

Backroom Duties

Tasks for all Employees	Procedure	Frequency
Books for Little Hands	Processed at a regular Service Desk. Have provider library cards at Service Desk in alpha order. When the care provider visits branch, take out their card and check out ANY bag. Do Not keep a schedule or call providers if they do not show up. Do not schedule or track # of bags or # checked out. Do not schedule or keep records, MSR statistics, log of BFLH checkouts. B4LH cards are issued centrally.	On demand
Bus Schedule	Volunteer or VTA task. Any staff member can call VTA to request VTA to set up and stock.	Bi-Monthly
Cash	Eliminate double count of Pay In, unless a \$10.00 discrepancy.	Daily
Check In	Follow Millennium process. Include drive up book drop.	On demand
Class and school visit cards	Follow GOAL program model: when possible parent and child pre-visit branch to receive library card prior to scheduled class visit. Minimize if possible processing of batch library card applications prior to class visit.	As needed
Clear HOLD Shelf	Print, search and process before routing arrives at branch/unit following exact procedures.	Completed Daily
College Catalogs	Eliminate. Available on-line. Retain only local college print resources.	
Community Information area	Supervised by staff and managed by volunteers in a proactive, time efficient manner. Minimize all postings available online. Designate a small space for community/neighborhood information. See Aesthetics Policy.	As Needed
Discards	All staff is trained to process discards. Eliminate the shelf, truck, or area to house discards, and instead designate an area to temporarily house the materials and discard once per week. Use System Guidelines to complete task.	Completed Weekly
Email/Imail/Timesheets	Read and respond in a timely manner. No personal email.	Daily

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Found Cards	Discard at end of day.	Daily
Holds	Schedule as a duty so that staff is NOT doing it on the public floor.	Completed Daily
ILL/LINK+	Follow set Millennium Guidelines. Every Customer Assistance person can check out to customer.	Completed Immediately
Magazines and Mail	All magazines will be processed centrally and be delivered shelf ready. Branch checks in on arrival and displays. Only six titles are system-designated reference only; all other titles are circulating. Back issues are kept to a "Popular Issues" 1-12 months maximum. Discard old copies. Newspapers are stapled.	Completed Daily
Mending	Maintain the system standard, "if it can't be fixed with a piece of tape then DISCARD" using the discard procedure. This task is done immediately. Do not retain materials. Replace broken cases and booktape/CDs weekly using weeding guidelines. Eliminate Mending box/shelf.	Completed Immediately
Merchandising	Stock display furniture with high multiples early in the day and replenish as needed.	As Needed
Missing or Incomplete	Follow set Millennium Guidelines. Next available person contact customer, immediately if possible. Try to defer the work minimally.	Completed Immediately
MSR	Use a Microsoft Excel/Word chart to tally programs and statistics. All staff takes responsibility to enter appropriate data. MSR Excel spreadsheet must be completed and delivered by 5 th DAY of the month.	Monthly
New Books	New print items received daily are placed for librarian review for one day. Hot materials get a NEW label and designated collections are checked in and merchandised. Do NOT place NEW labels on paperbacks. Materials are rotated daily reviewed or not. All media skip review and are displayed immediately. Date on spine label.	Completed Daily
Phone	Phone is answered in the backroom. Follow phone procedures.	On demand
Shelving	Done hourly.	Completed Daily
Sorting	When Check In staff is busy assist when possible. Use direct-shelving process.	On demand
Supplies	Review individual Branch Central Store and Boise ordering lists to create a standing order.	As Needed
Telephone Books	Eliminate. Available on-line. Retain only local print phone books.	
Volunteers	Follow Volunteer Coordinator's procedure and training outline.	Quarterly

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