

## **POLICY MANUAL FOR MAGALE LIBRARY STUDENT ASSISTANTS**

### **Circulation Desk & Information Commons**

#### **STUDENT ACKNOWLEDGEMENT OF REVIEW OF POLICIES**

After reading this manual, please sign and date below.  
Your supervisor will keep this on file.

I have read the policies, understand them and agree to abide by them.

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Student signature

Date

August 2014/kak

## ***Welcome to Magale Library!***

As a Magale Library student assistant, you will learn skills that will be useful to you throughout your college career. You will also develop good work habits such as punctuality, dependability, courtesy and initiative that you will need later whatever your chosen profession. Your job as a student assistant at Magale Library offers you the opportunity for an extra learning experience as part of your education at Centenary College. You will have the opportunity to develop the skills of communicating with, cooperating with and relating to many different kinds of people. You will learn to solve practical problems and you will develop a better understanding of your own personal talents and interests. You will begin to see the relationship between classroom theory and practical application, the relationship between thinking and doing.

### **BENEFITS OF WORKING IN MAGALE LIBRARY**

- Flexible hours to fit your class schedule and study schedule.
- Convenience of not having to travel off campus to earn an income.
- Experience in working with the public, either in person or on the telephone.
- Experience in working with a team. All of Magale's public access work is done as a team effort.
- Learn the resources the library has to offer for your own research needs.
- Future job or graduate school recommendations.

### **CHARACTERISTICS OF STUDENT WORKERS**

Good student workers will develop the work habits of courtesy, dependability, punctuality and initiative. These skills are essential for success as a student, student worker, and professional later in life.

#### **COURTESY**

Magale Library's primary function is to help and serve the people who come to us, whether they are fellow students, faculty or community patrons. Therefore it is imperative that all of us respond to ALL questions with a genuine sense of courtesy, friendliness and a real desire to help. At Magale Library, one of the most important work habits is courtesy. No matter how silly the question sounds to you, the person asking is still in need of an answer. If you are unsure of the answer, never say, "I don't know." Instead say "I am not sure, but I can find someone who can help you." Be particularly courteous and patient with freshmen and other new students who may be hesitant about asking questions.

Be as helpful as you can with *directional* questions (e.g. Where is the....?), but refer all *reference questions* (e.g. Can you help me find information about....?) to the staff member on duty. A reference question involves locating sources of information that the student assistant may not know about. The staff member is better trained and has more experience handling such questions. It is important for you to know as much about the library as possible. Never hesitate to ask another library staff member about something you do not know. It is imperative that you not give incorrect information or information about which you are in doubt.

The policies and procedures of the library have been developed with careful thought over a long period of time. As a library student assistant you are expected to know and to uphold these policies. If there is a question about a policy or its interpretation you should take it to your supervisor or another staff member **BEFORE** any action is taken. Please feel free to discuss with your supervisor any policy or procedure which you do not understand. There is a sound rationale for each, but as circumstances change, policies and procedures may need to be revised. Occasionally someone may make unreasonable demands or ask that you disregard an established policy. It is important for you to know the policy and explain it courteously. If a patron is unwilling to accept your explanation, contact your supervisor or other staff member on duty and explain the situation.

It rarely happens, but if you feel that you may be driven past the point of courtesy, refer the problem patron to a staff member. While we expect the utmost courtesy from you, we do not expect that you tolerate rudeness from others.

Any abusive patron or one exhibiting inappropriate behavior or language must be immediately turned over to a library staff member. If there is a need to call campus security, the staff member will make the call. Keep in mind a useful description of this person in case DPS needs to pursue the patron beyond the library.

**Example:** It is five minutes to closing time and lights and copy machines are being shut down. A patron says, "I really need to stay and finish this. Can you leave me alone for 15 minutes more?" Do not reply, "You should have come earlier." Instead, remind her that the library will be reopening at 8am in the morning or tell her that you can keep the materials at the Circulation Desk for her until tomorrow. If they are persistent, a library staff member will intercede.

