

# SJPL SCHEDULING GUIDELINES

## Public Floor –

- Identify peak and non-peak hours and assign available staff appropriately to best meet customer service needs
- Regularly assign appropriate number of clerical staff (primarily LAs and clerks) to the public floor **during all open hours**. Aim for an average of 60% of total clerical staff hours to be spent on the public floor.
- Regularly assign Librarians to public floor zones during peak hours only, with the understanding that available librarians are always on call. Aim for at least 40% of the total librarian staff hours to be spent on the public floor in direct customer service and 60% of the total librarian staff hours to be spent off the public floor to allow time for outreach and programming activities.

## Off Public Floor –

- Assign off public floor tasks as applicable to the unit observant of available staff and unit priorities. In general,

**High Priority** (tasks related to direct customer service, time sensitive, need to be done daily, essential to the operation)

*Examples: materials check-in, holds processing, merchandizing, programming, shelving, staff training, etc.*

**Medium Priority** (tasks able to be scheduled, important to the operation, but not time sensitive)

*Examples: routine building maintenance issues, informal meetings, damaged items processing, non-urgent equipment troubleshooting*

**Low Priority** (tasks that are non-urgent, can be postponed but not ignored completely, can be performed by a team of scheduled staff on a special project basis)

*Examples: discards stamping & boxing, Lost and Found, quick fixes on materials, shelf reading, weeding*

- Vary assignments of clerical tasks to increase productivity.
- Review schedules regularly to ensure that all hours are coded and that they reflect the actual work being done.

## Work Shift Standards:

- To ensure that a supervisor is scheduled on site during open hours –

**Branches with 1 LA** – LA is on a Saturday rotation with the Senior Librarian. One or both scheduled to work Tuesdays and Wednesdays, 11-8.

**Branches with 2 LAs** – both LAs are on a Saturday rotation with each other. If the assigned LA has scheduled approved time off on his/her Saturday, the Senior Librarian is scheduled. At least one LA is scheduled to work 11-8 on Tuesdays and Wednesdays.

**Paired Branches** – LAs and Senior should work out a schedule to ensure that each branch has at least one supervisor scheduled Monday-Saturday, and either an LA or the Senior is scheduled on site Tuesdays and Wednesdays 11-8.

- **Full-time Librarians** – generally 40% of total hours assigned on the public floor, 60% off the public floor, work Tuesdays-Saturdays. *Monday-Friday rotations may be possible based on branch needs.*
- **Part-time Librarians** – generally 40% of total hours assigned to the public floor, 60% off the public floor, work 4-5 days per week, including Mondays 2-7 and Sundays as assigned. Other regular hours assigned according to branch/unit needs.
- **Full-time Clerks** –
  - Branches with 1 full-time clerk are on a rotation with the LA.
  - Branches with 2 or more full-time clerks are on a rotation with each other.
- **Part-time Clerks** – work hours assigned according to branch/unit needs, and Sundays on rotation.
- **Pages** – generally work 4-6 hour shifts only (no 8-hour shifts), 12-16 hours per week – maximum 19 hours per week
- **Aides** – generally work 3-5 hour shifts only (no 8-hour shifts), 10-12 hours per week, maximum 15 hours per week.

**Minimum Staffing to Open a Branch Facility** – at least two staff members must be in the building to open, one of which must be a Clerk, Library Assistant, Librarian or Senior Librarian.