# Table of Contents

## Introduction ............................................................................................................. 1

## Expectations ............................................................................................................. 1

- Protocol .................................................................................................................. 1
  - Attendance ............................................................................................................ 1
  - Absences ............................................................................................................. 1
- Professionalism ...................................................................................................... 2
- Appropriate Behavior ............................................................................................. 2
- Training Meetings .................................................................................................. 4

## Benefits of Working ............................................................................................... 4

- Flexible Schedules (in Some Departments) ............................................................... 4
- References .............................................................................................................. 4

## General Information ............................................................................................... 4

- Time Sheets ............................................................................................................. 4
- Paychecks ............................................................................................................... 4
- Breaks ...................................................................................................................... 4
- Food/Drink Policy .................................................................................................. 5
- Cell Phone Use Policy ............................................................................................ 5
- Sexual Harassment Policy ....................................................................................... 5

## Evaluation and Disciplinary Action ...................................................................... 5

- Evaluations .............................................................................................................. 5
- Discipline ................................................................................................................ 5
- Grievance Procedure .............................................................................................. 6
- Counseling, Health & Wellness Services ................................................................. 6
- Injuries ..................................................................................................................... 7
- Emergencies ........................................................................................................... 7

## Library Organization/Departments ...................................................................... 7

- Library Administration .......................................................................................... 7
- Resource Management Services ........................................................................... 7
  - Acquisitions ........................................................................................................ 7
  - Cataloging .......................................................................................................... 7
- Information and Access Services ........................................................................... 7
  - Access Services .................................................................................................. 7
  - Learning Commons .............................................................................................. 7
  - Reference/Liaison Librarians ............................................................................... 8

## Appendix A ............................................................................................................. 9

- Disciplinary Action Process .................................................................................... 9
Welcome to the Collins Memorial Library

It gives us a great deal of pleasure to welcome you to employment at the library. All of the staff members here depend upon your hard work and your enthusiasm in providing service to the students, faculty and staff of the Puget Sound community. We take great pride in our collections, our services and our desire to assist each individual seeking help. Frankly, we could not be successful without each and every one of you. We rely on your work in every department in the library. It is important to us that you see how essential your job is and how critical you are to our success. It is also important that you enjoy yourselves, learn something useful, and begin a career of meaningful work. Thank you for joining our team and welcome aboard.

Library Staff

Introduction

Student assistants in the Library work in all areas: Administration, Information/Access Services (which includes the Learning Commons, Access Services, and Reference/Liaison program), and Resource Management Services (which includes the Cataloging and Acquisitions departments).

Expectations

At Collins Memorial Library, there are certain expectations we have of all student employees. These expectations are in place to provide the most comfortable and productive environment possible for students, staff and patrons.

Protocol

Attendance

Punctuality is the most basic aspect of any job. Strive to be on time, or even a bit early if possible, every time you are scheduled to work. If for some reason you will unavoidably be late, always call in and tell your supervisor so that they can plan accordingly.

Absences

Your supervisor plans the tasks you will be assigned based on the schedule you work out with them ahead of time. If you are not able to be there, you may cause serious issues and damage the efficiency and productivity of your department. If you are unable to work your shift because of illness or other reasons, be sure to alert your supervisor as soon as possible. If you cannot cover your scheduled hours, certain departments (usually Information and Access Services) require that you find a replacement from among your co-workers. It is your responsibility to do this and notify your supervisor who will be replacing you.
**Professionalism**

Being an employee in a service oriented workplace like Collins Memorial Library oftentimes calls for you to work outside of your assigned task in order to help our patrons. Because you are identified as an employee, patrons will often seek you out for help if they have a problem. Even if your job does not normally involve such interactions, you should strive to maintain a professional and helpful attitude. Our goal here at the Library is to provide information to our patrons; everyone who is employed here is expected to take a role in that whenever necessary. The following points will help you be more comfortable and effective in a customer service position:

- **Be familiar with the Library:** The majority of questions asked by patron relate to the locations of people, items and resources in the building. Pay attention during the orientation walkthrough, explore the building on your own to be more familiar with the location of items and resources, and get to know the names and faces of staff and the locations of their offices.

