

### **Friend in Charge**

- If opening sale, arrive 30 minutes early, ensure door unlocked and sale ready to open. Turn music on.
- Welcome volunteers, show volunteer room, where to check in, stow belongings, etc.
- Orient any Youth to posted policies.
- No-shows and cancellations – Phone volunteer on schedule. Rearrange personnel, drawing volunteers from floor if necessary.
- If closing sale, turn off music and put away food and trash in kitchen. Announce closing 15 min. before day's end.
- Ensure adequate support is available at the counter/bagger area. May need to pull volunteers from the floor to count if lines are long.
- Monitor arrangements of books. Ask floor support to address sections needing arranging, filing, etc.
- Communicate any issues to next shift coordinator. Ensure positions are staffed at shift change.
- Assist with facilitating breaks if needed.
- For help, call Circulation – 254-298-5556 or Back line – 254-298-5709

### **Debit/Credit (Square)**

- Receive total accounting for purchases and payment from customer.
- If total sale is over \$100 (cash, check or credit/debit), add name and phone number to sales slip and put in bottom of cash box.
- For memberships be sure to write Square of Debit/Credit on the application.
- Refer to Square Instructions on how to operate Square.
- Be sure to use the Book sale icon for book sales, not the keypad.
- Customer should insert and remove chip card into/from reader.
- Volunteer does not need to take card from customer unless it is NOT a chip card. For non-chip cards, the swipe reader must be inserted into the IPAD.
- Counter will retrieve the IPAD and Square to lock in office until next day.

### **Cashier**

- Receive total accounting for purchases and payment from customer.
- Organize money and turn over to Finance at specified times (TBD).
- Keep membership and book sale monies separate. Note cash or check on the application.
- Put donations in separate designated envelope, if “keep the change” put in envelope only if \$5 or more.
- If total sale is over \$100 (cash, check or credit/debit), add name and phone number to sales slip and put in bottom of cash box.
- Keep Cash box in line of vision and attended at all times.
- Offer membership and assist with application (with Credit/Debit staff).
- Counter will retrieve the Cash Box to lock in office until next day.