

## PUEBLO CITY-COUNTY LIBRARY DISTRICT BASIC PIC TRAINING - STAFF GUIDE

### Handouts:

- Basic PIC Training Handout (this Document) – to be used in a class situation with discussion.
- Incident Report
- Customer Conduct/Rules of Behavior
- Copies of actual Security Reports

### What is the Purpose of PIC Training?

After you complete this training you should know:

- PIC responsibilities
- Where to find location specific information
- Complete follow-up documentation. You will learn how to complete an Incident Report and Suspension Form.
- Who to call if you need help.

### What is PIC?

PIC stands for Person-In-Charge. At Rawlings being PIC is the responsibility of the Manager/Supervisor or librarian. In their absence, another staff member will take over the PIC duties. When a librarian is PIC, they are still responsible for their regular duties – although PIC situations have the highest priority; therefore the PIC may have to get desk coverage to handle some situations.

### Who can be a PIC at the Rawlings Library?

Only a Supervisor, Manager or Librarian may be PIC; grade 8 or above with exempt status. Managers will collaborate on scheduling to insure that the library has PIC coverage.

### What are the responsibilities of a PIC?

- **Security & Safety** – The PIC is responsible for making sure that the building and its inhabitants are safe.
- **Documentation** – The PIC is responsible for reporting and documenting incidents, accidents, facility issues, and suspensions.
- **Suspension** - The PIC is responsible for determining when suspension is appropriate and for implementing the suspension and follow-up documentation.
- **Opening/Closing** – The PIC must perform opening and closing duties, and communicates with the security guard.
- **Facilities** – The PIC is responsible for reporting/following through on any current or developing facilities issues.
- **Customer Service** – The PIC is responsible for ensuring excellent customer service and for handling customer complaints.
- **Scheduling** – On Sundays at Rawlings, the PIC must make sure there is sufficient staffing for customer service workload.

### What is the first thing I should do when I have to be a PIC?

- If possible – talk with the supervisor or previous PIC to find out if there are any situations that might require your attention.
- Locate the specific information about security, opening/closing, and scheduling for your location so you can refer to it when needed.

- Check the staffing pattern – does anything need to be adjusted?

## SECURITY & SAFETY

*The PIC is responsible for making sure that the building and its inhabitants are safe.*

- The PIC must be familiar with PCCLD rules especially Acceptable use of the Internet, Customer Conduct and Emergency Procedure rules.
- The PIC must evacuate the building in an emergency situation. See Emergency Procedures.
- The PIC must handle behavior problems, issue warnings and suspensions as necessary
- The PIC should know how to handle incidents involving threats to staff or customers.
- The PIC must make sure there are no obvious safety or security violations occurring under their watch. If any violations occur, the PIC must take appropriate action and document the details of any incident on the appropriate form(s).

## ACCIDENTS/INCIDENTS

### What qualifies as an accident or incident?

- Any event, no matter how minor, that a supervisor may need to know about or follow-up on.
- Any time a staff member or customer gets injured, no matter how minor, complete the appropriate form.
- For accidents/incidents involving staff and customers.
- **Examples of Accidents:** falling down stairs, tripping and falling, hurting shoulder moving books, etc.
- **Examples of Incidents:** patron behavior issue even if it did not result in suspension (document repeat offenders so we have documentation when it is needed), staff behavior issue, facility issues, phone or verbal threats.

### What about bodily fluids?

- Call facilities who will contact the Custodial Service on a service request.

## DOCUMENTATION

*The PIC is responsible for reporting and documenting incidents, accidents, facilities issues and suspensions.*

- The PIC must know when and how to complete the following:
  - Incident Report
  - Suspension Form
  - Accident Forms for staff and customers
  - Notes about circ issues, entered in workflows

## HINTS AND TIPS

- Complete all appropriate sections of the form
- Be specific when describing the incident. Always include what, when, where, how and who- always obtain first and last name, address, phone number of violator and witnesses.
- Include your names, e-mail and phone number.
- Send copy of documentation to appropriate staff immediately after completion.



- Make sure you let the supervisor/manager know. Send them an e-mail so they know to look for the incident.
- These are public records which can be subpoenaed, etc. Make sure your words will pass this test: "I would be comfortable if this were printed in the newspaper, shared on the internet, read in a court of law, or read by the person I'm writing about."
- **When in doubt, document, document, document.** Having little or no documentation is way worse than having too much. It can take the form of an incident report or e-mail communication to the appropriate staff.

## SUSPENSIONS

***The PIC is responsible for determining when suspension is appropriate and for implementing the suspension and follow-up documentation.***

- The PIC must know when and how to suspend a customer.
- The PIC must be familiar with PCCLD rules and the suspension period for violation of rules.
- The PIC must complete the Suspension Form and an Incident Form and send copies to;
  - Director of Public Services
  - Executive Director

## HINTS AND TIPS

- Some common behavior problems are:
  - Computer time abuse
  - Belligerent or argumentative customers
  - Animals on the premises.
  - Petitioners not adhering to their proscribed areas
  - Inappropriate use of restrooms (shaving, bathing)
  - Sleeping in the library
  - Unattended children
- Remember: Many of your customer's interactions don't require suspension. In most cases, the interaction is successful if the customer stops the inappropriate behavior. This might mean just listening to someone vent, finding an alternative solution to their issue, or allowing them to save face and leave on their own.
- You do NOT have to take verbal abuse. It is ok to say "I can see that you're upset. Let's both take a deep breath, and see how we can resolve this." Or "Do not use that language in our conversation." If the person persists, you can ask them to leave for the day. Even venting has its limits. You can end the conversation without making a commitment. ("Thank you for sharing your thoughts. I need to go prepare for a story time now.")
- Don't get caught up in the argument. Keep in the back of your mind how far you will let this go before asking the person to leave.
- Do a self-check on your own feelings, attitudes, and biases. Are you treating this young person with the pierced eyebrow the same as you would a man in a business suit? If you ask the table of young people to quiet down, you also need to ask the man on the cell phone to quite down if he's speaking loudly. You need to ask the well dressed woman with the heavy perfume to leave just as you would an unwashed person if their body smells are equally disruptive.
- **What if a suspended customer trespasses?**
  - Call the Police.

