

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 supervisors, and what we, in turn, expect of our student employees. Since this cannot cover in detail the specific positions you may hold, each position will have additional standards and guidelines to complement 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.

Welcome

Welcome to the Grinnell College Libraries! The eight faculty librarians and 18 staff of the Grinnell College Libraries are dedicated to helping members of 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 such as processing and shelving library materials, and staffing public service desks at Burling, Kistle, the Research Desk, and Special Collections/Archives. As a Library Student Assistant, you are an important part of our team.

Taking a job in the Libraries requires that you commit to maintaining a regular work schedule and practice good time management. While you are a student first, you must also respect your responsibilities as a library employee. 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 more effectively you will be able to utilize it as a student.

Beginning Your Employment

The Hiring Process

Students are hired to work in all areas within the libraries (Burling Circulation, Kistle Circulation, Library Services, Special Collections/ Archives, Interlibrary Loan Borrowing and Lending, the Research Desk, Systems, etc.) Once you have been hired, you and your direct supervisor will arrange start dates and schedules. **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

At the beginning of each semester an orientation/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 and paid to attend.

Training Period

All new student employees are considered in a training period for one semester (or one summer, if applicable). During this time, the supervisor will provide guidance, feedback and any necessary support. Both parties will promptly discuss any difficulties that arise. This period also allows time for the employee to decide if they are satisfied with their position. Employment will continue if the employee has demonstrated consistent satisfactory performance and knowledge of policies and procedures. Unsatisfactory performance could lead to non-continuation 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.

Policies

When you are clocked in and on duty, you are a representative of the Libraries. **Your actions and the statements you make should reflect positively on the Libraries.**

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 staff. 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 the Treasurer's Office asks, refer them 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 clocks at Burling and Kistle. Student payroll checks are issued on the 12th and 27th of the month, with pay periods of 16th–31st and 1st–15th, respectively. 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 your work schedule you must contact a supervisor **before** the absence and arrange a substitute for your shift. **In the case of absence due to illness, please notify your supervisor as far in advance as possible.** 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.) Additionally, the supervisors have discretion to approve or deny advance requests for absences.

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 10 or more minutes late constitutes $\frac{1}{2}$ of an unexcused absence. Missing your entire shift constitutes one full 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.

Illness

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

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. Personal use of cell phones while working

is prohibited. Keep cell phone ringers on silent or vibrate during your shift. Your assigned work is your first priority.

Use of noise cancelling iPods/MP3 players and other electronic devices is prohibited during work situations including public areas and stacks. They may cause you to be distracted from your work, or to miss hearing emergency

Non-Work Activities

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 closed shoes on the job (OSHA 1910).**

Breaks

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

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, 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.

Other

Other important information for student employees working in the circulation area will be placed in the student employee binder behind the circulation desks at Burling and Kistle.

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 inappropriate act. Supervisors will use this documented disciplinary process:

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). 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 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. 5)**
- **COMPROMISING THE SECURITY SYSTEM (see p. 5)**
- 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 procedure to handle such matters:

1. Begin with conversation between you and the immediate supervisor involved.
2. If the matter is not resolved, you may appeal to Micki Behounek, manager of Grinnell College Library student employees, or the Librarian of the College, Mark Christel.
3. 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.

Conclusion of Employment

Near the end of the each semester, you will be asked whether you intend to continue your employment at the Libraries in the upcoming semester.

If you are planning a semester off-campus and wish to continue your employment at the Libraries when you return, let us know. If your previous performance was satisfactory, we can usually offer you employment 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 accommodate another job or a heavy course load. A student employee may resign at any time, but if possible, we ask for two weeks' notice.

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

Telephone: 641-269-3354

behounek@grinnell.edu

Appendix

FORMS AND LINKS TO WEBSITES:

- 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: _____ $\frac{1}{2}$ (tardy) _____ whole

____ Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ $\frac{1}{2}$ (tardy) _____ whole **Cumulative Total:** _____

____ Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ $\frac{1}{2}$ (tardy) _____ whole **Cumulative Total:** _____

____ Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ $\frac{1}{2}$ (tardy) _____ whole **Cumulative Total:** _____

____ Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ $\frac{1}{2}$ (tardy) _____ whole **Cumulative Total:** _____

____ Discussed with student _____ (student and supervisor initial here)

Comments: _____

Absence - Date: _____ $\frac{1}{2}$ (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 Date
(I have read this report. My signature does not signify agreement with its content.)

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 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)

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

Judgment

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

Ability to Learn

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

Attendance:

- ____ Regular
 ____ Irregular

Punctuality:

- ____ Regular
 ____ Irregular

Attitude/Application to work

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

Dependability

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

Quality of work

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

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

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](#)