

North Babylon Public Library

Page Handbook

Introduction

Welcome to the North Babylon Public Library! Our mission is to provide quality library services to the community. You have been hired to work as a library page. As a member of the page staff, you are an essential part of our team. Library pages are critical to the smooth workings of the Library. It is vital that your jobs be completed well. Pages must be accurate, alert and efficient in carrying out all job assignments.

For most pages, this is your first "real" job. Newspaper routes and babysitting are very different. This job requires a special commitment. It is an opportunity to develop good work habits that will last a lifetime, so make good ones! Always do your best in everything you do, even if it's just for practice.

Your responsibilities are simple: upkeep of the Library's collection. You will sort and shelve all the various types of materials in the Library. You will maintain assigned sections of the Library. You will assist the Reference, Children's and Circulation staff with special projects. These duties are for example only, and do not reflect the total scope of page work. If you complete your assignments, there is always shelf straightening and shelf reading to do. The best job description is "you are to do what is asked of you".

The Page Supervisor supervises pages. In his/her absence, the reference librarian is the Librarian-in-Charge. Pages do not supervise others.

Rules and Regulations

Every work place has a set of rules and regulations to set the tone for its staff. You are expected to be familiar with all rules and regulations that pertain to you, and to adhere to them. New policies are generally posted in the staff room and may be in the Page Log Book.

Working Papers

Working Papers are required for all employees under age 18 or still in high school. These documents are held in the Business Office during your employment here, as per New York State law. They are returned when you leave.

Work Schedules

The Page Supervisor schedules the pages to serve the library's need. Let him/her know what days and hours you are available to work and he/she will try to accommodate your schedule. Pages work 9 - 16 hours per week. A schedule will be placed in the Page Log Book at least two weeks ahead. Check it carefully. You will be allowed to change your schedule only up to 48 hours before you are scheduled to work and only once per pay period. Your schedule may be changed at anytime according to the needs of the Library.

Changes in shifts must be documented in writing. Fill out a time slip/change of schedule form. These forms must be filled out prior to changes and must be formally approved before the date of the change. Do not make any changes in your schedule without the Page Supervisor's written approval.

Sunday work is optional, and is considered a privilege (pay is double).

Please remember that the Page Supervisor and/or the Librarian-in-Charge is here to help you maintain excellent attendance and punctuality. Call when you anticipate that you will be delayed and provide a valid explanation of your tardiness.

Reliability

There is no substitute for reliability. You are expected to know and adhere to your schedule and to arrive on time. Parking difficulties are not an acceptable excuse for lateness. If some unforeseen circumstance prevents you from keeping to the schedule, you must notify the Library as soon as possible.

Schedule changes must be made during the same pay period. Any schedule change must be approved in writing by the Page Supervisor, well in advance of the change. Constant schedule changes are an administrative problem and will be reflected in your performance appraisal rating.

Failure to report for work when scheduled without prior notice causes major difficulties in operating the Library and will not be tolerated. Such instances will be documented as Away With Out Leave (AWOL). It is in your best interest to insure your record does not show AWOL.

Page Meetings

Meetings are scheduled and posted in the Page Log Book. Pages may receive a memo announcing page meeting with date and time listed. You are expected to attend all page meetings. If you cannot attend a meeting, you must submit a written explanation to the Page Supervisor.

Holidays

The Library will be closed on the following holidays: New Years Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. You will be notified of other closings.

Pages may make up hours when the Library is closed for a holiday on a day when they would ordinarily be scheduled to work, with prior written approval by the Page Supervisor. The hours must be made up within the same pay period; they must be made up as one continuous block of hours; and they must be made up as the library needs see fit. Should you be scheduled and be available for work when the Library is closed unexpectedly, you will be paid for those hours (i.e., snow closing). There is no guarantee the library will close based on a school closing.

The Library is closed on Easter Sunday and the Sunday of Memorial Day weekend. The Library reserves the right to close as necessary.

Socializing

You are here to work for the Library and your community. You are not to encourage friends or relatives to visit you at your workplace. This only serves to diminish your capacity and serve as an embarrassment to the Library.

Homework

Doing your homework during your shift is inappropriate and is prohibited.

