

# SOURCE C: SAMPLE STUDENT WORKER HANDBOOK

## ACCESS SERVICES STUDENT WORKER MANUAL: SAMPSON-LIVERMORE LIBRARY

Prepared by June Power

Welcome. We are glad to welcome you to the Sampson-Livermore Library. You are an asset to the Library; we could not operate this facility without your help. You may be surprised to learn that your job here can be an asset to you, too. You will not only gain work experience, but learn more about how to use the library effectively for your own academic endeavors. This manual provides you with general information about your job and about library policies. The full policies of the Library are covered in the Sampson-Livermore Library Policies and Procedures Manual, which you may find at the Circulation Desk. Please let me know if you have any questions after reading this manual. We look forward to working with you here in the Library.

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### YOU'RE IMPORTANT!

Student workers are integral to the overall function of Sampson-Livermore Library. Serving the needs of over 200 faculty in more than 30 academic departments, the collection consists of 313,145 volumes and 1,629 periodical subscriptions. The collections include software, movies, and music as well as a reference collection and electronic access to subscription databases online. It is the responsibility of Access Services to provide access to the materials that the Library owns or has access to. It is the responsibility of the Circulation Desk staff to make sure material is properly shelved, call numbers are in order, and that new services and projects are implemented as planned.

Many of the duties in Access Services require an understanding of work flow, an adherence to standards, and an attention to detail. The details of the policies and procedures of Access Services may be found in the Circulation Policies and Procedures Manual, located at the Circulation Desk. All student assistants in the department are expected to be familiar with all circulation policies and procedures.

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## STUDENT WORKER JOBS IN ACCESS SERVICES

### STACKS MAINTANENCE

Stacks maintenance is one of the critical responsibilities of Access Services. This job entails re-shelving books after they have been checked in, performing shelf-reading to make sure books are in their proper places on the shelves, and keeping the shelves neat and tidy.

This job is extremely important to the Library and library patrons.

If materials are out of order, then the Library becomes difficult to use. If materials are not returned to the shelves promptly and/or are not found where they are supposed to be, then users become dissatisfied. Stacks maintenance helps to keep the Library functioning at a user-friendly level.

### CIRCULATION DESK

At times student assistance is needed with circulation tasks. At the Circulation Desk, students assist with checking materials in and out, getting change from Lumbee Hall, answering the phone, mailing circulation notices, assisting with reserves processing, and any other library tasks with which circulation staff need assistance. When the Circulation Desk is not busy, student assistants can work on stacks maintenance or one of the tasks on the student worker to-do list. While working at the Circulation Desk does involve less physicality than other library tasks, you will be expected to be busy at all times. Working at the Circulation Desk is a privilege and not a reason for socializing or idleness.

### INTERLIBRARY LOAN

Certain students are assigned to work with Interlibrary Services. These students assist with the copying, computer processing, and mailing required to complete interlibrary loan (ILL) requests. Other student workers

in Access Services may also be called upon to assist with photocopying for interlibrary loan as needed. Conversely, when there is a reduction in the ILL workflow, ILL assistants will be expected to assist as needed with circulation tasks.

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## BENEFITS OF WORKING IN SAMPSON-LIVERMORE LIBRARY

- Flexible hours
- Valuable work experience
- Learning to be part of an organization
- Expanded knowledge of library use
- Potential for pay raises

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## BASIC JOB EXPECTATIONS

- Reliable Attendance
  - Arrive on time
  - If you are ill, notify the Circulation Desk Supervisor or the Access Services Librarian
  - You are responsible for finding substitutes
  - Be flexible and willing to substitute for others
- Initiative
  - Do priority work first
  - Perform additional tasks
  - Find tasks to do without being assigned to them
  - Offer suggestions for improvement
- Positive and Respectful Attitude
  - Accept assignments willingly
  - Cooperate with others
  - Contribute to a pleasant work environment