## **OPENING AND CLOSING DUTIES**

***The PIC must perform or delegate opening and closing duties and must make sure clerk and page opening and closing duties are completed.***

- Know where to find specific opening/closing instructions for the location – Check the PIC folders on the 'O' drive and PIC Survival Manual.
- The PIC is notified that each floor is clear of staff and customers. When all is clear PIC may have the guard escort them out of the building to their vehicle.

## **FACILITIES**

***The PIC is responsible for following through on any current or developing facilities issues.***

- On Sunday at Rawlings, PIC monitors the front door at opening and checks to make sure scheduled staff are at their station.
- Report issues such as clogged toilets, dripping faucets, unusual noises or smells, etc. to facilities.
- Make note of any cleaning needs.

## **CUSTOMER SERVICE**

***The PIC is responsible for ensuring excellent customer service and for handling customer complaints.***

- The PIC must be prepared to handle difficult customer service issues (for example, arguments over fines). The PIC should be aware of what is happening and be ready to step in if needed or asked by other staff or customers who may ask for "the person in charge".

## **HINTS AND TIPS**

- Practice active listening. Focus on what the person is asking for or complaining about, not on their words or manners. It may be that the person is ranting about fines, when all they really want is to setup a payment plan. Check your perceptions ("What I hear you saying is that you want to check out items today, but you can't pay all your fines at once.") Turn into a broken record if the person isn't listening ("Yes, I understand you don't have a place to sleep, but as I said before, you cannot sleep in the library.")
- Don't just throw a Customer Comment Form at the person. It's busy and hectic in our libraries, and it takes time away from other customers to listen to someone, but if the person is upset because they feel they haven't been heard, asking them to fill out a form, may just make them angrier. However, in some cases, the customer may want to complete a Comment Form. It gives them a chance to air their concerns in writing.

## **SCHEDULING (Sundays at Rawlings)**

***PIC must make sure there is sufficient staffing for customer service and workload.***

- Assess day's schedule adjust staff as needed.
- Supervise regular staff and subs
- Take note of any sick call-ins or staff who do not show up for work; document and share information with the manager.
- Supervise volunteers



## Closing Procedures and Responsibilities for the Rawlings Library

To insure an orderly closing of the Rawlings Library, the PIC (Person-In-Charge) will be assigned the responsibility of closing the building assisted by the security guard. The PIC is assigned and scheduled by the Director of Public Service as soon as the monthly schedules are available from Circulation, Adult Services, Youth Services, Special Collections and the InfoZone.

**PIC** —The PIC confirms with security and public service staff that the building has been cleared. This person is also responsible for children without transportation at closing. (Refer to "Guidelines Governing Use of the Library", page 9.) The PIC should be prepared to assist security if problems arise.

### General Information:

There will be **TWO** announcements made at the close of each day. The first announcement is at 20 minutes till the hour, and the second at 10 minutes till the hour.

The first message states the following:

- The library will be closing in 20 minutes. Please proceed to the first floor to be checked-out.

The second message states:

- The library will be closing in 10 minutes. No materials will be checked out after the library closes. Please select your final items and make your way towards the first floor check-out station.

### Departmental Closing Procedures:

#### Circulation:

- Empty indoor book drop
- Make sure all items are properly checked in
- Prepare routing totes
- Properly log off all staff computers
- Turn off and secure self-check machines
- Clean and secure work area
- Collect and secure all cash drawers and bags from departments

#### Youth Services:

- Clear tables and organize area
- Clear and secure department of all customers
- Properly log off and secure all staff terminals
- Lock staff work area
- Tell PIC that the area is clear

#### Adult Services:

- Clear books, magazines, and newspapers from tables and place on cart to be reshelfed
- Pick up around computer area
- Clear and secure floor of all customers
- Properly log off all staff computers
- Turn on device charging carts
- Lock all device charging carts
- Deliver money box and Charger Key to Circulation
- Tell PIC that the area is clear

Special Collections:

- Properly log off all staff computers
- Secure vault door
- Clear materials left on tables and stacks and place on cart to be reshelved
- Make sure all customers have left the department/floor
- Deliver money bag to Circulation
- Tell PIC that the area is clear

InfoZone:

- Properly turn off all equipment inside the InfoZone
- Secure and lock InfoZone doors
- Secure all valuable materials and keys
- Check all restrooms and clear customers from 4<sup>th</sup> floor
- Deliver cash drawer to Circulation
- Tell PIC that the area is clear

CC1 Closing Procedures – RRA, Youth Services and Special Collections

- Fill all patron use printers, microfilm and copiers with paper
- Clear items from tables and strays on top of stacks and place on cart to be reshelved