The Time Clock

All staff has a time card that will note the hours worked on each shift. The cards and clock are located in the circulation office. Time cards are not to be taken out of the library. If your time card is lost, you must inform the bookkeeper or the Page Supervisor immediately. Validating a time card for another employee or asking another employee to validate your time card is grounds for immediate dismissal.

You must be on time for work. Tardiness will not be tolerated. A 3:00 PM starting time means at your workstation at 3:00 PM, not coming through the door at 3:00 PM. You will be docked for tardiness. If you punch in late on a regular basis, it will be considered as a significant factor in your evaluation and may lead to disciplinary action.

The Coat Rack

For your convenience, a coat rack is available for your use, in the staff lounge. You may store your personal belongings in the lounge, while you are on duty. However, it is not locked. No promise of security is made. In other words, leave your valuables at home. Lockers are available.

Be considerate of others and do not leave your belongings on the floor.

Food in the Library

Food is only permitted in the staff lounge. You may not bring food or drink into the public areas of the library, under any conditions.

Breaks

If you work more than four hours, you may take a fifteen (15) minute break, if work permits. If you work less than four hours, there is no break. You are required to notify the Page Supervisor or in his/her absence, the Librarian-in-Charge when you leave and when you return from your break. You may not leave the building during your break.

Please punch in and out during your break.

Only during break times are you permitted in the staff lounge.

You may not take a break during your last 15 minutes on duty in order to leave early.

Photocopiers

The photocopy machines are available for all patrons. If you are photocopying materials for the library, you may use the photocopier in the circulation office. If you are making personal copies, you are expected to pay for the copies. Copies are not for free for any staff member.

Dress

You represent the Library when you are on duty; your appearance is very important.

You will be assigned a Library Page Vest to be worn when you are on duty. You must keep it clean and neat. Cleaning the vest is your responsibility. If it needs periodic ironing, this is your responsibility. Do not roll the vest up, squash it in your knapsack, or care for it any way that will damage it. You may not decorate the vest. You must wear the vest during your working hours. You are expected to return the garment at the end of your employment, in serviceable condition. Failure to do so will result in being charged for the garment.

In addition, the library's dress code states "it is expected that all staff come to work dressed appropriately for their responsibilities". Inappropriate tee shirts or other clothing is out of place in the library. Open-toed shoes are discouraged. Shorts, tank tops, sandals or flip-flops are not permitted.

Absences, Illness and Vacations

If you find that you are ill and cannot come into work, please call the Library as soon as possible so we can make arrangements to have your time covered. When you call in, ask to speak to the Page Supervisor. If he/she is not in, ask to speak with any one of the librarians. Do not leave a message with anyone other than the Page Supervisor, someone in the Business Office or one of the Librarians. Remember to identify yourself and to ask to whom you are speaking. Write it down in case there is a question.

All vacation requests are to be directed to the Page Supervisor. Please give him/her your vacation requests well in advance of your vacation so he/she can make arrangements to have your hours covered.

Time off is taken as Leave Without Pay (LWOP). If not detrimental to library service, a staff member may be granted a leave of absence without pay for up to ten (10) working days during any one calendar year at the discretion of the Library Director. A staff member may be granted a leave of absence without pay for a longer period by the Board of Trustees upon the recommendation of the Library Director. Leaves of this nature shall be granted only at the convenience of the library.

Salary and Paychecks

All salaries are paid on Alternate Fridays.

Raises are granted based on longevity and merit, after a performance review.

You must use Direct Deposit. You may pick up your pay-stub in the Business Office, have it left for you in the cash register, or have it mailed to your home. Check with the Business Office to make arrangements. If you do not make other arrangements, it will be held for you in the Business Office and is available for pick up Monday through Friday, 9:00 AM to 5:00 PM, starting with the Friday the check is dated. You will receive a pay-stub, which will accurately reflect pay and deductions. You are required to pay federal and state taxes on your wages.

No other person is authorized to pick up your check without pre-arranged written authorization.

There are no deductions for union dues; pages are not covered by the collective bargaining agreement.

