



**Piedmont Regional Library Staff Training Guide**  
for

Name: \_\_\_\_\_

Date of Employment: \_\_\_\_\_

Six-Month Review: \_\_\_\_\_

Supervisor and Employee sign when complete: \_\_\_\_\_

Before staff member's first day, please complete the following:

- Call and welcome staff member
- Give schedule to staff member over telephone
- Remind staff member to bring driver's license and their I-9 Form documentation
- Tell staff member where to park and enter the library on their first day
- Order an employee name tag

Will staff member have a key to the library?      Yes      No

Will staff member need a prlib.org e-mail account?      Yes      No

Library jobs vary and not all of the following will be applicable to all library positions.  
Mark NA next to items that are not applicable.

Note to supervisor: reinforce the learning at the end of the day. Encourage questions.

**On the First Day**

Personnel forms:

- G-4 (state withholding form)
- W-4 (federal withhold form)
- Direct Deposit Form
- TRS Membership Form
- Emergency Contact Form
- I-9 Form with copies of documentation
- Copy of Driver's License
- Social Security Form – Legal Name
- PINES Ethics Form

Give new staff a tour of the library. Don't forget to mention the emergency exits, fire extinguishers, and alarm pulls.

Explain:

- Timesheets and when they are due
- Emergency contacts
- Alarm system
- Dress code/personal appearance
- Taking breaks and meals
- Emergency contacts
- Staff Webpage and location of policies
- Regional System and how it works
- PINES

Customer service philosophy:

- Approachability and the open face
- Basic communication skills
- Model customers
- The dos of customer service

Circulation Basics:

- Opening procedures (book drop and pull holds list)
- PINES Code of Ethics
- Check in and transits
- Check out and renewal procedures
- Check out paperbacks and magazines
- Bills and situations that block check outs
- Sorting carts and shelving (location of the various collections)
- Issuing a library card
- Voter's registration (training PowerPoint: <http://sos.ga.gov/admin/files/PINES.ppt>)
- Closing procedures

ON THE DAYS TO FOLLOW

With each day, reinforce the learning from the previous day. Encourage questions. With each day, introduce at least one new topic. For example, the second day is a good day to review the library catalog and introduce the hold placing process. The Library Catalog: A Worksheet handout will provide ideas for items to search for.

Note to new employee: Ask questions. If the training process is moving too quickly, ask more questions.

Other topics of the Day:

- Library lost & found
- Editing patron records
  - Resetting a patron password
  - Adding a second or third address
  - Deleting an address
  - Adding and deleting an Alert Message
  - Adding Info Notes (patron visible and staff only)
  - Marking a patron record inactive
  - Cloning patrons
- Copy Machines (public and staff)
- Computers (public and staff)
- Telephones
  - Transfer to an extension
  - Transfer to a mailbox
  - Voice Mail
  - Telephone etiquette
- Renewing a library card
  - Address verification
  - Voter registration declaration
  - Resetting the expiration date
- Access your record from the public online catalog
  - Renewing
  - Placing holds
  - Canceling and freezing holds
  - Changing a password
  - Changing a username
  - Changing an e-mail address
  - Helping patron to help themselves
- Browsing, checking out, and downloading ebooks
- Marking an item missing and the missing item report

- Damaged item process
- Lost
  - Marking an item lost by patron
  - Processing a lost and paid item
  - Refunding a found item
  - Claims return procedures and definition
- Review most forms and their purpose
- Location of all supplies - procedures for ordering additional supplies
- Meeting room policies & procedures (where applicable)
- Library statistics
- Hold shelf
  - Browse Holds Shelf feature in Evergreen
  - Canceling holds
  - Temporary patron holds
- Interlibrary Loan Form and Procedure
- Model Reference Behaviors
  - Approachability
  - Comfort
  - Interest
  - Listening
  - Inquiring
  - Searching
  - Informing
  - Follow-up
- Introduction to GALILEO:  
[http://help.galileo.usg.edu/librarians/training/self\\_guided/](http://help.galileo.usg.edu/librarians/training/self_guided/)
- Mandated Reporter Training:  
See Mandated Reporters Training on <http://dfcs.dhs.georgia.gov/child-abuse-neglect>