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Job Outline and Expectations

This section covers the basic Job Outline and Expectations for Production Assistants, as well as details on the Probation and Training period.

Job Outline

A Production Assistant is to work 15 or 30 hours per week, depending on their contract.



PA2 Assistants who work 30 hours a week have additional work duties. For more information see [Division of Work for Production Assistant 2](#)

The main duty of this position is to produce books that are in accessible formats. The Production Assistant will reformat converted ebooks in Microsoft Word as outlined in this [eText Wiki](#), and with the direct guidance and support of the Production Coordinator.



If there is a section on the wiki that is not clear, post a question on the [Production Q&A](#).

Titles for production are found in the RT system in the Production Queue. There are various levels of priority to these titles:

- Urgent
- High
- Medium
- Low

When a Production Assistant is choosing a title to work on it is expected that they take the Urgent tickets first. These are titles that have been directly requested by our patrons.

It is also expected that the Production Assistants regularly check the queue to see if any new Urgent tickets have been added.

You should finish a ticket before taking another one, unless otherwise directed by the Production Coordinator.

Sometimes a ticket will be assigned to you by the Supervisor.

A Production Assistant should aim to have only 2-3 tickets maximum at any given time. This helps avoid burnout and workload piling up.



It can take 48-72 hours for the Production Coordinator to review a finished title. The Production Coordinator will return the ticket if revisions are necessary. **It is expected that these revisions are priority unless otherwise stated by the Production**



Coordinator. Notes about revisions will be placed in the Comment section of the ticket. If you do not hear back from the Production Coordinator within 48-72 hours then the ticket passed and will be converted and published.



All tickets assigned to Production Assistants by the Production Coordinator take priority over all other work. The Production Coordinator may also assign specific deadlines to titles.

The Production Assistant will use their own laptop along with a current and updated version of Microsoft Word. [UAlberta Hub](#) offers free 365 to students that can be downloaded directly to their computer. It is the Production Assistant's responsibility to ensure that they are using the latest software on a reliable computer.

If there is ever any downtime in production, the Production Assistant is expected to do metadata work as outlined on [this wiki page](#).

Other projects **may** be assigned to the Production Assistant at the discretion of the Production Coordinator. If this occurs, the Production Coordinator will communicate the project outcome and expectations within the Production Assistant's current workflow. These projects will be part of their contracted hours, and the Production Assistant will not be paid any additional amount for these projects.

Additional contracts **may** be offered to the Production Assistant based on skill set and availability. These contracts will be for projects that utilize the Production Assistant's skill set, and will be separate from the Production Assistant job and expectations.

Full-time Production Assistants will also have the following responsibilities:

- [Metadata cleanup](#)
- Assisting with purchasing and acquisitions
- [Converting MP3 files to DAISY](#)
- Assisting with collection creation and maintenance
- Other duties as assigned



If there is an illness, or other similar circumstance, that prevents the employee from working their full hours they **must** contact their direct supervisor, the Production Coordinator.



If you work 15 hours a week, you have 2 vacation days, and five personal days. Both are equal to a 5 hour work shift. Contact the Production Coordinator to discuss and book any time off. The period from December 25th through December 31st are paid days off. NNELS is part of the BC Libraries Cooperative, and as such recognizes all BC Statutory holidays.



If you work 30 hours a week, you have 7 vacation days, and 4 personal days. Both are



equal to a 6 hour work shift. Contact the Production Coordinator to discuss and book any time off. The period from December 25th through December 31st are paid days off. NNELS is part of the BC Libraries Cooperative, and as such recognizes all BC Statutory holidays.

Probation Period and Training

All new hires will go through a training and probationary period of **2 months**. It is expected that by the end of this probationary period you will be able to do the following:

- Be able to produce titles with little to no feedback on an regular and ongoing basis (see below for table of average hours per book)
- Write Simple and Medium Image Descriptions with little to no feedback
- Communicate clearly and ask questions

You will have a final evaluation meeting at the end of this 2 month period where your performance will be reviewed and you will be given either a pass or fail depending on if you have met the job expectations as outlined above.

If you **do not** meet the job expectations at the end of this 2 month period it will be considered a fail and your contract will be terminated.

If you **do** meet the job expectations at the end of this 2 month period it will be considered a pass and you will continue your employment with NNELS.

During this time you will be given hands-on training and support from the Production Coordinator. This can include, but is not limited to:

- Zoom meetings
- Emails
- Wiki documentation and Q&A posts
- Comments in RT

The Production Coordinator will assign you titles to aid with your development. This is to help you avoid getting stuck with a complex title before you have built up your skill set. After training, you will be expected to select and choose tickets as per your job outline.



During this training and probationary period it is essential that you communicate clearly with the Production Coordinator about any issues you are having with your position or with training. If the Production Coordinator finds you are not meeting job expectations, they will apply Progressive Discipline measures to help you improve your work and skill set. If Progressive Discipline does not improve your work within the 2 month probationary period, you will fail probation.



During your probation, if you find you no longer want to work with NNELS, you can



send a letter of resignation to the Production Coordinator **without notice**. After the end of your probation, if you find you no longer want to work with NNELS, then we ask for one weeks' notice.

Job Expectations

All Production Assistants are expected to work their full hours per week (15 for casual workers, 30 for full-time).

For casual workers, the Production Assistant can divide these hours within a week in any way that fits their current schedule, as long as they are finishing all assigned hours per week.

For full-time workers, it is expected that part of their work schedule overlaps with the Production Coordinator.



The Production Coordinator works full-time hours during the week between 9am and 6pm EST. They may make themselves available outside these hours for special circumstances, such as training of special projects with tight deadlines.

It is expected that after the training and probationary period you will be able to work independently, with little supervision.

The Production Coordinator will still be available as your direct supervisor to help you with any questions or issues that arise during the course of your work. All production questions can be posted on the [Production Q&A](#) page, and all alt-text questions can go on the [Alt-text Q&A](#) page.

After the 2 month training and probationary period, a Production Assistant is expected to produce titles on an ongoing and regular basis. We have created the table below to help you understand the general expectations around how long each type of book will take.

The following is a breakdown of the average time it takes to produce different genres of books:

Book Type	Average Work Hours
Novels (no images)	2
Novels (images)	4
Nonfiction (images/graphs/endnotes)	10
Poetry	1.5
Plays	1.5
Cookbooks/Complex Formatting	15
Textbooks	40
Children's Picture Books	10
Illustrated Books	5



These times are based on fully-trained Production Assistant workflows



If you have a title that you feel is taking you a long time to work on, please contact the Production Coordinator through the RT ticket for that title so they are aware that the title is more time-consuming than originally expected. This can include, but is not limited to, novels with messy conversion and complex titles that include many images, tables, and footnotes.

Job Expectations: Image Descriptions

Alt-text is an essential part of accessibility. It can take longer to learn how to write image descriptions than the other parts of reformatting an ebook, and we are here to help and support you on this journey. Even after you have got a handle on how to describe images, there will always be times when you struggle and need assistance.

The expectation for your position is that you are able to write **simple and medium alt-text** with little to no feedback after a **2 month period** of working with alt-text.

The [Images documentation](#) paired with the additional resources are designed to help you succeed in this process.

The Production Coordinator is also responsible for training you and offering support in learning and creating image descriptions. We have an [Alt-text Q&A page](#) specifically for alt-text to assist you with your education, and help you when you get stuck on any description.

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