- **Build up your relationships:** It’s a lot easier to ask someone for help if you know them. Because of this, building a good working relationship with the Library patrons, staff and your co-workers can help you and help THEM if there’s a question they can’t answer.

- **NEVER answer “I don’t know” or simply point your finger:** If you don’t know the answer to a question, don’t say “I don’t know” and walk away. Instead, say “I’m not sure, but let me find you someone who will know.” Take the question to the Information Desk, or one of the staff. It makes the patron happy, makes you look good, and helps build a good relationship between the patron and the library.

**Confidentiality**

As a library employee you may have access to important personal and financial data. It is against the law to provide any data on library users and is grounds for immediate dismissal. All students will be required to sign a Non-Disclosure & Confidentiality Agreement upon being hired.

**Appropriate Behavior**

In any work environment, some behaviors and attitudes are considered unacceptable, some behaviors are required in order to complete your job, and some restrictions in behavior are necessary for safety’s sake. The following items fall under one or more of these categories; follow them and enjoy many a happy and successful day on the job:

- **Attire:** Although there is no formal dress code for Student Employees, this is a public organization, and you are expected to dress neatly and maintain good personal hygiene. For safety’s sake, you are also required to wear shoes at all times. No flip-flops are allowed.

7/28/2011
➤ **Nametags:** Your nametag identifies you as an employee of the Library, and as such must be worn whenever you are on shift. It must be worn at chest level and be visible to patrons.

➤ **Have a good attitude at the workplace:** Having a good attitude makes the day go by faster, makes you more productive, and helps everyone else’s day be a little bit better.

**Expectations**

- **Initiative:** Initiative, in the context of the workplace, means that you look for things that need to be done and work towards doing them, and that you anticipate the needs of patrons. If you see a patron struggling with something, offer to help them. If you see a job left unfinished by a co-worker and you aren’t busy, assist in finishing it. A worker who shows a lot of initiative shines in the eyes of any employer!

- **Courtesy:** Be friendly and courteous to everyone. One time being rude can mar a relationship permanently.

- **Confidence:** Always try to do your best, no matter what you are doing. Others take notice when you know you’re doing well.

- **Be focused:** Once you start a task, do your best to see to it that it gets finished. Try to avoid unnecessary distractions and taking on too many tasks at once; fragmenting your day lowers the performance and quality of your work.

➤ **Be professional:** As an employee of Collins Library, you are expected to demonstrate a positive work attitude and conduct yourself in a professional manner. Goofing off, spending excessive time socializing, playing computer games, and surfing the web are not acceptable uses of your work time.

➤ **If you are unsure how to proceed, ASK don’t GUESS:** If you are doing detail-oriented work and are having difficulty or are unsure of how to do something, ask a staff member for help. Guessing wrong can have serious consequences. It’s better to be safe than sorry. If you don’t know the answer to a question admit it and get help.

➤ **Take responsibility for your actions:** Working in the adult world means that you are responsible for your own actions. Everyone makes mistakes, and most people understand and forgive you if you are honest and up-front about your mistakes. In the end, whatever consequences you face are likely far less severe than those you will face if you try to cover up an error.
Personal conversations/visitors: Personal or social matters should be taken care of on your own time. Please discourage unnecessary visits from friends during working hours. Conversations with co-workers should be kept to a minimum and not disturb other workers.

Training Meetings
You may be required to attend training meetings called by your supervisor. You will be paid your normal hourly rate for attending these meetings.

Benefits of Working

Flexible schedules (in some departments)
Some departments have work hours available beyond the normal 8am-5pm. When setting up your schedule your supervisor will inform you if this is the case in your department.

References
You may use your supervisor as a reference when you apply for other jobs, either in the summer or after you graduate. Many of the skills you develop in your library position are applicable to jobs outside the library.