Training

During the first few weeks of your employment here, you will work closely with one of the more experienced pages and/or the Page Supervisor. You will be taught how to shelve materials correctly, how to read shelves, how to straighten shelves and other relevant tasks. The training period is very important. If you have questions, be sure to ask them.

Reference Questions

Librarians are the only people authorized to answer reference questions in the Library. It is very important that you make no attempt to answer questions other than simple directional questions that do not pertain to the library's collection.

Where are the rest rooms? It is OK to answer this question.

Where are the history books? It is NOT OK to answer this question. The patrons must be referred to one of the librarians. The reason that we insist that you refer questions is that patrons do not necessarily ask for what they really want. The librarian, in a dialog or reference interview, with the patron many times finds that the answer to the patron's "real" question is totally unrelated to the question he or she asked.

Access to the Library's Collection

As a Library employee, you have extraordinary access to the Library's materials. This is one of the benefits of working here. There are, however, limits to this privilege. You must check out all materials you wish to borrow and you must return all materials in a timely manner. Checking out materials is to be done either before or after

your shift by a circulation clerk. Unauthorized borrowing is considered theft and grounds for immediate dismissal. All legal measures will be taken against anyone charged with theft of materials, be they staff or patrons.

You are permitted in the non-public areas of the library during your shift. You are not permitted in these areas at other times, and at no time are you permitted to bring non-staff members into these areas. The Library Director or Librarian-in-Charge may make an occasional exception, however, non-staff members are not to be left unaccompanied.

You may be asked to retrieve materials from storage in the basement or to open the meeting room. A key is available at the circulation desk. You must return the key, turn out the lights and lock doors behind you. Be sure not to accidentally take the key home with you.

A dumbwaiter is available for your use. It is not for human use, as it has no brakes.

Patron Privacy

In addition to access to the collection, by nature of your employment, you will see who is in the library. Under no circumstances are you permitted to discuss the patrons of the library, the materials they use or the materials they check out. Should you be asked any information such as this, you must report this immediately to the Page Supervisor or the Library Director.

Only upon subpoena of the Library Director will patron information be released. This is New York State Law CPLR 4509.

Safety

You are expected to observe all safety precautions. If you have an accident on the job, you must have it documented by the Page Supervisor or the Librarian-in-Charge. You must seek assistance. The Library Director will need to be notified of any incident.

Phone Calls

Phone calls are to be limited to emergencies. Cell phones are not permitted in the Library and must be left in your locker. Texting while on the floor is unacceptable.

Evaluations

Pages are evaluated twice a year, June and December. New employees are on probation for the first six months of employment. A probationary employee may be discharged at any time during the probationary period.

All employees at all levels of employment receive evaluations.

Employee Conduct

All Library employees are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times.

This involves sincere respect for the rights and feelings of others. It also demands that employees refrain from any behavior that might be viewed or deemed harmful to the interest of coworkers and/or the North Babylon Public Library, or that might be viewed unfavorably by the public.

A page's conduct reflects on the Library. Pages are encouraged to observe the highest standard of professionalism at all times. Conduct that interferes with operations, discredits the North Babylon Public Library or its employees, or is offensive to patrons or employees, cannot and will not be tolerated.

Listed below are some examples of inappropriate conduct. This list should not be viewed as being all-inclusive. Types of behavior and conduct that the North Babylon Public Library considers inappropriate and which could lead to disciplinary action up to and including termination of employment include, but are not limited to the following:

- Blocking fire extinguishers, exit signs, sprinkler heads, pull boxes
- Carelessness
- Defacing employee's personal property
- Deliberate destruction of North Babylon Public Library property
- Dishonesty
- Displaying or removing notices and signs without management approval
- Disregarding safety or security policies
- Disruption of the parking lot
- Distraction of others or causing confusion, unnecessary shouting, demonstrations, horseplay, etc.
- Failure to comply with copyright
- Failure to comply with policies
- Failure to cooperate with a safety committee or management
- Failure to follow departmental rules
- Failure to properly document accidents or problems in the workplace
- Failure to meet standards
- Falsifying an employment application
- Falsifying circulation records
- Falsifying documents
- Fighting, using obscene, abusive or threatening language or gestures
- Gambling
- Immoral or indecent conduct
- Inappropriate overriding of circulation stop messages
- Insubordination: a worker's refusal to obey a management directive or comply with an established work procedure
- Leaving your job without permission
- Lighting candles, cigarettes, cigars, etc. or other open fires
- Limiting access of patrons or staff to entrances, exits or parking
- Malicious statements regarding any employee or patron of the Library
- Manufacturing, possessing, using, selling, distributing or transporting illegal drugs
- Neglecting work or interfering with the work of others

