

Grinnell College Libraries Student Staff Handbook

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Why You Are Reading This Handbook

This handbook has been prepared to give you an understanding of what you can expect from us as faculty, staff, and supervisors, and what we, in turn, expect of ALL student employees in the Libraries. Since this cannot cover in detail the specific jobs you may find yourself performing, each job area will have additional standards and guidelines to complement what is detailed in this handbook.

Before beginning your first shift, you must sign a STUDENT EMPLOYMENT AGREEMENT, which includes an acknowledgement that you have read and understand all of the information in this handbook.



I. Welcome

... to the Grinnell College Libraries! The eight faculty librarians and 19 staff of the Grinnell College Libraries—Burling Library, the Kistle Science Library, and the Curriculum Library—are dedicated to helping Grinnell students, faculty, and staff succeed in learning, teaching, and research. As an academic library, **we rely heavily on our Student Assistants** to help with many tasks such as processing and shelving library materials, and staffing public service desks at Burling, Kistle, the Listening Room and Special Collections/Archives. As a Library Student Assistant, you are an important part of our staff.

Taking a job in the Libraries requires that you practice good time management and make a commitment to maintain a regular work schedule. While you are a student first, you are also a library employee and need to respect your responsibilities in that capacity. We think you will find that studying and working complement each other and give you a chance to exercise different skills at different times. Also, the more you learn about how a library operates from the inside, the better you will be able to use the library effectively as a student.

We hope that you will enjoy working with us and the other student employees.

Again, Welcome!

II. Beginning Your Employment

The Hiring Process

Students are hired to work in all areas within the libraries (Serials, Acquisitions, Government Documents, Processing, Cataloging, Media Room, Burling Circulation, Kistle Circulation, Special Collections/ Archives, Interlibrary Borrowing and Lending, Systems). After employment is confirmed, beginning dates and schedules are arranged between you and your direct supervisor. **If you have not previously worked for the college, you must fill out payroll paperwork at the Cashier's office, John Crystal Center prior to your third day of work.** *

Orientation

During the first two weeks of each semester an orientation/ general training session is held. You will receive an introduction to the Libraries and an overview of the policies contained in this handbook. All new student employees are required to attend, and are paid for attendance.

Training Period

All new student employees are considered to be under a training period for one semester (or the summer, if applicable). This allows time for the employee to determine his or her satisfaction with the position and for the supervisor to evaluate performance. During this time, the supervisor will provide guidance, feedback and any necessary support. Both parties will promptly discuss any difficulties that arise. Employment will continue if the employee has demonstrated consistent satisfactory performance and knowledge of policies and procedures. Unsatisfactory performance could lead to noncontinuation of employment after the training period. Your supervisor will let you know in advance if this is a possible outcome. Your performance will be documented on a *Training Evaluation Form* filled out by the supervisor. (See p. 14 for example.)

III. General Policies

When you are clocked in and on duty, you are a representative of the Grinnell College Libraries. **Your actions and the statements you make should reflect positively on the Libraries.** Follow these general guidelines in conjunction with your own area's orientation and training.



Confidentiality

It is imperative for ethical, moral and legal reasons that we protect the privacy of all persons using library materials. Privacy is essential to the exercise of free speech, free thought, and free association. (See p. 16 for the American Library Association's Code of Ethics.) Therefore, the following information is not to be revealed to anyone other than Grinnell College librarians or library staff, or the relevant patron. It is not to be revealed to other patrons, faculty, administrators, other students, police, credit bureaus, boyfriends, girlfriends, parents, etc. **If anyone asks you for this information, immediately refer them to your supervisor:**

- ❓ 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 (If a question is received by the Treasurer's Office, refer the inquiry to your supervisor.)



Security System

In no way should you compromise or subvert the security or check-out systems for books and other library materials.

VIOLATION OF CONFIDENTIALITY OR COMPROMISING THE SECURITY SYSTEM ARE GROUNDS FOR IMMEDIATE DISMISSAL. (See p. 9)

Time Cards / Pay Periods

Student employees will be instructed to record hours worked using the time clock (Burling) or E-time (Kistle). Pay periods are 1st - 15th and 16th -

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end of month. You will be paid on the 1st and the 15th of each month for the previous pay period. Therefore, there will be a two-week lag between the last day worked for the pay period and the issuance of that paycheck. All student employees are strongly encouraged to have their paychecks directly deposited into a bank account.

