Basic Student Staff Guidelines

TIME SHEETS

- Completely fill in the heading including your name and student ID number. Dates for each payroll period are preprinted. Place your signature on the bottom. A staff member or senior student assistant must initial your time sheet when you arrive and when you leave. Sign in on the hour, ¼ hour, or ½ hour. Use black or blue pens only.

NAME TAGS

- Put your name tag on each time you report to work, and return it to the designated area at the end of your shift. This helps library faculty, staff and patrons know that you are an employee and that they may approach you for assistance.

TELEPHONES

- Office phones may only be used in the event of an emergency and with your supervisor’s approval.

LAPTOP COMPUTERS AND CELL PHONES, ETC

- The use of laptops, cell phones and other hand held devices is allowed only at the supervisor’s discretion. Personal phone calls should not be made or taken unless they are essential, and should never occur at a service point. The use of IPods or IPhones to listen to music while working in the stacks is also at the supervisors discretion.

PROFESSIONAL ATTITUDE

- Providing excellent customer service is the libraries top priority. Smile, be pleasant and attentive. Sit up straight in your chair with your feet on the floor while at a service desk. Conduct only brief conversations with friends while you are working. If you don’t know how to tell someone you can’t talk you could say, “I’m sorry but I’m working right now so we will have to talk later” or, “I’m working right now so I need to keep this brief”. This applies to all work assignments at either a service point or in the stacks.

PATRON CONFIDENTIALITY IS THE LAW

- Computer monitors should be turned so patrons cannot view personal information. You may not provide or discuss any information about one patron to another. Even a professor is not entitled to confidential information belonging to another. If you need assistance, call a full time staff person.

SCHEDULE CHANGES

- An occasional schedule change is acceptable. It may also be necessary for us to change your schedule to better accommodate library needs.

ABSENTEEISM OR TARDINESS

- See the Attendance Policy.

WORK BREAKS

- If you work 4 hours or more you may take a 15 minute break in or around the middle of your shift, with permission from a supervisor. Breaks may not be taken at the end of your shift in order to shorten it. Working a shift over 6 hours requires you to sign out for a ½ hour break. If the need arises to use the restroom inform a supervisor.

FOOD AND/OR SMOKING

- Smoking is not permitted in any building on the University campus. Beverages with lids or recloseable covers are allowed. Food may not be consumed while you are working in the stacks or at a service point. Consult a supervisor if occasional provisions are needed.

ASK!

- If you are uncertain about a library policy or procedure please ask a staff member or senior student assistant. Providing accurate information to library patrons is part of providing good customer service.

JOB RESPONSIBILITY

- When given an assignment it is expected to be completed. When your assignment is complete see your supervisor for additional direction.

SCHOOL WORK
• Reading and doing school work while at a service point is at the supervisor’s discretion. This may depend on the time of day and the workflow during your shift. Your work area at a service point must be available for work related tasks and you must be available to provide customer service as needed. While working in the stacks homework and reading may not be done at anytime.

PERSONAL ITEMS

• Backpacks, pocketbooks, lunch boxes, coats, etc. must be placed in the designated area indicated by your supervisor. All personal items must remain in this area while you are on duty.

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