- Possession of weapons in the building or on North Babylon Public Library grounds
- Practicing or contributing to unsanitary or unhealthy conditions
- Public displays of affection (necking, petting, etc.) on library grounds
- Refusal to obey instructions or assignments given by a supervisor
- Refusal to wear appropriate safety equipment
- Reporting to work intoxicated or under the influence of non-prescribed drugs
- Riding in the dumbwaiter
- Sabotage or interference of library programs, staff, or patrons
- Smoking within the building
- Soliciting gratuities
- Tampering or misuse of safety devices, signs, equipment, safeguards
- Tardiness
- Theft or assistance in theft of Library property
- Theft or illegal duplication of computer files, programs, etc.
- Threatening, intimidating, coercing, harassing or interfering with fellow employees or patrons
- Unauthorized placing of stickers, marking or defacing North Babylon Public Library property
- Unauthorized use of machinery, tools or equipment (not routine)
- Unauthorized use of supplies or photocopiers for personal purposes
- Unauthorized use of Library time or facilities for personal matters
- Use of cell phones in public areas
- Use of headphones/ear buds/etc. while at work
- Validating a time card for another employee or asking another employee to validate your time card
- Vandalism or failure to report such acts
- Violation of the Library's non-discrimination and/or sexual harassment policies
- Violation or disregard of safety rules or common working practices
- Violence or threats of violence in the workplace

- Any other misconduct

If a page's performance, work habits, overall attitude, conduct or demeanor become unsatisfactory in the judgement of the Director or Assistant Director or Board of Trustees of the North Babylon Public Library, the page shall be subject to disciplinary action up to and including dismissal.

Page Log Book

There is a Page Log Book in the circulation office. You are expected to review this book every time you arrive for work. It will contain important notices, schedules, policy changes and other important information you will need to fulfill your responsibilities as a page. Treat this book as a legal document. You may also find notices for pages in page mailboxes and/or on the page bulletin board. These mailboxes are located adjacent to the time clock. You are not to go through anyone's desk.

Emergencies

From time to time, emergency situations develop in a public facility.

You are not expected to extinguish a fire, defuse an angry patron, or anything of a similar nature. You are expected to report emergencies, patron problems, threats, etc. to the librarian. Do not hesitate to do so. You may be asked to write down a narrative of the events.

An emergency is not the time to ask about policies and procedures. You should know them beforehand. If you are unfamiliar with any policies or procedures, please speak to the Page Supervisor or the Librarian-in-Charge for more information.

A good rule of thumb is to remain calm, act in a rational manner and use your head.

Shelving Materials

The major responsibility for pages is returning library materials to their proper place so patrons and staff can find them. The majority of materials borrowed are probably the most popular materials in the Library. It is a detriment to service to have them sitting on carts, inaccessible, rather than on the shelf, in order and ready for use.

New books, magazines and reference books take priority in shelving.

Work separately. Two pages do not work together.

When you shelve a book, check it for condition, ownership, etc. Be sure that the book belongs to our Library. You must shelve the item in its exact location and straighten the entire shelf, edging each book. If something is out of order, correct it, whether it is your section or not. A book that is incorrectly shelved is the same as a lost book. Specifics on shelving follows at the end of this handbook.

Shelf Reading

Each member of the page staff will be assigned a section of the Library for which they are responsible for "reading" to keep it in order. These assignments will rotate.

Pages are responsible to keep their sections neat and in Dewey order. You should expect to spend one half hour per day reading your shelves. You should be able to read your entire section every two weeks. During a three-hour shift you should be able to read 20 shelves; for a four-hour shift you should be able to read 25 shelves.