- Adherence to Library Policies and Procedures
  - Read and follow the Sampson-Livermore Library Policy and Procedures Manual
  - Always consult with the Access Services Librarian or the Circulation Desk supervisor before making exceptions to general policies
  - Never discuss confidential library matters with non-staff. This includes information about patrons, fines, books checked out, and other personal matters.
  - Computer passwords must be kept confidential
- Good Service
  - Always provide good, positive service
  - Be available and offer assistance
  - Always be pleasant—no matter how busy or stressed you are

## COMMUNICATION

Team work and effective service depend upon good communication. Library patrons are customers and deserve full attention from all library employees. Pleasant manners and demeanor are important and expected at all times. Your most important skill in patron service is communication. The following tips will help:

- Make sure you understand specific tasks. Please ask questions.
- Respond promptly to all departmental communications from the Access Services Librarian or the Circulation Desk supervisors.
- Check the bulletin board regularly to be aware of any new policies, information, or problems.
- Keep your supervisor informed of your task progress.
- Encourage patron questions. If you are asked anything but a directional question, refer patrons to the reference desk.
- Inform the Circulation Desk supervisor or Access Services Librarian of any problems that occur during your shift.
- Use sound judgment when making decisions. Consult with the Circulation Desk supervisor or Access Services Librarian if uncertain.

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## GREETING, ASSISTANCE, AND CLOSURE

Patrons appreciate being greeted and directed to materials and equipment. Student assistants should ask if patrons need help finding books or other materials or using the computers. You can help patrons while still monitoring the Circulation Desk.

When patrons come to the Circulation Desk to check out materials, student assistants should ask, "*Did you find everything you were looking for?*" This gives you an opportunity to check their search, verify call numbers, look for items that might be misplaced on the shelf, and identify lost materials so their status can be updated. Additionally, student assistants can recommend ILL service or refer patrons to the Reference Librarian.

Student assistants can show patrons how to find specifically requested materials. However, student assistants should avoid helping select topics for projects, find ambiguous materials, interpreting data, or offering advice or opinions. These questions should always be referred to the Reference Librarian on duty. Medicine and law are particularly sensitive topic areas. Refer patrons to a librarian for more information in any uncomfortable situation.

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## SCHEDULES

Schedules are determined at the beginning of each semester. At this point the Access Services Librarian can determine a work schedule based around your class schedule. You must provide a copy of your schedule and desired work hours to the Access Services Librarian by the first day of classes, or date of hire if after start of term. If you will be returning to work the following semester, you may submit your pre-registration schedule early. This allows you to get the hours most convenient to your schedule. You cannot schedule yourself to work during class time.

The Access Services Librarian will notify you of the number of hours that you can work per week during the semester according to your contract and what your work schedule will be. Schedules can be changed throughout the semester if you find that the schedule you originally made is not working and the change has been approved by the Access Services Librarian. The Access Services Librarian will attempt to make the work schedule fit your convenience as far as possible, but department

needs, seniority, and other considerations are also determining factors in scheduling.

Students are not expected to work during university breaks; this time is optional. You should inform the Access Services Librarian prior to this time of whether you intend to work or not. Separate schedules can be made up for this time as well. Separate schedules are also made for finals week. A scheduling book will be placed in the student worker area with instructions.

You are expected to work your scheduled hours, as both other assistants and the circulation staff are depending on you and planning the daily tasks around the expected schedule for the day. When you don't work your scheduled hours, you are having a detrimental effect on the work flow of the department, which will be reflected in your semi-annual evaluations. Changes to your schedule should be kept to a minimum, with three or less changes per semester being the acceptable standard.