General Information

Time Sheets
You are expected to logon to a computer and fill in your time sheet when you arrive and again when you leave work each day. At the end of the month, finalize your time sheet and inform your supervisor that you have done so. Failure to finalize may delay your paycheck. Please note that supervisors can change any times that may have been input incorrectly. Also, deliberately inputting inaccurate times worked will be grounds for immediate dismissal. Falsification of time sheet information is considered a violation of the Student Integrity Code.

Paychecks
Payday is the 15th of the month following the month you worked. When the 15th falls on a weekend, paychecks are distributed on the Friday before. Paychecks are distributed in campus mailboxes unless you have signed up for direct deposit to your bank account. Students are encouraged to sign up for direct deposit.

Breaks
If you work 4 or more consecutive hours, then you are allowed a 15-minute paid break. If you work over 5 consecutive hours you are allowed an unpaid lunch break of a minimum of 30 minutes.
Food/Drink Policy

Food is not permitted in the public areas of the library. If you work in a non-public area your supervisor will advise you if it is allowed in your work area. Drinks are allowed only in permanent containers with tight fitting lids and closeable mouthpieces.

Cell Phone Use Policy

Cell phones are to be turned off during your shift. If an urgent call is expected, notify your supervisor who will advise you accordingly on procedure.

Sexual Harassment Policy

Student workers are expected to adhere to the UPS campus policy prohibiting Sexual Harassment:

“The University of Puget Sound prohibits discrimination in education or employment on the basis of sex (Equal Opportunity Statement). This Sexual Harassment Policy explicitly defines sexual harassment as a prohibited form of sex discrimination. This policy further prohibits sexual assault and other forms of nonconsensual sexual conduct. In addition, the university prohibits consensual sexual relationships between a faculty or staff member and a student whenever the faculty or staff member is in a position of professional responsibility with respect to the student.”

Evaluation and Disciplinary Action

Evaluations

Feedback is important to your success in mastering work skills. In addition to daily communication with your supervisor as tasks are performed, there will be at least one formal evaluation opportunity for each student. Students new to a department will be evaluated one month into their employment. All students will be evaluated in April.

The evaluation gives an opportunity for both the student and supervisor to discuss job performance and goals. This is not meant as an intimidating time to find fault but a means to identify strengths and weaknesses so every worker can do their best. This paperwork also serves as reminders when we are asked to provide references.

Good work habits established now will be an asset in the future. Accuracy and quality of work, productiveness, attitude, initiative and punctuality are among the areas evaluated. You and your supervisor will develop a plan to work on any areas of weakness identified.

Discipline

Please be advised that misconduct or failure to adhere to Library policies or instructions will result in disciplinary action. As with any employment situation, your supervisor will advise you if your work behavior is not meeting expectations. Appendix A contains

7/28/2011
a copy of the Disciplinary Action Process document you signed on your first day of work. It lists some of the behaviors that will result in disciplinary action. It is not an inclusive list. Failure to correct the problem(s) pointed out to you may result in termination of employment.

In case of failure to meet the library's expectations these procedures will be followed:

1. Verbal warning
2. Written warning
3. Termination/Meeting with student, staff member on duty, and department supervisor.

In some extreme cases, certain behavior could subject you to immediate termination of employment without any prior warning. Some of the causes for immediate termination of employment are: theft of ANY kind, malicious damage to University property, reporting to work under the influence of drugs or alcohol (or consumption of drugs or alcohol while on duty), altering Simon data without permission, and falsification of time and attendance records. This list is not all-inclusive. Please be advised that the Library bases all termination decisions on the particular circumstances and the severity of the misconduct.

**Grievance Procedure**

The library recognizes that occasionally disagreements arise between student workers and supervisors. Most of these situations can be resolved by an honest, non-confrontational discussion about the problem with your supervisor. But, in cases where this procedure fails, the following steps will be followed:

1. An attempt should be made to resolve the disagreement between the student and the immediate supervisor.

2. If the problem cannot be resolved, then the complaint should be submitted to the Library Student Program Coordinator, Jamie Spaine (x3243, jspaine@pugetsound.edu).