## **DEPENDABILITY**

Magale Library has a very small staff, and we depend heavily upon you, our valued student assistants. We cannot function without you. Therefore, it is imperative that you work your assigned hours. While you are a student first, you are also a library employee and need to respect your responsibilities in that capacity. Please be conscientious of your work obligations. If for some reason you cannot work your scheduled hours (due to illness or school work), please call the Circulation Desk at ext. 5047 to inform your supervisor. It is also your responsibility to arrange for another student worker to cover your shift.

## **PUNCTUALITY**

It is good practice to be on time or a few minutes early for your scheduled shift. If you are going to be late, call your supervisor and let him/her know why and when you can be expected. If emergency circumstances caused you to miss your work shift please call your supervisor to explain what happened so your supervisor doesn't worry. Accidents and emergencies happen, but it is your responsibility to inform your supervisor. At the end of your shift please inform your supervisor or another library staff member that you are leaving.

If you are aware of any upcoming obligations or out of town campus activities, please remind your supervisor that will be unable to work your scheduled shift and arrange for a coworker to cover in your absence. If you plan to attend a campus meeting or event resulting in you being late to work, please obtain a signed excuse from the meeting's organizer and bring it to your library supervisor.

## **INITIATIVE**

As you learn what is expected of you, be observant of what needs to be done and DO IT without being asked. Be sure to inform the staff member on duty what you plan to do because he/she may have another task for you to complete. Make sure you understand how to execute your specific assignments. Assumptions can be wrong, so when in doubt ask questions. If you run into difficulties, report them to your supervisor. When you are faced with a situation that requires you to make a decision, take time to think through the consequences. Common sense and sound judgment are key to making the right decision. Be sure to consult the staff member on duty when you are not certain about what to do.

## **EMERGENCY PROCEDURES**

During the normal work day from 8am to 4:30pm, the Head of Circulation Mrs. Chevalier will handle emergencies that you or others might bring to her attention. The Reference/Electronic Resources/Web Librarian Mrs. Kristi Kohl will handle these in the absence of Mrs. Chevalier, and the Public Access Librarian Mrs. Jeannette Curtis will handle issues in the evening.

Know where the emergency exits are located. Know where the library phones are located in the basement level and first and second floors of the library. Know where flashlights and fire extinguishers are located, too.

## **GENERAL GUIDELINES FOR STUDENT WORKERS**

### **KNOW THE LIBRARY**

The more you become aware of the services the library has to offer and the resources we have, the better you will be able to assist others. Take seriously the training that is provided to you. Knowing the library also means becoming familiar with the library's website. Access the various parts of the library web pages to become more efficient in interacting with library users. There are policy pages on the website which are useful to refer to when helping a library patron.

### **PERSON TO PERSON SKILLS**

Be courteous to co-workers, supervisors and other library staff members as well as library users. Stop work immediately if a patron approaches the Circulation Desk for assistance. Listen carefully. Help the user as much as possible, and then recommend a staff member for more assistance.

### **PATRON PRIVACY**

Due to your access to patron accounts, you are required to keep all patron information strictly **confidential**. You are not to disclose any information about a patron account (e.g. materials currently checked out, fines, address, phone numbers) to a third party. If someone requests information about a patron's account, forward that individual to your supervisor.

### **DRESS CODE**

First impressions do count and often the public's first contact with the library is with you. Therefore, it is essential that you dress as neatly and professionally as possible. Generally, the attire you wear for class will be acceptable for work at Magale Library. Shoes must be worn. Jeans may be worn. Please refrain from wearing short shorts and skirts, extremely ripped or holey jeans, pajama bottoms, midriff or strapless tops, cleavage-revealing clothing or bedroom slippers.

### **TELEPHONE USAGE**

When answering the telephone, you are speaking on behalf of the library. Prompt and courteous handling of telephone requests is important. "Magale Library of Centenary College. How may I help you?" is the proper way to answer the phone. Learn to transfer a call to another library department or elsewhere on campus. If you don't know the answer to a caller's question, ask a library staff member to assist.

### **SOCIALIZING**

Fellow students need to understand that when you are on duty, you are not here to have extended conversations with them. The Circulation Desk is to be kept clear for patrons who need assistance.