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## ATTENDANCE

As with all jobs, attendance is required. Students are expected to call the Access Services Librarian (910-123-4567) or the Circulation Desk (910-123-4567) if they intend to be late or absent. A failure to call in may result in a verbal warning (first offense) and a dismissal (second offense). If you know that you need a specific day or time off, you can also notify the Access Services Librarian in advance to request the time off. There should always be someone available to take your call, so be sure to speak with a staff person, and not just leave a message. When you report for a shift, you will sign in and out on a time sheet. These time sheets will be kept in a notebook by the Access Services Librarian. In the event that the Access Services Librarian is not in, the Circulation Desk supervisor will have your time sheet. Because of the important nature of the many recurring tasks in Access Services, the Library emphasizes dependability, particularly in the areas of attendance and punctuality.

In the case of inclement weather, you will be excused from work if either:

- Classes are cancelled (you will not need to call in) OR
- Conditions are unsafe making it so that you cannot get to campus (you will need to call in)

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## BREAKS

A student working a 4-hour shift is entitled to a paid 15-minute break on the clock at any time during that shift other than the first and last 15 minutes of the shift.

A student working two 4-hour shifts in a row (8 hours total) is entitled to a paid 15-minute break during each shift other than the first and last 15 minutes of the shifts. The breaks must be taken at separate times. The student is also required to clock out for a 5- to 30-minute unpaid break at a separate time from the paid breaks. No other breaks will be approved. Breaks will not be permitted for smoking or telephone use.

**REMEMBER THESE BREAKS CANNOT BE COMBINED.**

**IMPORTANT:** When you decide to take a break, you must sign out on the Break Sign-Out Sheet, which is located in the time-sheet notebook. At this time, you must have the Circulation Desk supervisor on duty initial this sheet with the understanding that you will return within the 15-minute break rule time. They must also initial the sheet when you return.

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## PAYROLL

To avoid any problems with payroll, all time sheets are to be filled out properly. You must sign your timecard in ink or you will not receive your paycheck. In order to be sure your time sheet is ready when payroll is processed, it is best to sign them the first of each month. If your time sheet is not signed when it is time to process payroll, your time sheet will be held over until the following month and you will not receive a paycheck until it is signed and the next payroll is processed. Paychecks and direct deposit stubs must be claimed as promptly as possible from the cashier's office in Lumbee Hall.

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## STAFF LOUNGE

A student assistant wanting to use the staff lounge during a break may do so. Student assistants may store food items in the refrigerator (you should label it with your name), use the microwave, and purchase beverages

from the vending machine. Please respect others' food items. The student lounge is not to be visited while on the clock. Student assistants are permitted to get a beverage, etc., but lounging while on the clock is not permitted.

## DRESS CODE

Student assistants are expected to dress in proper casual attire for a business setting. Good personal hygiene is expected. Some individuals are allergic to perfumes and colognes, so please use these sparingly. Shoes are required. It is recommended that they be closed-toed for safety reasons.

Student assistants may NOT wear the following:

1. sunglasses
2. torn clothing
3. see-through or mesh clothing
4. clothing that exposes your midriff or chest
5. clothing that exposes your underwear
6. clothing that displays obscenities
7. flip-flops
8. tank-tops/spaghetti straps/halter tops
9. short shorts
10. bare feet

Note: Student assistants may wear headphones and listen to music while performing stacks maintenance, but proper volume levels must be observed so that patrons are not disturbed. If your music is heard outside of the headphones you will permanently lose the privilege.

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## INJURIES

Injuries acquired on the job should be reported immediately to the Circulation Desk supervisor. The severity of the injury will determine the course of action required. Minor injuries can be handled using the first aid kit in the circulation office. More serious injuries should be reported and will be handled on an individual basis. All injuries must have a work injury form filled out in order to meet state and federal requirements, even if the injury is minor.

### General Policies

No student will be allowed to work when he/she is scheduled for a class. Violation of this rule may result in immediate termination.

