

Grinnell College Libraries Student Staff Handbook

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Welcome

Welcome to the Grinnell College Libraries! The 12 faculty librarians and 19 staff members of Grinnell College Libraries are dedicated to helping the Grinnell community succeed in learning, teaching, and researching. As an academic library, **we rely heavily on our student assistants** to help with many tasks. As a library student employee, you are an important part of our team.

Beginning Your Employment

The Hiring Process

Students are hired in accordance with processes set forth by Human Resources and the Director of Student Employment.

Orientation

You will be provided an orientation and training by your supervisor and will be paid for your time.

Probation Period/Training

New student employees will be considered on probation for one full semester (or one summer, when applicable). During this time, the supervisor will provide training, guidance, feedback, support, and re-training when necessary. A more experienced student worker may also deliver and support new student training.

Policies

When on duty, you are a paid representative of the Libraries. **Your actions, words, and behavior should reflect positively on the Libraries and the College.**

Confidentiality

It is ethically, morally, and legally imperative to protect the privacy of all persons using library materials. Privacy is essential to the exercise of free speech, free thought, and free association (see the American Library Association's Code of Ethics at the end of this document). Patron information is not to be revealed to other patrons, faculty, administrators, students, police, credit bureaus, significant others, parents, etc. **Immediately refer to your supervisor anyone who asks you for this information.**

- Patron names, addresses, or telephone numbers
- Employee home addresses or telephone numbers
- Student employee's work and/or class schedules

- The name of the person who has an item checked out
- What items a person has checked out
- Internet sites or online databases used by a patron
- A patron's fines or bills

Security Systems

In no way should you compromise the ILS (Integrated Library System), override/disable any alarm systems, or circumvent any security procedures in the library.

VIOLATION OF CONFIDENTIALITY OR COMPROMISING THE SECURITY SYSTEMS WILL RESULT IN IMMEDIATE TERMINATION.

Timecards / Pay Periods

Student employees are to record ALL hours worked **using the time clock** in Burling Library. Student workers are not to submit their own time in the payroll system. Please refer to the [HR Student Employment SharePoint](#) site for payroll information and pay dates.

Schedules and Absences

Your work schedule will be set up by your supervisor at the beginning of each semester. If you are unable to work (illness or other commitment), your supervisor will inform you of the process you need to complete to change your schedule. You must contact your supervisor via email **before** the absence. **In case of absence due to illness/emergency, please notify your supervisor via email as soon as possible.** Absences not handled according to the above procedures are considered unexcused absences; your supervisor will track such absences through the Progressive Discipline process. Excessive absences could result in termination.

You are expected to be on time or be a few minutes early for your shift, however, do not punch in more than nine minutes prior to the start time of your shift.

Arriving 10 or more minutes late for your shift constitutes an unexcused absence. If you are going to be late due to unavoidable circumstances, you must let your supervisor know in advance. You must provide a time for when you can be expected to arrive at work.

You are expected to work your entire scheduled shift. If you need to leave early, you must work with your supervisor and make other arrangements. Leaving work without permission will result in an unexcused absence.

Illness

If you are absent three consecutive days due to illness, you may be required to present your supervisor with proof of illness (documentation from Student Health and Wellness or your doctor).

Deviations from Normal Work Schedules

Exam Weeks - You will be expected to work during the semester exam week. Your supervisor will provide details about how your schedule may be modified.

Holidays - If the public service desk at Burling Library is open during an official holiday, students working in those areas must work their regularly scheduled hours.

Food and Drink

Food is NOT to be consumed during work time. Drinks should be in spill-proof containers. Supervisors may ask you to refrain from bringing drinks to some locations in the library.

Courtesy

Telephone - Your supervisor will instruct you if you are to answer the telephone in your workplace location. Be courteous. Speak clearly. If appropriate, take an accurate, concise message.

General

Always maintain a professional demeanor. Personal conversations must be kept to a minimum while at work.

Personal phone calls are not allowed while at work. **Use of personal electronics (phone/tablet/laptop) while working in the library is prohibited.**

Non-Work Activities

College equipment/computers should not be used for personal purposes/homework during your scheduled shift.

Personal Appearance

Grinnell College Library wishes to present a professional image to the campus community. You are expected to be neat, clean, and dressed in a manner that is in keeping with your responsibilities while at work in the library. **You must wear closed-toe shoes while at work. (OSHA 1910).**

Breaks

When scheduled to work four or more hours, you are allowed a paid 15-minute break near the middle of your scheduled shift. This break will be scheduled with your supervisor. This break cannot be taken during the first or last hour of your shift.

Emergency Procedures

First aid kits and AED locations are identified during training for your own and other's safety. Review the "Emergency Procedures and Safety Information Training" and discuss any questions with your supervisor.

If you are injured on the job, notify your supervisor immediately. You will be required to fill out an Employee Incident Form and information/resources will be provided through Student Employment and Human Resources.

Discrimination and Harassment

ALL EMPLOYEES OF THE LIBRARIES SHOULD BE ABLE TO EXPECT RESPECTFUL TREATMENT. Grinnell College has procedures to address allegations of discrimination on the basis of race, color, religion, gender, national origin, age, disability, or sexual orientation, as well as sexual or other types of harassment. If you believe you are a victim of discrimination or harassment, speak to your supervisor, or take action as outlined in the Grinnell College Student Handbook.

Employment/Evaluation

During your employment, your supervisor will provide training, guidance, feedback, and any necessary support. At the end of each semester, your supervisor will evaluate your performance. You will have an opportunity to review your evaluation, add comments, and sign the form.

Progressive Discipline

At any point in your employment, if you violate any of the procedures/policies contained in this handbook, you will enter into the Progressive Discipline process as follows:

- Oral warning
- Written warning
- Termination meeting

This process will be tracked using the Notice of Student Employee Discipline Submission form provided by Human Resources.

Conclusion of Employment

Library student employment is on a semester-to-semester basis. At the end of each semester, if the employee has demonstrated consistent and satisfactory performance, knowledge of policies and procedures, and has a satisfactory evaluation, the supervisor may choose to continue employment for the subsequent semester.

Continuous employment semester after semester is not guaranteed.

If you have questions or concerns about anything in this handbook, or any other student employment issues, please contact our Libraries student employment manager:

Micki Behounek

behounek@grinnell.edu

After reading this handbook and discussing any information/questions with your supervisor, you will be asked to sign a STUDENT EMPLOYMENT AGREEMENT, which acknowledges you have read and understood all information in this handbook.

Appendix

STATEMENTS AND LINKS TO WEBSITES:

- American Library Association's *Code of Ethics*
- Library Bill of Rights

ALA Code of Ethics

American Library Association

- I. *We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.*
- II. *We uphold the principles of intellectual freedom and resist all efforts to censor library resources.*
- III. *We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.*
- IV. *We respect intellectual property rights and advocate balance between the interests of information users and rights holders.*
- V. *We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.*
- VI. *We do not advance private interests at the expense of library users, colleagues, or our employing institutions.*
- VII. *We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.*
- VIII. *We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.*

[Full Statement Here](#)

Library Bill of Rights

American Library Association

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

[Full Statement Here](#)