



Student Assistants Handbook

*Perkins Library, Doane College
2011-2012*

WELCOME TO THE PERKINS LIBRARY STAFF!!!

We are very pleased that you have chosen the Library for your campus employment experience. We hope you will find the Library a unique and interesting place to work. We strive to make the jobs you do in the Library a part of your complete education. The hours you spend here should help you through all of your classes at Doane College. Even more, the skills you acquire will serve you long after you leave Doane.

This booklet is not designed to explain each job you may be assigned as a student worker; however, it will help you with some of the basic questions you may have as an employee.

Jayne R. Germer,
Interim Library Director

MEET THE STAFF:

Jayne Germer, Interim Director/Collection
Development Librarian
Ext. 8567 jayne.germer@doane.edu

Janet Jeffries, Archivist/Public Services
Ext. 8234 janet.jeffries@doane.edu

Holly Baber, Cataloging/Reserves
Ext. 8569 holly.baber@doane.edu

Janis Mitchell, Acquisitions/Government
Documents
Ext. 8224 janis.mitchell@doane.edu

Judy Bepalec, Serials
Ext. 8571 judy.bepalec@doane.edu

Tammy Roach, Interlibrary Loan
Ext. 8566 tammy.roach@doane.edu

LIBRARY TELEPHONE:

826-8287.....Front Desk

Calls for staff may be transferred to their desks at the above numbers (press *TRANSFER* and the extension number, and hang up your phone). Reference questions should be referred to the person on desk. The “on desk” phone is the backup for the front desk. That number is 8934. Calls may be transferred to that number.

If you note that the message light is lit, get a staff member to retrieve the voicemail.

LIBRARY HOURS:

Monday - Thursday 8 a.m. - 11 p.m.
Friday..... 8 a.m. - 5 p.m.
Saturday 10 a.m. - 4 p.m.
Sunday..... 2 p.m. - 11 p.m.

These are the regularly scheduled hours for the library. Changes (holidays, term breaks, finals week, Interterm, etc.) will be posted. If you have questions about the hours, ask any staff member.

WORK AREA/BEGINNING YOUR SHIFT

The Student Assistant area is behind the front desk above the cash drawer. Notes, jobs, instructions, etc. will be left for you there. Please check the board each time you arrive for work. You may also post notes to other student workers in this area, BUT a note left in this area or an email sent to all student workers does not excuse you from work unless someone agrees to take your hours.

On-desk hours for the staff are rotated. Please check the "On Desk" sign to see who you are working with and let that person know you are here. Please bring your time card to be initialed by the "on-desk" person when you are **LEAVING**.

COMMUNICATION

Because the Library is open 85 hours each week (more during extended hours), the staff has varied schedules to accommodate the time. To keep in touch we must leave notes. Notes must be **dated and signed**. Emails can also be used to communicate. Jayne Germer will occasionally send emails to all student workers at your Doane email address. Make sure you are checking your Doane email regularly. We do not want to seem impersonal; it is simply the best way to keep everyone informed.

TIME CARDS

Time cards are located in the Student Assistant area behind the front desk. Students earning federal work/study money use GREEN time cards, and campus employment students use the ORANGE cards. Fill out your card each time you work and have the staff member on duty initial the hours. Be certain to total your hours and sign your time card before the due date. Your supervisor (Jayne Germer) will sign these the morning they are due at the Financial Aid Office.

TIME CARD DUE DATES

Month	Due Date	Pay Day
September	7 th	15 th
October	6 th	14 th
November	7 th	15 th
December	7 th	15 th
January	6 th	13 th
February	7 th	15 th
March	7 th	15 th
April	5 th	13 th
May	7 th	15 th

BREAKS, HOLIDAYS, ETC.

You are **not** expected to work during breaks or holidays when there are no classes. However, you will be expected to work the evening shifts 5-11p.m. before classes resume after breaks. For example, if Fall Break begins after the last class on Friday and classes begin again on Wednesday, you will not be expected to work Saturday, Sunday, Monday, or before 5 p.m. Tuesday. The only exception to this rule is Labor Day for which the Library will be closed the entire day.

Stop Day – Students are not required to work on Stop Day, from 6p.m. the night it is called to 7p.m. the night of Stop Day.

RESPONSIBILITIES

The Financial Aid Office lists as one of its objectives the monitoring of "college work study...to insure proper administration and to evaluate student employment performance." Therefore, it is our duty to establish criteria to use in evaluation. At Perkins Library we have four main areas with which we are especially concerned. WE AND YOU can evaluate your work with the following:

1. RELIABILITY

When you accepted a job with us you signed up for a certain number of hours at a certain time each week. This is your contract with us and we will expect you to work those hours every week. Because we are a service agency we **DEPEND ON YOU**. If you absolutely must change your schedule, see Jayne Germer immediately.

ARRIVE ON TIME/STAY UNTIL YOUR SHIFT ENDS.

It is important for you to manage your time so you will not be late for work. If you are accidentally or unavoidably going to be late—*CALL THE LIBRARY IMMEDIATELY* and speak to the staff person on desk. This will help us avoid confusion at the Front Desk. Do not leave messages on Jayne's phone as she is not always there to relay the message to the appropriate person. *Do not plan to leave early – even for class – unless arrangements have been made in advance.* Emails should be sent to all library staff. You can create an email group to do this. If you need help, ask someone.