Visitors are not encouraged while you are working. Please keep all personal conversations to a minimum in the library. It is your responsibility to inform your friends of this policy. Persons asking for you by phone or at the Circulation Desk will be told that they may leave a message, which will be attached to your time sheet. Only staff and student workers are permitted behind the desk and in the office spaces. Computer use during work time is restricted to work-related activities. At those times, e-mail and the Internet may be used for job-related duties. Other use of e-mail, Blackboard, or the Internet should be restricted to employees' personal time. Student assistants are not permitted to use the back office computers.

Telephone calls made from the library are discouraged. Social calls are not permitted. ALSO, please understand that library staff is forbidden from giving out work schedules to the public. This confidentiality protects your privacy. Please respect your fellow workers' privacy and do not give out any personal information (including work schedules and co-workers' whereabouts) to the public.

Turn off cell phones and pagers upon entering the library. It is never acceptable to use a cell phone or a pager in Sampson-Livermore Library whether you are on or off the clock. You will NOT be permitted to take a break to use your phone while working. Violation of this policy will result in a verbal warning, a written warning, and then termination.

Enter and leave the Library through the security gates at the front door. Student assistants are not to

use the back entrance of the library unless retrieving items from the book drop.

Leave your belongings, including your cell phone, behind the Circulation Desk in sorting room 131. Taking your belongings or textbooks with you to shelve your books is not acceptable.

Food and drink are prohibited in the library except in the staff lounge where you can take your break. Smoking is also prohibited in the library.

Studying is permitted if a supervisor deems that all tasks are completed and accurate. Sleeping is, of course, never acceptable while on the clock. Using work time unwisely will be noticed, as your work is frequently checked, and it will be reflected in your evaluations.

Fraternalization during work hours with other student assistants will not be tolerated as it is inappropriate workplace behavior and violates the University sexual harassment policy if any physical or verbal conduct of a sexual nature towards another person is unwelcome.

You are expected to work independently, unless a supervisor specifically requires more than one student to complete a task. While we encourage you to make friends with your co-workers, remember that social activities are to take place outside of working hours.

Because all students face the same time crunch and need for materials, student assistants will not have special check-out privileges. Items are due, and fines charged, as with any student.

Use of the staff photocopier or other office equipment or supplies for personal use is not allowed.

While student assistants may be called upon to view portions of videos and other media for damage using fast play, student assistants may not watch videos while on duty.

## STRANGE PATRON BEHAVIOR

Many personalities surround us everyday. As public servants we must learn to cope with different attitudes, cultures and customs. However, no public servant should have to deal with a patron's rude or difficult behavior. If a

patron should ever approach a student assistant in a confrontational manner, then the student assistant should get the Circulation Desk supervisor immediately. Also, if any type of behavior is observed that seems to be threatening, then that behavior should be reported—as witnessed—to the Circulation Desk supervisor.

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## INTERACTION WITH PATRONS

When dealing with patrons make sure to provide the type of service that you would expect if you were in their position. Make an effort to help them the best you can and in a friendly manner. Show them where the item is that they are asking for, if you are able to. If you are asked a question that you cannot answer, then refer the patron to the Reference Desk so that they can ask a librarian for assistance. Student assistants should only answer straight directional questions, such as where the bathroom, copier, etc., is located. All other questions should be referred to the Reference Desk. Be sure to speak clearly and slowly when answering questions to avoid misunderstandings and NEVER be rude. If you observe a patron violating library policy, such as using a cell phone, eating, or drinking you may remind them of the policy if you feel comfortable doing so. If you are not, notify the Circulation Desk supervisor who will speak to the patron.

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## WARNINGS AND DISMISSALS

Student employee dismissal is usually the result of a series of unheeded reprimands for infractions of Library policy. Warnings will be issued for most instances of non-compliance, though the following actions are grounds for immediate dismissal:

- Reporting to work under the influence of alcohol and/or drugs
- Stealing money or property from Sampson-Livermore Library
- Defacing library materials or property
- Manipulating or personally using information contained in library records
- Direct disregard or intentional violation of Library policies

When the first serious infraction of policy occurs, the person will be taken aside, the rules will be explained, and a warning will be stated.