Record your progress in the Page Log Book. If you are unable to shelf read because of extra duties assigned to you, you must write this in the Page Log Book and have it initialed by a librarian. This is your section to keep in order. Take pride in it!

As you "read", remove damaged materials, materials with loose spines or missing spine labels. Give damaged materials to the circulation clerks to have them repaired. If you find that your section is out of room, alert the Page Supervisor. He/she will tell the librarian(s) whose

sections are tight, and they will "weed" (discard outdated books) to make room on the shelves. You may be required to shift the books in your section. Patrons who find shelves that are cramped and unattractive will be less likely to borrow materials from those shelves. Do not squeeze that "last book" onto the shelf. This only serves to break the binding. Do not place books on top of standing books. It looks messy for patrons and presents a safety hazard. Shift the books, instead.

The importance of correct shelving and shelf reading cannot be underestimated. We have a wonderful computer system that tells our patrons the status of materials in our collection

- If a patron sees that an item has the status of *Available*, they know that the item is here at the Library and available for them to check out
- But, if the page assigned to the section where the item is housed has not kept up with their shelf reading and the item is not in the right place, the patrons will not be able to find the desired item, and *this is not acceptable*.

Your sections will periodically be checked to make sure they are neat and in order.

Books and other materials may not be left on the top of the stacks, nor piled at the end of a shelf.

The Circulation Desk

The Circulation Desk is one of the most visible locations in the library. It is not a place to "hang out". Your role does not include a place behind the circulation desk: you are not to check in materials, you are not to check out materials, you are not to handle the cash register, or any other function of the circulation staff.

Supplies you may require are housed in the circulation office. If more supplies are needed, see the Page Supervisor.

Other Duties as Required

From time to time you may be asked to handle a different responsibility than what you are regularly accustomed to. If you need training, you must let the requestor know immediately. An incorrect job is worse than no job at all. The best job description is "you are to do what is asked of you".

Everyone works together as a team to keep the library running smoothly and looking good. "It's not my section" is not an acceptable response to a request made to you.

Closing

Pages who work the last hour of operation have special responsibilities:

1. Put all reference books away
2. Put all new books, newspapers, and magazines away

3. Put away all materials left on tables, push chairs in
4. Throw away all garbage lying around
5. Go through the library shelf by shelf and straighten, edge, push in bookends, make sure all books begin on the left side of the shelf, and put away any materials found out of place
6. If you find personal belongings, give the items to the circulation desk

Levels of Performance

1. Leave your unfinished project on a table and go home (unsatisfactory)
2. Leave your unfinished project on your supervisor's desk without an explanation (needs improvement)
3. Leave your unfinished project on your supervisor's desk with an explanation (satisfactory)
4. Give your unfinished project to a librarian, hoping that he/she will assign someone else to finish the project (good)
5. Find another page, explain the situation, and show him how to finish the project (with approval by the Librarian-in-Charge); instruct him where to leave the finished project; leave a note of explanation for the supervisor. Resulting in a completed project and explanation found by the supervisor the next morning. (outstanding)

Terminations

If Library Management finds that a page is not up to the task of performing appropriately, pages may be terminated from employment based on civil service guidelines.

Three unexcused absences will result in dismissal.

Resignations

Should you decide to discontinue your employment with the Library, a written letter to the attention of the Library Director, through the Page Supervisor, is to be supplied. It is good practice and expected that you will supply your employer with two weeks advance notice of leaving employment.

Only selected Pages will be permitted to extend employment beyond high school. Pages who wish to be considered for further employment should speak with the Page Supervisor well in advance of their senior summer.

Good Luck With Your New Job!

Your work as a page is very important to the goals and functions of the Library. Good luck with your new job. You will learn a great deal! It may open your eyes to a new field. Many librarians started out as pages.

Approved by the Board of Trustees

March 27, 2001

Updated and approved by the Board of Trustees

July 21, 2015

Things to Help You Shelve Accurately and Precisely

Alphabetizing Rules

Alphabetize word by word. A space between words counts as a zero and comes before any other letter. For example "A Break with Tradition" comes before "The Breakup", even though U comes before W.

Articles are ignored when they begin a title, but not when they occur within a title. For example, "Catch a Rising Star" comes before "Catch the Deer".