Schedules and Absences

You and your supervisor will coordinate your work schedule at the beginning of each semester. If, from time to time, an exam, paper, deadline or event requires changing the work schedule, a supervisor must be contacted **before** the absence, and arrangements made for a substitute or making up the hours, at the supervisor's discretion. **In the case of absence due to illness, please notify your supervisor directly.** Absences not handled according to the above procedures are considered unexcused absences; your supervisor will keep a record of such absences. (See p. 13 for example of the form used.)



THREE UNEXCUSED ABSENCES IN THE SAME ACADEMIC YEAR CONSTITUTES GROUNDS FOR TERMINATION.

You are expected to be on time or be a few minutes early for your shift. Arriving more than 10 minutes late constitutes ½ of an unexcused absence. If you are going to be late due to unavoidable circumstances, let your supervisor know in advance why and when you can be expected.

If you are working a 4-hour shift you are allowed a 15 minute break around the middle of the shift; schedule with your supervisor. This break is not to be taken within the first or last hour of your shift.

Deviations from Normal Work Schedules

Exam Weeks - You will be expected to work during exam weeks. Work schedules will be adjusted to accommodate both exams and work for student employees. Some areas will create completely new work schedules for the week of exams while others will only adjust the few hours of conflict. Check with your supervisor for details.

Holidays - If the public service desks at the Libraries are scheduled to be open during an official holiday, then students working in those areas

must work their regularly scheduled hours or make arrangements with their supervisor, which may include finding a substitute.

Academic Breaks (Fall, Winter, Spring) – The Libraries are open during academic breaks. You should contact your supervisor as soon as you know your work availability during an upcoming break, so that he/she can arrange scheduling. If you are working over a break, you may be asked to work in another department during that time to ensure adequate coverage.

Food and Drink

To protect equipment and library materials food should not be consumed during work time. Drinks should be in spill-proof containers, and only with supervisor's permission.

Courtesy

Telephone - Your supervisor will tell you how he/she wants the phone answered. Be courteous. Speak clearly. If appropriate, take an accurate, concise message using a telephone message pad.

General - **Always maintain a professional demeanor**, even when working with or helping friends and/or family members. Personal conversations should be kept to a minimum. Personal phone calls should be avoided during your shift. Keep cell phone ringers on silent or vibrate during your shift. **Use of noise cancelling iPods/MP3 players and other electronic devices is prohibited during most work situations.** They may cause you to be distracted from your work, or to miss hearing emergency alarms. (Check with your supervisor about using these devices in specific situations.

Non-Work Activities

Your assigned work is your first priority. In most situations, **college equipment should not be used for personal purposes - including email - during work time.** You may not download screen savers, wallpaper, games, chat programs, file-sharing programs, or other software onto college-owned computers. Your supervisor will offer additional guidelines concerning this policy.

Personal Appearance

Grinnell College wishes to present a professional image to the different individuals and constituencies visiting the campus. You are expected to exercise common sense, be clean and neat, and dress in a manner that is in keeping with your responsibilities. **You must wear shoes on the job.**

Emergency Procedures

Know the location of the nearest first aid kit – if you are injured on the job, contact your supervisor immediately; after your injury is attended to, he/she will direct you to fill out an Employee Incident Form. Know what to do in case of fire or severe weather alarm. Review the “Emergency Procedures and Safety Information” flipchart that every supervisor has at his or her desk.

Discrimination and Harassment

ALL EMPLOYEES OF THE LIBRARIES AND ALL USERS 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, 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.

Evaluation

During your employment, your supervisor will provide guidance, feedback and any necessary support. At the end of each semester or summer session, supervisors will fill out forms evaluating the performance of each student employee. You will have an opportunity to review this form, and add comments; you will be asked to sign the form, which indicates that you have received and discussed its content, and does not necessarily acknowledge that you agree with it. (See p. 15 for example.)

Other

Important information for student employees will be posted at the Burling and Kistler time clock.