When the second violation of policy occurs, the person will be taken aside, the rules explained, and a written statement will be presented to them. They must sign this statement, which will be added to their personnel file. They will be on probation the remainder of the semester.

When a third violation of policy occurs, the person will be taken aside and told they no longer will be employed by the Library. They will be asked to approve and sign their final time sheet.

## GROUNDS FOR DISMISSAL

- Refusal to do assigned tasks
- Repeated unexcused tardiness or absenteeism
- Repeated schedule changes
- Unauthorized use of library materials, facilities, or supplies
- Improper reporting of hours on a time sheet
- Consistently poor job performance or inadequate job skills
- Failure to maintain a positive, service-minded approach toward patrons, staff, or co-workers
- Insubordination

### **Student Assistant To-Do List**

You must notify circulation staff when you are leaving the desk to let them know what you will be working on

- Clear book drops
- Clear staging — re-check in books and re-shelve
- Fill paper trays in copiers and printers
- Do shelf-reading
- Dust and/or clean books, shelves, etc.
- Maintain and keep in order your assigned shelf area — this will include the tasks of shelf reading, straightening books, gathering books from book carts to be counted and other maintenance tasks.
- Take deposits to cashier's office in Lumbee Hall
- Go get change
- Straighten Media section to make neat and in order
- Refresh laptops in closet with freshly charged ones and charge used laptops
- Clean computers at circ desk and laptops with wipes and compressed air

(Cont'd.)

**Student Assistant To-Do List (Continued)**

- Process mail
- Search for overdue and missing items
- Make sure all reserves folders have the reserves list at the front of the folder and that all folder items are in alphabetical order — notify circulation staff of any missing lists
- Photocopy and collate materials
- Learn how to operating equipment they don't know how to use — e.g., microfilm or microfiche readers
- Learn about a library resource — e.g., the catalog, journal finder, a database
- Complete a student assistant training assignment (located in Access Services desktop folder)
- Check with all circulation staff to see if there is anything else that needs to be done
- Do a walk-around and look for books left for re-shelving — count these items of the one desk on the computer
- Do a walk-around and look for food, inappropriate drink containers, people talking on cell phones, and other violations of library policy and notify staff of problems needing resolution
- Read Student Worker Manual
- Read Circulation policies and procedures manual
- Read Library policies and procedures manual

IN THE EVENT THAT ALL TASKS ARE FINISHED YOU MAY WORK ON YOUR HOMEWORK. YOU MAY WORK ON YOUR HOMEWORK AS LONG AS IT DOES NOT INTERFERE WITH YOU PAYING ATTENTION TO TRAFFIC AT THE CIRCULATION DESK.

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## SHELVING INSTRUCTIONS

### WHERE TO SHELVE?

1st Floor—Periodicals, Indexes, Reference, Media, Juvenile books, LC books N-Z, Reserves

2nd Floor—Folio books, Government Documents, LC books A-M

### HOW TO SHELVE?

*Periodicals*—return to periodicals service desk; these are magazines and journals with no call number, usually published weekly, monthly, etc.; shelved alphabetically by journal title

*Reference/Indexes*—return to reference desk; these items have Ref at the beginning of the LC call number

*Government Documents*—return to documents service desk

*Juvenile books*—These books are shelved as they would be in a public or school library. This means that the non-fiction items are shelved by their Dewey Decimal number, which ranges from 001-999. They are shelved in numerical order. The fiction items are marked E for easy (used for picture books) or F for fiction followed by the first letter of the author's last name and a numerical designation. They are first shelved alphabetically and then numerically. See circulation staff for training materials before beginning shelving activities. Over-size books are shelved separately as Juvenile Folio in the Juvenile section.

*Folio books*—These are books that are too large to fit on standard size shelving. They are shelved by Library of Congress (LC) call numbers. They range from A-Z and the call numbers contain both letters and numbers. They are first shelved alphabetically and then numerically. See circulation staff for training materials before beginning shelving activities.

*LC books*—They are shelved by Library of Congress (LC) call numbers. They range from A-Z and the call numbers contain both letters and numbers. They are first shelved alphabetically and then numerically. See circulation staff for training materials before beginning shelving activities.

*Reserve Materials*—These items are kept behind the circulation desk and are checked out to patrons on a short-term basis (2 hours, 1 day, or 3 days). They are identified by the reserves sticker on their spine. These may be library books or personal copies of faculty.

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## CAREFUL USAGE OF BOOK TRUCKS

Be careful when you maneuver book trucks. As you will find, one end of the book truck has wheels that swivel, and the other end does not swivel at all.

Always move book trucks by pushing them in front of you, rather than pulling them behind you. It does not matter if you have the swivel end or the fixed end closest to you, but be forewarned that if you try to move the fixed end of the book truck with too much force in the wrong direction, then the book truck may topple over.

Mind your, as well as others', feet and ankles, or you could hurt yourself (or someone else).

Report book truck accidents to the Circulation Desk supervisor immediately if someone is injured.

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## HOW TO PROPERLY SHELVE BOOKS

Unless there are new employees who are being trained on shelving, all employees should complete as much shelving as possible before their shift is over. If shelving has been completed, you are expected to complete as much shelf-reading as possible.

1. Check call numbers around the items being shelved to verify correct order of shelf.
2. Items should be upright and shelves should be adjusted to the proper height for the items they house. If one or two items are too tall to stand upright, shelve them on their spines with the call number label facing out.
3. Items with call number labels that cannot be read should be given to the Circulation Desk supervisor.
4. Items should be brought out to the edges of the shelves to make even, neat rows (called blocking).
5. Each shelf should have a bookend at the end of the row.
6. Watch for crowded shelves. If an item will not slide back into its place with a gentle push, the shelf is too full. The proper method to remove an item is to push in the volumes on either side of it, then carefully grasp the center of the spine and remove it (not by pulling from the top of the spine). If you cannot make room, see the Circulation Desk supervisor.
7. Items with damage (mold, mildew, insect, or tears on/to covers, pages, etc.) should be given to the Circulation Desk supervisor. Check for sufficient air space behind the items on the shelves to allow for proper circulation of air. Remove bits of paper, Post-its and paper clips.
8. Any loose papers or library items left at the end of each row or on the floor should be picked up. If the area is kept tidy, the users will tend to leave it that way.
9. Report any problems to, or ask questions of, the Circulation Desk supervisor—DO NOT GUESS!

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## SHELF-READING INSTRUCTIONS

1. Boot up laptop on shelf-reading cart—laptop should be fully charged

2. Open notepad by clicking on—start—programs—accessories—notepad
3. Scan 3 sections of shelving (averages 650 books)
4. Save the file to a floppy disk with the filename = the call number of the first book scanned
5. Fill out the shelf-reading log on the cart
6. Repeat or
7. Return to circ—plug the laptop in to charge
8. Turn disk into supervisor who will check for shelving errors

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## LIBRARY OF CONGRESS SYSTEM

Sampson-Livermore Library is classified according to the Library of Congress (LC) system, which uses a combination of letters and numbers to indicate subject and content. Each title in the collection has a unique call number. Materials are shelved in LC call number order.

### ALPHABETICAL HEADINGS

Call numbers begin with a letter or combination of letters relating to broad topics. For example, books relating to science begin with the letter Q, and beyond the single letter “Q” heading are more specific topic headings: QB relates to Astronomy, QD to Chemistry, etc. Therefore, when searching for an Astronomy book, the QB series of call numbers will alphabetically fall between the QAs and QCs.

### NUMBERS

After the alphabetical heading is a number further narrowing the subject field. The call number for the book, *Secrets of the Night Sky* begins QB63. The QB63s come between the call numbers QB62.7 and the QB64s.