3. If the problem cannot be resolved within the library then the matter may be taken up with the Career & Employment Services (x3161, mlawrence@pugetsound.edu)

**Counseling, Health & Wellness Services**

Employment as a student assistant in the library can be challenging and rewarding. However, we recognize that University life can be stressful and various pressures from non-work situations can affect your ability to perform your job. Please be aware that the Counseling, Health and Wellness Services (CHWS) is available to confidentially help you deal with any issues.
Safety/Emergency

Injuries
If you get hurt during working hours, notify your supervisor immediately.

Emergencies
If an announcement is made to evacuate the library, do so via the nearest exit. Gather in front of the library in the quad and check in with your supervisor so they know you have exited the building safely. Wait with your department until given further instructions.

Library Organization/Departments

Library Administration
Jane Carlin, Library Director
Jamie Spaine, Administrative Coordinator
Jeanne Young, Administrative Graphic Support/Webmaster
Wade Guidry, Library Applications Administrator

Resource Management Services
Peggy Firman, Associate Director

Acquisitions
Carmel Thompson, Supervisor
Wei Younts

Cataloging
Willow Berntsen, Supervisor
Patt Leonard
Marlene West

Information and Access Services
Lori Ricigliano, Associate Director

Access Services
Cassandra Palmore, Supervisor
Chris Dowd
Debbie Hill
Susan Oros

Learning Commons
Jada Pelger, Information Resources Coordinator

7/28/2011
Reference/Liaison Librarians

Mark Bieraugel
Peggy Burge
Peggy Firman
Andrea Kueter
Rebecca Kuglitsch
Lori Ricigliano
Appendix A

Disciplinary Action Process

1. Verbal Warning:
   a. Staff member on duty confirms with student that unwarranted action constitutes a verbal
      warning.
   b. Staff emails respective department, cc’s Library Administrative Coordinator, Director of Student
      Employment and student, describing the incident and action taken.

2. Written Warning:
   a. Staff member will verbally notify student that he/she will be receiving a written warning by the
      staff supervisor on duty at the time of the incident.
   b. Staff member gives the student the written statement, emails the written statement to the
      respective department, Library Administrative Coordinator and Director of Student
      Employment.
   c. Student will have a conference with Department Supervisor.

3. Final Incident: Will lead to dismissal.

Listed below are some reasons for disciplinary action and/or immediate dismissal:

- Failure to set up voice mail, check “UPS” email, and/or keep contact information current
- Refusal to do assigned tasks
- Frequent tardiness or absenteeism from work with or without prior permission from your
  supervisor
- Unauthorized use of library materials, facilities or supplies
- Improper reporting of hours on time sheet
- Consistently poor work performance or inadequate job skills
- Intentional failure to provide accurate information to public
- Discourteous treatment of students, faculty, staff, or general public - grounds for immediate
  termination
- Reporting to work under the influence of drugs or alcohol, or the use of these items during
  working hours - grounds for immediate termination
- Breach of confidentiality - grounds for immediate termination
- Altering data in SIMON without permission (e.g. tampering with patron records; inputting
  inappropriate records or false information in the record) - grounds for immediate termination
- Inappropriate alteration of fines - grounds for immediate termination
- Consistently wasting time, rather than attending to work tasks

NOTE:
1. If your overall job performance is determined to be marginal, you may not be hired for a subsequent
   semester or be given a raise.
2. Verbal and written warnings will remain in your file as long as you are employed at the University of
   Puget Sound.

NAME_________________________________________ DATE:____________
I have read the above and understand the list of reasons for possible disciplinary actions in my job as a
Collins Memorial Library work-study student.

SUPERVISOR SIGNATURE________________________ DATE:____________ (A copy of this
signed document has been given to above-named student: _______ (Sup initial when copy provided).

7/28/2011