IV. Unsatisfactory Performance

It is important that all student employees perform to the best of their abilities at all times. There may be occasions when an employee performs at an unsatisfactory level, violates a policy, or commits an act that is inappropriate. Supervisors will use a documented progressive disciplinary process as follows:

1. Verbal Warning: for minor incidents of policy infractions or substandard work performance. Your supervisor will document verbal warnings by recording the time and reason for the warning, and will save this information in written or electronic format.
2. Written Warning: for more serious violations of policy, continuation of above incidents or continuation of substandard work performance. Your supervisor will document this type of warning using the *Corrective Action Form for Student Employees* (see p. 14 for example) - signature of student required. This will clearly spell out the **corrective action** that should be taken by the employee, a **deadline** for such action, and **consequences** if action is not taken. By signing the document, you are not acknowledging that you agree with it, merely that you have received and discussed its content. (See the next page for recourse if you disagree with your supervisor's statements.) Your supervisor will keep the *Corrective Action Form* in his/her files and notify the Libraries student employment managers that a written warning has been issued.
3. Discharge – this will be the result of either the consequences of not taking corrective action after a written warning, or a serious infraction as outlined below. **No student employee will be discharged without consultation** between the supervisor, student employee managers, and, if appropriate, the Librarian of the College, who may consult independently with the student.



GROUNDS FOR IMMEDIATE DISMISSAL

(Note: these are *grounds*, not reasons for automatic dismissal; decisions will be made on a case-by-case basis, and only after the supervisor has consulted with student employee managers and the Librarian of the College):

- ❖ **VIOLATION OF CONFIDENTIALITY (see p. 4)**
- ❖ **COMPROMISING THE SECURITY SYSTEM (see p. 4)**
- ❖ Improper use or tampering with the Libraries' online catalog or databases
- ❖ Working under the influence of alcohol/drugs
- ❖ Destruction of property – willful or careless
- ❖ Fighting
- ❖ Falsification of employment application
- ❖ Deliberate misrepresentation of hours worked
- ❖ Theft of money or property

Appeals Process

If you feel that your supervisor has violated or misapplied any terms of your employment, you have been unfairly treated in regards to a verbal or written warning, or have been discharged without just cause, Grinnell College has established the following 3-step progressive procedure to handle such matters:

- ❖ **Step One:** Begin with conversation between you and the immediate supervisor involved.
- ❖ **Step Two:** If the matter is not resolved, you may appeal to Micki Behounek or Sharon Clayton, managers of Libraries student employees, or the Librarian of the College, Richard Fyffe.
- ❖ **Step Three:** If a satisfactory written answer is not given then a written complaint may be submitted by the student employee to the Director of Human Resources.

[See the Grinnell College Student Handbook
<http://www.grinnell.edu/offices/studentaffairs/shb>, p. 93 for further explanation of complaint resolution procedures]

V. Conclusion of Employment

Near the end of the each semester, you will be asked to indicate your intentions for continuing your employment at the Libraries for the upcoming semester.

If you are planning a semester off campus for study or other leave, and are interested in continuing your employment at the Libraries when you return, let us know. If your previous performance was satisfactory, we usually can place you in a position in the Libraries upon your return, but cannot guarantee this.

For most students, their employment at the Libraries concludes with their graduation from Grinnell College. Some students also terminate their employment at the end of a semester, in order to study off-campus, take another campus job, or due to a heavy courseload. A student employee may, of course, resign at any time – we do ask that you give us two weeks' notice, if possible.

Again, we trust that we will enjoy a mutually beneficial relationship working together at the Grinnell College Libraries!

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

Micki Behounek
Manager of Access Services
641-269-3354
[behounek]

Sharon Clayton
*Administrative Assistant to the
Librarian of the College*
641-269-3351
[clayton]

VI. Appendix

Examples of Forms:

- ❖ Unexcused absence form
- ❖ Corrective Action form (for unsatisfactory performance or violation of policies)
- ❖ Training Evaluation Form
- ❖ Evaluation form

- ❖ American Library Association's *Code of Ethics*

Unexcused Absence Report Form

Student Worker's Name: _____ Academic Year: _____

Supervisor(s): _____ Department(s): _____

Absence - Date: _____ ½ (tardy) whole

Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ ½ (tardy) whole **Cumulative Total:** _____

Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ ½ (tardy) whole **Cumulative Total:** _____

Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ ½ (tardy) whole **Cumulative Total:** _____

Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ ½ (tardy) whole **Cumulative Total:** _____

Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ ½ (tardy) whole **Cumulative Total:** _____

Discussed with student _____ (student and supervisor initial here)

Comments: _____

_____ Cumulative Total has reached 3. Student's employment is terminated. (Notify payroll.)

Date: _____ **Signature of Supervisor:** _____

**Grinnell College Libraries
Corrective Action Form for Student Employees**

Employee's Name: _____ Date: _____

Employee's Department: _____

Corrective Action Taken for:

- Unsatisfactory performance
- Policy violation(s)

Corrective Action Taken:

- Written Warning (has there been a previous verbal warning? Yes No)
- Discharge

Nature and Type of Disciplinary/Performance Concern:

Corrective Action Required of Employee (be as specific as possible):

To be completed by _____ (date); if not, the following action will be taken:

Employee's Comments:

Supervisor/Director Signature

Date

Employee Signature

(I have read this report. My signature does not signify agreement with its content.)

Date

Fall _____ Spring _____ Summer _____
(Circle one, enter year)

Grinnell College Libraries
Student Assistant Evaluation Form for Training Period

STUDENT'S NAME _____ DEPT _____

SUPERVISOR(S) _____

Relations with others

- ____ Exceptionally well-accepted
____ Works well with others
____ Gets along satisfactorily
____ Has some difficulty working with others

Attitude/Appication to work

- ____ Outstanding in enthusiasm
____ Very interested and industrious
____ Average in dilgence and interest
____ Somewhat indifferent

Judgment

- ____ Exceptionally mature
____ Above average in making decisions
____ Usually makes the right decisions
____ Often uses poor judgment

Dependability

- ____ Completely dependable
____ Above average in dependability
____ Usually dependable
____ Sometimes neglectful or careless

Ability to Learn

- ____ Learns very quickly
____ Learns readily
____ Average in learning
____ Rather slow to learn new skills

Quality of work

- ____ Excellent
____ Very good
____ Good
____ Average
____ Below average

Attendance:

- ____ Regular
____ Irregular

Punctuality:

- ____ Regular
____ Irregular

Overall Rating

- ____ Excellent
____ Very Good
____ Good
____ Average
____ Needs Improvement (Attach Corrective Action Form)

Supervisor recommends that this student's employment _____ continue or _____ not continue.

Additional comments (Use back of sheet as necessary.)

Signature of Supervisor(s)

Date

Signature of Student Assistant

Date

Fall _____ Spring _____ Summer _____
(Circle one, enter year)

Grinnell College Libraries
Student Assistant Evaluation Form

STUDENT'S NAME _____ DEPT _____

SUPERVISOR(S) _____

Relations with others

- _____ Exceptionally well-accepted
- _____ Works well with others
- _____ Gets along satisfactorily
- _____ Has some difficulty working with others

Attitude/Application to work

- _____ Outstanding in enthusiasm
- _____ Very interested and industrious
- _____ Average in diligence and interest
- _____ Somewhat indifferent

Judgment

- _____ Exceptionally mature
- _____ Above average in making decisions
- _____ Usually makes the right decisions
- _____ Often uses poor judgment

Dependability

- _____ Completely dependable
- _____ Above average in dependability
- _____ Usually dependable
- _____ Sometimes neglectful or careless

Ability to Learn

- _____ Learns very quickly
- _____ Learns readily
- _____ Average in learning
- _____ Rather slow to learn new skills

Quality of work

- _____ Excellent
- _____ Very good
- _____ Good
- _____ Average
- _____ Below average

Attendance:

- _____ Regular
- _____ Irregular

Punctuality:

- _____ Regular
- _____ Irregular

Overall Rating

- _____ Excellent
- _____ Very Good
- _____ Good
- _____ Average
- _____ Needs Improvement (Attach Corrective Action Form)

Additional comments (Use back of sheet as necessary.)

Signature of Supervisor(s)

Date

Signature of Student Assistant

Date

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.

For the full statement, see:

<http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm>

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Grinnell College Libraries

STUDENT EMPLOYEE ACKNOWLEDGEMENT FORM

I have read the Grinnell College Libraries Student Employee Handbook.

I understand the policies and procedures and agree to follow them.

Employee Name (print)

Grinnell College username

Phone contact

Employee Signature

Date