Names are very tricky because there are many variations in spelling

Eliot
Eliott
Elliot
Elliott

Alphabetize very carefully letter by letter within each name.

Shelving Fiction Books

Fiction books are shelved according to the Author's last name.

Look at the letters in the Author's name. Books are grouped by the first letter, then alphabetized by the second, third, fourth letters, and so on.

For example, you have a book by David Baldacci. You go to the shelves that have books with the author whose last name begins with the letter B. Look for the last name's beginning with BA. If the shelf has books by authors with the following last names:

Baker Bakis Baldwin Ball

Your book would be shelved between Bakis and Baldwin.

After last names, shelve by first names, then alphabetically by title.

Authors with Mc- or Mac- are all shelved as Mac-.

Each book only has one correct location.

Other Materials

Note the location of new books, large print materials, CD-ROM's, CD's, videocassettes, DVD's, cassettes, paperbacks, civil service materials, YA materials, reference books, magazines, children's (J) versus adult materials, biographies, mysteries, science fiction, short stories, and any other special collections.

Shelving Non-Fiction Books

Books are shelved according to the Dewey Decimal System, courtesy of Melville Dewey. This is a system that allows books of like subjects to be grouped together and can be more easily found within a library. It is a good method of arrangement for collections up to 300,000 volumes.

You will find college libraries use a different system ("LC"), not better or worse, just different.

The Dewey Decimal System is broken down into ten main classes of subject areas and then subdivided into ten divisions and each division is divided into ten sections. There is a "place" for every subject. You do not have to memorize the names of the classes, division and sections. You just need to know how the system works.

The Ten Main Classes:

000 Generalities: almanacs, encyclopedias, libraries, and museums
100 Philosophy and Psychology: ethics, logic, feelings, superstitions
200 Religion and Mythology: bible stories, all religions
300 Social Sciences and Folklore: careers, business, government
400 Languages and Grammar: English and all other languages
500 Math and Science: arithmetic, biology, chemistry, physics
600 Applied Sciences: cooking, medicine, engineering, computers
700 Arts and Recreation: sports, crafts, games, architecture
800 Literature: poetry, plays, Shakespeare, writing
900 Geography and History: travel, wars, countries, history

Each of these ten sections is then subdivided into ten divisions.

For example, the 500's (Sciences) are subdivided into:

500 Natural Sciences
510 Mathematics
520 Astronomy
530 Physics
540 Chemistry
550 Earth Sciences
560 Paleontology
570 Life Sciences
580 Botany
590 Zoology

Note that fiction books can be shelved in the 800's (Literature) and biographies can be shelved in the 920's (biography). Most public libraries separate them for ease of access (academic libraries don't).

You would shelve non-fiction books using the Dewey Decimal System, using the following method:

Look at the Call Number on the spine of the book

Example: 610.9 (This is the Dewey number)
ROS (First three letters of the author's name)

Go to the shelf with the materials with similar call numbers. Books are shelved numerically from left to right, then alphabetically.

If the shelf looked like this:

609.97	609.976	610	610.32	610.9	610.9	610.92	610.989
LAM	CLA	FIL	CAN	IRE	RAN	DIM	BRA

Your book would go between 610.9 and 610.92
RAN DIM

Each book only has one correct location.

Document of Understanding

I hereby acknowledge that I have received a copy of the Page Handbook. I understand that it is my responsibility to read or have read to me the policy, practices and regulations contained in the Page Handbook. If there are portions that I do not understand, it is my responsibility to request clarification or additional information from the Page Supervisor.

I acknowledge and understand that this Page Handbook is a general guide, and the policies, practices and regulations contained in the Page Handbook may be changed, modified or eliminated at any time at the discretion of management. I shall be responsible for understanding such future changes in such policies, practices and regulations which may be communicated to pages from time to time, whether or not I sign an acknowledgement of such changes. I further understand that this handbook and the representation made in it do no constitute any form of employment contract, expressed or implied. The North Babylon Public Library management retains the unilateral right to modify the terms of this Page Handbook.

Signature

Date

Library Page Vest

Number:

Size:

Date Assigned:

Page Signature:

Date Returned:

