

# Guidelines for Student Personnel

The librarians and staff are happy to welcome you as a part of the Benedictine Library team. We take the services that we provide to our patrons very seriously. We expect the same standards of conduct from each student assistant on the team. These guidelines have been developed to ensure your effectiveness on the job. Please read them carefully, and ask your supervisor if there is anything that needs clarification.

Your supervisor will provide you with specific information regarding expectations for student employees in your department of the library. However, the following policies and procedures are to be followed by all library student employees.

## Work Schedules

For the library to function properly, all departments need to be working in accordance with one another. In order to ensure smooth workflow, this requires that all student assistants arrive on time and complete necessary duties and tasks.

To develop competency and ensure efficiency, it is recommended that all students work a minimum of ten hours each week. This is mandatory for new student personnel to transition into becoming comfortable with library procedures.

All student personnel are required to attend an orientation meeting at the beginning of each academic year during which policies will be reviewed and explained. Student assistants may be required to attend other training sessions throughout the year. These sessions are considered paid work time.

Work schedules will be determined by each supervisor based on the needs of the department and the employees' academic and extracurricular obligations. The student will work this set schedule for the entire semester. **Students are expected to work throughout the complete final exam period unless prior arrangements are made with departmental supervisors.**

# Guidelines for Student Personnel

Each student is expected to work his scheduled hours unless prior arrangements have been made with the supervisor.

If a student is not able to work his scheduled hours, it is his responsibility to contact his supervisor promptly.

Under no circumstances should messages be left with another student or with another department.

Students working in the Circulation Department and IT Helpdesk are expected to find their own substitutes using "Sub cards" or the phone list.

Students in other departments are expected to make up missed time.

## Absences and Tardiness

Call a supervisor immediately if you are going to be late for your shift. Failure to do so will result in an unexcused tardy.

Absences due to illness, injury, or family emergencies should be reported to a supervisor as soon as you are able to do so.

Absences for appointments and other necessary personal issues must be approved by a supervisor at least three days in advance. In the Circulation Department, you must arrange for a substitute.

Unexcused absences result from a failure to notify your supervisor that you are not able to work and from not showing up when scheduled.

For extended planned absences, such as vacations, at least one week's notice is required.

If library work schedules interfere with academic needs, work schedules may be adjusted in consultation with supervisors.

## General Policies/Expectations

Report for your scheduled shifts on time. If you work in a service area, arrive in time to begin your shift at the scheduled time.

Students are expected to perform routine and assigned tasks while on duty.

You are responsible for signing in and out on each day's timesheet and for making sure your times are initialed by a supervisor.

As a representative of the library, student assistants are expected to abide by the library's rules and policies any time they are in the library, not just while working.

While at work, limit visiting with friends to a few minutes. Individuals who are not library personnel are not allowed in non-public areas.

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Cellular phones must be set to silent or vibrate while in the library. Except in emergencies, do not make personal calls during your shift.

Use a public terminal during break time, not work time, to check e-mail and surf the Internet.

Guidelines about what questions students should answer will be discussed during training. Refer patrons to a supervisor or the librarian at the Reference Desk rather than attempting to answer questions when you are uncertain as to the protocol.

Students working the closing shifts are expected to assist with the closing duties as instructed by the supervisor and/or librarian on duty. If this requires working beyond closing time, the extra time should be recorded on your time sheet.

The break schedule for each department will be determined by the supervisor. Students working four consecutive hours are entitled to one paid 15-minute break. Those working eight consecutive hours or more are entitled to a paid 30-minute meal break **or** to two paid 15-minute breaks.

Breaks cannot be used within the first and last thirty minutes of a shift. Breaks during evening hours must be taken before 10:00.

## **Appearance**

Students should present themselves in a professional manner. While working, student assistants are representing the Benedictine Library and Benedictine University.

Patrons should be treated politely, and requests should be handled efficiently. Problem patrons should be referred to the librarian or staff member on duty. Library staff and fellow students should be treated with respect.

Students should wear neat, comfortable clothing on the job.

Footwear is required of all student employees. Closed shoes are recommended for students with lifting, moving, and shelving responsibilities.

Clothing items that expose undergarments are unacceptable.

Students should refrain from wearing extremely revealing clothing, or clothing with vulgar language and offensive slogans.

Supervisors may determine on an individual basis that student clothing is inappropriate and take necessary measures.

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## Evaluation

Students will be evaluated each semester on their performance. A copy of the performance review form is attached. Student assistants with poor performance appraisals will not be re-hired for subsequent semesters.

## Disciplinary Procedures

Our desire is that student assistants will take their positions in the library seriously and not require disciplinary actions. Attached is a copy of the warning form. Serious infractions may result in immediate termination. Three unexcused absences will result in termination.

In the event that disciplinary measures are necessary, these procedures will be followed:

- 1<sup>st</sup> incident: verbal warning
- 2<sup>nd</sup> incident: written warning
- 3<sup>rd</sup> incident: termination

Warnings may be issued for but are not limited to the following:

- Non-compliance with student assistant guidelines
- Unsatisfactory work performance/patterns of inefficiency
- Disrespect or rudeness toward library patrons or other employees
- Use of work time for socializing, talking on the phone
- Repeated tardiness
- Unexcused absences
- Misuse or abuse of equipment
- Failure to complete time sheet daily

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Students may be terminated immediately for the following violations:

- Theft or dishonesty
- Insubordination
- Disrespect for fellow employees, library staff, or library users
- Unauthorized use of or damage to University or employer property or areas
- Communication of confidential information
- False reporting of hours worked on time sheets
- Property damage
- Job abandonment
- Substance abuse
- Sexual harassment or misconduct
- Discrimination/vilification
- Any other conduct or actions prohibited in the Student Handbook

## Library Directory

Pat Auriene	ILL Coordinator	x6056
Kent Carrico	Instruction & Off-Campus Services Librarian	x6055
Luann DeGreve	Assistant Director for Collection Services	x6197
Jack Fritts	Director of Library Services	x6060
Fran Gilles	Evening/Weekend Reference Librarian	x6057
Anne Hector	Public Services Assistant	x6058
Joan Hopkins	Instruction Librarian	x6052
Mark Kroll	Cataloging Librarian	x6053
Dani Linn	Access Services Assistant	x6067
Jennifer Merriman	Special Collections Librarian	x6064
Ariel Neff	Instruction and Science Reference Librarian	x6054
Mary Ocasek	Reference Librarian	6057
Sue Peterson	Reference Librarian	x6590
Regina Remson	Periodicals Assistant	x6061
Debbie Sarna	Copy Cataloger	x6065
Amy Weidner	Electronic Resources Librarian	x6066