From the left sidebar, click on “Loan View,” find and click on the borrower’s name.
3. Once highlighted, click on “Loan” from the top menu, then click on “Check In,” or you may just press “Shift”+“F3” on your keyboard.
4. The Check In box will pop up, and if the borrower brought the right book then click “OK.”
5. The book is now checked back in.

## Women's Center Staff Contact List

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<b>Women's Center Main Line</b>	<b>231-7806</b>
Anna LoMascolo, <a href="mailto:alomasco@vt.edu">alomasco@vt.edu</a> Co-Director, Programming	1-7635
Christine Dennis Smith, <a href="mailto:cdennis@vt.edu">cdennis@vt.edu</a> Co-Director, Counseling & Advocacy	1-4894
Sarah Kate Valatka, <a href="mailto:valatka@vt.edu">valatka@vt.edu</a> Counseling & Advocacy Coordinator	1-1641
Jen Underwood, <a href="mailto:jwunder@vt.edu">jwunder@vt.edu</a> Victim Services Outreach Coordinator	1-2759
Jessie Meltsner, <a href="mailto:jmelts@vt.edu">jmelts@vt.edu</a> Special Projects Coordinator	1-6697
Sharbari Dey, <a href="mailto:sharbari@vt.edu">sharbari@vt.edu</a> Program Coordinator	1-8181
Jessica Prince-Saunders, <a href="mailto:jps2@vt.edu">jps2@vt.edu</a> Victim Advocate	1-1641
Kim Hobbs, <a href="mailto:kdhobbs@vt.edu">kdhobbs@vt.edu</a> Office Manager	1-6755

## Receptionist Contact List

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Rawia Aly, <a href="mailto:rawia@vt.edu">rawia@vt.edu</a>	540-449-1485
Milka Fesshaie, <a href="mailto:mfesshai@vt.edu">mfesshai@vt.edu</a>	571-214-8800
Ginny Puckett, <a href="mailto:gpuckett@vt.edu">gpuckett@vt.edu</a>	276-619-1536
Kirsty Vannoy, <a href="mailto:kirstyav@vt.edu">kirstyav@vt.edu</a>	276-494-1269
Eroica Williams, <a href="mailto:eroicaw@vt.edu">eroicaw@vt.edu</a>	703-297-5833

## Opening Checklist

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*Opening procedures are to be completed by 8:15 a.m. daily.*

*If you are the only person working, wait until the office manager arrives before you work on any tasks that take you away from the front office.*

- ☐ Unlock Kitchen Doors and the door to Center Office. Keep open.
- ☐ Unlock Front and Side Door (including pushing buttons on front/side doors) and turn Lights ON
  - Back Door facing the Parking Lot is to remain locked at all times.
  - Side Porch
  - Front Door facing Street
  - Entry Way Lights ON
  - Front Office, Kitchen and Back Hallway Lights ON
- ☐ Turn OFF outside lights (front porch, side porch and back door)
- ☐ Turn on the copier
- ☐ Change your nametag
- ☐ Turn on both computers in the Front Office
- ☐ Open the blinds to the Front Office
- ☐ Put up the On-Call person for the day
- ☐ Check phone messages
- ☐ Make sure Kitchen is neat and clean
  - Empty dishwasher if items are clean. Change the CLEAN/DIRTY sign.
  - Refill sugar, stirrers, creamers, and tea. If supplies are low alert the office manager
  - Refill water containers in refrigerator if needed
  - Ask staff if there are any meetings requiring coffee service
- ☐ Check calendar for today's events
- ☐ Update the Conference Room and Library Door whiteboards with meeting schedules for the respective rooms. Remember to only clean the board with the dry erase cleaner
  - Events will be printed a week at a time – if you don't have the current week see the office manager
  - If no meetings are scheduled write the date on the boards so staff will know that room is available
- ☐ Organize and clean both the Conference Room and Library – Open Blinds
- ☐ Check Library Due Dates & Send Out Emails if Needed

## Closing Checklist

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*Closing procedures are to begin at 4:45 p.m. daily.*

*Do not lock doors until 5:00 p.m.*

- ☐ Check with staff and let them know you are going to close up.
- ☐ Ask if they will need the copier on or if they need the Kitchen Door to remain unlocked.
- ☐ If a staff person is meeting with someone in the Library/Conference Room, keep the Kitchen Door unlocked and Hallway Light on.
- ☐ Make sure all completed projects have been noted.
  - If you are in the middle of a project, please leave clear instructions for the next person.
  - Inform the office manager of progress and what the next step is.
- ☐ Be sure both desks are organized and clean for the next person.
- ☐ Organize and Clean both the Conference Room and Library.
  - If table needs cleaned use water only and wipe it dry.
  - Close blinds.
- ☐ Make sure Kitchen is neat and clean.
  - Load all dishes into the dishwasher. If it is full enough, prep it to be started. Do not run until 5:00 p.m. since others may have something to add.
  - Wipe off all cabinets and stove. (This needs to be done every day).
  - Make sure coffee maker is empty and check to see if the pot needs to be cleaned. The pot is dishwasher safe.
  - Refill both water containers in refrigerator.
- ☐ Check the boards to see if there are any evening meetings.
  - **If there are:** Lock all the doors as if no one is here – staff will be responsible for relocking anything that they unlock. Check to see if they want you to lock the interior kitchen doors or not.
- ☐ Turn off Light to Center Office.
- ☐ Check Messages on phone just in case a call was missed
- ☐ Turn off both computers in the Receptionist Office
- ☐ Close blinds in Front Office
- ☐ Turn off Lights in Front Office.
- ☐ Lock Front Door; turn **off** inside lights and turn **on** outside lights
- ☐ Turn off copier at 4:55 p.m. (if no one on staff needs it)
- ☐ Exit through the Side Porch Door. Lock deadbolt behind you.

## **Selling Lucinda Pins**

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Many pins are located in the front office on the Lucinda Pin banner. If anyone would like to look at other options there are more located in the office manager's office in the doors of the built-in bookshelf closest to the office door. There is a cloth bag which holds a banner with more pins attached to it.

**Pins are \$15 each**, and all profits go to the Women's Resource Center of the New River Valley.

**If someone would like to purchase a pin:**

Take the pin off of the banner and attach it to a Lucinda Pin paper envelope (located in a basket in the overhead compartment).

Checks should be made payable to the Women's Resource Center of the NRV.

Log the sale in the log book located in this binder (behind the "receptionist manual" section).

Write the customer a receipt (the receipt book is located next to the basket in the overhead compartment).

Give the check to the office manager.