### **PHONE CALLS**

Personal phone calls are discouraged while you are on duty except in cases of emergencies. **Cell phone use while on duty is prohibited**. If discovered using your cell phone while at work, you will be reminded twice to discontinue. If your supervisor has to ask you a third time, you will be removed from your position.

## **EATING/DRINKING**

Do not bring food with you for your assigned work time. This includes getting snacks or drinks from the vending machines in the library. Please be sure to allow yourself enough time to eat between class and work.

## **STUDYING**

If you have completed your daily assigned tasks, you may study while working the Circulation Desk and Information Commons; however, you need to be aware of patrons approaching the desk for assistance. Please do not spread your work out all over the desk. Computers at Circulation and Information Commons are *not* to be used for browsing the internet or checking personal email. The computers need to be kept available to assist patrons.

## **SECURITY**

Keep your eyes and ears open during your library shift. Being alert to a problem in the library can literally save a person's life. Be aware of your surroundings at all times and the people within your vicinity. Be aware of everyone who passes through the security gate. If you think anyone is suspicious or might be a non-Centenary patron who has not signed in and identified themselves and the reason for their visit, report this to your library supervisor. All visitors are to sign in upon their arrival for safety and security reasons.

## **STUDENT STAFF MEETINGS**

There will be occasional student-staff meetings to familiarize student assistants with the library, responsibilities, work progress and expectations. In addition, there will be several smaller meetings to train student assistants on library equipment (e.g. telephone, copy machine, scanner). Periodically, other staff meetings may be called to address problems or give instructions. You are expected to attend all meetings. If you have a conflict, discuss it with your supervisor.

## **TIME SHEETS**

Please fill out your time sheet completely and accurately as you complete each shift. Remember to sign your time sheet. An unsigned timesheet cannot be turned in which may cause you to miss a paycheck. Time sheets may be filled out in quarter hour increments.

Your supervisor will sign each time sheet, and you will be paid on the 10<sup>th</sup> of each month.

Time sheets also provide Financial Aid an assessment of how well you are performing your job:

- Two unsatisfactory ratings will cause you to be on probation. A third unsatisfactory rating will be cause for dismissal from your job.
- Two unexcused absences will be cause for immediate probation. You will receive a verbal warning on the first offense and a written warning if the problem continues.

## WORK SCHEDULE

Your work schedule will be set at the beginning of each semester. It is preferred that you keep a regular work schedule, so adjustments will not be made unless your class schedule changes.

The total amount of your work-study is calculated with school holidays already taken in to account.

Making up lost hours has to be arranged with your supervisor.

If you plan to quit or change jobs on campus, please provide a week's notice to your supervisor.

## EVALUATION

You will be evaluated on a regular basis. The form of evaluation will be a one-on-one conversation/dialog with the supervising staff member. In general, it will measure your progress and your work. Your work record will be kept on file. This will include tardiness and absences. These evaluations may be used as the basis for recommendations for jobs and graduate school, so you will want to keep a good record. A poor evaluation may be the basis for dismissal as a library student worker.

A *good student employee* is responsible, on time for work, not afraid to ask questions when assignments are made, and takes seriously every task given.

An *undesirable student employee* fails to show up for work without notification, cheats on time sheet, has a negative attitude toward work, does too much socializing on work time, cannot be trusted to work unsupervised, and shows up in inappropriate attire.

## **STUDENT WORKER JOB DESCRIPTION**

**POSITION TITLE:** Student Assistant, Circulation Desk of Magale Library or  
Student Assistant, Information Commons/Reference of Magale Library

**POSITION SUMMARY:** Student assistants of Magale Library perform circulation and/or reference duties as assigned and assist library patrons when needed. Magale Library is the center of academic inquiry and research and a main study area on campus. The Circulation and Information Commons/Reference desks are the main areas of communication between patrons and the library, and the student assistant is often the first contact for many patrons. The first impression of the library, and indeed of the College, is many times that presented by the student assistant. The student assistant provides directional assistance to patrons and refers patrons to a librarian when necessary. Students working at Circulation report to Mrs. Chevalier (day) or Mrs. Jeannette Curtis (evening). Students working at Information Commons/Reference report to Mrs. Kristi Kohl.