### CUTTER NUMBERS

Following the first series of LC heading/number combinations are additional alphanumeric combinations, sometimes more than one. In the case of *Secrets of the Night Sky*, the cutter number begins with a B, which relates to the author of the book, Bob Berman: QB63 .B. The QB63 .Bs are

followed by books beginning with QB 63 .D as in Davison and QB63 .J as in Jones.

*Secrets of the Night Sky* is not the only book on the topic by an author whose last name begins with a B. Books by Samuel Barton and Elijah Burrit also begin with QB63 .B, but are distinguished from Berman's by different cutter numbers. The full call number for Berman's book is QB63 .B473; Barton's is QB63 .B3; and Burrit's is QB63 .B94. Berman's books will be found on the shelf between the other two books because of the following LC classification rule: **Cutter numbers are decimal numbers, not whole numbers.** Often the cutter numbers are preceded by a dot—a reminder that they are decimals.

QB	QB	QB	QB	QB	QB
62.7	63	63	63	63	64
.C84	.B3	.B473	.B94	.D6	.M6
	(Barton)	(Berman)	(Burrit)	(Davison)	

(Keep in mind that with decimals .3 is the same as .300 and .94 is the same as .940)

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## TELEPHONE

Telephones in Sampson-Livermore Library are for library business use only. Student assistants are not permitted to make or receive personal calls—local or long distance. If student assistants need to make personal calls, they may do so during breaks at the public phone.

### ANSWERING THE PHONE

The only appropriate way to answer the phone is as follows: "*Hello this is Sampson-Livermore Library (your name) speaking. May I help you?*" If the caller requests a specific staff person, transfer the call to the appropriate extension. If the caller needs reference assistance (whether or not they request it) they should be transferred to the Reference Desk. Inform the caller that you are transferring them and give them the extension you are transferring them to, in case of an incomplete transfer. Phone extensions for library staff are posted near the phone at the Circulation Desk.

## MISCELLANEOUS

- First impressions are important! Greet all incoming patrons in a professional and courteous manner.
- Remember, the attendant at the Circulation Desk sets the tone for behavior in the library. Loud conversation is contagious.
- Keep the Circulation Desk neat. Patrons will not want to interrupt if you have work spread out. Keep items at the desk minimal.
- Always be courteous! SMILE!)
- When in doubt — ASK!

### Access Services Contact Information

Circulation Desk		555-1234	
Reserves		522-1234	
Interlibrary Loan		521-1234	
June Power	Access Services Librarian	555-1234	
Interlibrary Loan		555-1234	
Circulation/Holds		555-1234	
Circulation/Reserves		555-1234	
Circulation/Stacks		555-1234	

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## EVALUATIONS

Student assistants will be evaluated twice a year to determine possible pay raises, continuation of employment, and opportunities for growth in the work environment. The Access Services Librarian will meet with Access Services staff to complete these evaluations, and will then meet individually with you to discuss your evaluation. You will be provided with a copy of your evaluation.

Students who meet or exceed expectations may continue to work at the Library. Qualities to be evaluated include: quality and quantity of work, job knowledge, initiative, attendance, quality of assistance given to patrons, and

contribution to department morale. If your overall job performance is marginal, and if after sufficient warning there is no significant improvement, you will not be rehired for another academic term.

Quizzes, checklists, and other assessment devices may be used to periodically evaluate job performance, and workers are encouraged to practice with self-assessment worksheets. See the Circulation Desk supervisor or Access Services Librarian for more information.

The Library maintains an employment file for each worker, which contains contracts, evaluations, and other pertinent information. They are held for five years for references and verification of employment history.

**I have read and understand the library student assistant code of conduct and realize that any violation is grounds for probation, suspension, or termination.**

**I have been furnished with a copy of the code of conduct to retain.**

Name:

Date:

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