**RESPONSIBILITIES:** Please refer to the table of job responsibilities (page 9). Although Circulation and Reference are separate departments in Magale library, there is some overlap in duties.

### I. Efficient performance of duties including:

- a. Maintains a neat and orderly appearance.
- b. Tracks hourly patron statistics for monthly and annual reporting.
- c. Assists patrons with checking books in and out.
- d. Assists patrons with directional and general reference questions and refers patrons to Reference Librarian for complex questions.
- e. Shelves books properly.
- f. Shelf reads as directed.

### II. Support of general library operations:

- a. Knows all librarians and staff and their functions in order that proper referrals can be made.
- b. Knows the location of individual library areas and can define the proper use each so that patrons can be directed appropriately.
- c. Answers telephone with correct protocol and is able to transfer a call to the appropriate staff member.
- d. Maintains order and quiet atmosphere proper to a library environment.
- e. Assists in keeping the library neat and orderly at all times while on duty including occasional wiping of counters, desks and boards in labs.

### III. Participates in other special projects as assigned by Magale Library staff.

### IV. Observes library policies.



C = Circulation

R = Reference

**Regular tasks for students assigned to 1st floor include:**

- C Circulate books in & out
- C Shelve books in New Book section and videos as needed
- C Count patrons hourly
- C/R Review Library of Congress shelving tutorial at <http://www.library.kent.edu/page/13760>
- C/R Repair damaged books (must review process with library staff)
- C/R Dust shelves
- C/R Wipe counters and desks on main floor
- C/R Wipe tables and dry erase boards in computer labs
- C Get mail at 11am
- C Keep guest sign-in notebook updated
- C/R Photocopy/fold brochures/booklets
- R Update lab reservation signs
- R Update patron usage statistics
- R Sort Choice Review cards (eResources / Recommended print / Not recommended)
- R Process serials for shelving

**Regular tasks for students assigned to 2<sup>nd</sup> floor include:**

- C/R Dust shelves
- C Shelve books in Stacks as needed
- C/R Inventory assigned section in Stacks
- C/R Move bound periodicals on first row of shelves
- C/R Begin shifting Children's, As and Bs to first row of shelves and stamp "Inventory 2014" as shifting
- C/R Shelf read assigned book section

*After inventory, stamping and shifting completed:*

- C/R Process damaged books in attic for discard
- R Photograph artwork in basement storage

## EVALUATION OF STUDENT WORKER

**STUDENT WORKER:** \_\_\_\_\_

**SUPERVISOR:** Circulation: Mrs. Sharon Chevalier or Mrs. Jeannette Curtis  
Information Commons/Reference: Mrs. Kristi Kohl

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**PERIOD COVERED FOR EVALUATION: From \_\_\_\_\_ To \_\_\_\_\_**

*Rate each aspect of your student worker's job performance using the following scale:*

- 5 Outstanding
- 4 Very satisfactory
- 3 Satisfactory
- 2 Below average
- 1 Unsatisfactory

<b>Attitude</b> – is pleasant, interested, enthusiastic, courteous	5	4	3	2	1
<b>Initiative</b> – is a self-starter, does work on his/her own	5	4	3	2	1
<b>Creativity</b> – has new ideas, finds new approaches to problems	5	4	3	2	1
<b>Mastery of job skills</b> - is skilled in all areas of his/her work	5	4	3	2	1
<b>Cooperation</b> – works well with others, willing to do his/her part	5	4	3	2	1
<b>Responsibility</b> – fulfills responsibilities, is dependable	5	4	3	2	1
<b>Efficiency</b> – is punctual, accurate, thorough	5	4	3	2	1
<b>Productivity</b> – produces desired quantity of work	5	4	3	2	1
<b>Care of materials/equipment</b> – is not wasteful, cares for equipment	5	4	3	2	1

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**Supervisor's comments:**

\_\_\_\_\_  
Supervisor's signature/Date

**Student worker's comments:**

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Student worker's signature/Date

NOTE: Your signature indicates that you have read this evaluation and discussed it with your supervisor.