ILLNESS. You must notify the Library as soon as possible if you are ill and unable to come to work. A medical verification slip may be required when you do return to work. We would appreciate it if you would try to find someone to work for you, if possible.

DESK WORKERS MUST FIND THEIR OWN REPLACEMENTS. You will receive a list of phone numbers for the other student workers. If you need time off, please TRADE desk hours. This is to insure that each of you earns all of your money by the end of the academic year.

NOTE: If you have agreed to work someone else's desk hours, those hours become your responsibility. If you later find that you cannot work, YOU must find a replacement.

Shelvers must either trade hours with another shelver or make up the work missed within 24 hours of the scheduled time. Arrangements should be made in advance whenever possible and the staff person on duty must be notified.

Dates, tests, sports, special activities, etc. are not reasons for failing to come to work. A job is a job and all of these things should be considered before you accept employment. This includes Greek Week, Finals Week, and any other special activities and occasions. Hours at the Library are long, and the regular staff needs your support and assistance.

2. LEARN TO USE THE LIBRARY.

One of the main objectives of the library staff is to teach each person on campus to use and appreciate the library. Although you are not expected nor do we want you to answer reference questions, you, as a representative of the Library, should be able to use the library well. As time goes on you should become more and more proficient in your knowledge of the library. Be curious, ask questions. Not only will this help you do your job; it will enhance your personal library research. Again, do not attempt to answer reference questions—this is the job of the library staff. Your knowledge of the library will help you understand questions and relay them to the person on duty.

3. PERFORMANCE.

Your job is to do whatever the regular staff assigns. Occasionally, desk workers may have time to read or study, but only **AFTER** assigned duties are completed. **DO NOT PLAN TO DO YOUR STUDYING OR OTHER PERSONAL WORK ON THE LIBRARY'S TIME. THERE WILL BE NO GROUP STUDYING ALLOWED WHEN YOU ARE WORKING!!!**

Do whatever needs to be done even if not specifically requested. For example: record the serials count, ready carts for shelvers (remember to inventory books), keep the desk area neat, restock circulation and desk supplies and copier paper.

Be willing to help all patrons at all times. Remember, this is a service agency. **DO NOT** leave the desk area unless you tell the staff member on duty first. We assume you are there to answer the phone, direct patrons, or check out materials. If you need help, ask the staff member on duty at the time.

Patron records (charges, checkouts, etc.) are confidential by law. **DO NOT REVEAL THIS INFORMATION TO OTHERS!**

4. ATTITUDE

Be loyal to the Library and to its staff. We sincerely care about the students, faculty, and staff at Doane College, and try hard to be helpful. We hope you will do the same.

Patrons see you as the “Librarian” when you are working. Be certain that is reflected in the way you treat patrons. Approachability and courtesy are essential.

If any question is asked that you cannot answer, please refer to a staff member. “No” or “I don’t know” are never final answers at the Library. NEVER HESITATE TO ASK FOR HELP!

When you are on the job, your social life must wait until later. Limit the time you visit with friends, and do not encourage them to gather around the desk to talk. You must, by appearance, be ready to help others. This does not mean you cannot smile, be pleasant, or enjoy the people who come to you.

GROUNDINGS FOR DISMISSAL

Occasionally, the behavior of a student assistant will require his/her supervisor to refer to the following statement on “Grounds for Dismissal.” It is your responsibility to be aware of these dismissal conditions and procedures. If you have any questions, please direct them to your supervisor.

A. You, as a student assistant, may be dismissed for any of the following reasons:

1. absenteeism (without finding a replacement)
2. frequent tardiness
3. refusal to do assigned tasks

4. improper reporting of hours on a time card
5. failure to maintain a positive service-minded approach toward patrons, staff, and co-workers
6. consistently poor job performance
7. reporting to work under the influence of alcohol or a controlled substance
8. theft of library materials or money
9. checking items out of the library to a patron without an ID
10. revealing confidential information

B. In case of failure to meet the Library’s expectations as evidenced by one or more of the above reasons, these procedures generally will be followed by your supervisor:

1. Verbal Warning
2. Written Warning
3. Dismissal

Your supervisor may bypass steps one and two if circumstances warrant.

C. If your overall job performance is determined to be marginal, and if after sufficient warning, there is no significant improvement, you will not be rehired for a subsequent academic term.

D. There is not an appeal process for a verbal warning. However, if you receive a written warning and feel that it was unjustified, you may appeal in writing to the Director of the Library. In the event of dismissal, you may appeal, presenting written documentation, to a committee composed of your immediate supervisor, another library staff member, the Director of the Library and a co-worker.

We hope you have found and will continue to find this short booklet to be of interest and value to you. On the following pages, you will find directions for the various jobs you will be performing at the library. If you have any questions, please see Jayne Germer or the staff member on duty.

Please remember this Library is your library! We exist because of you, the student. Any suggestions you have to help make it a better place will be appreciated and considered.

HAVE A GREAT YEAR!!!!

WHERE IS IT??? LOCATING ITEMS IN THE LIBRARY

Books

GENERAL COLLECTION (aka GEN-COLL)

Regular circulating Library of Congress call number (e.g., HD104 .C35) books are located on the second floor of the Library. Stacks are marked with guide cards located on the end panels to help locate the appropriate shelf. Overhead signs direct the patron to the range to be searched.

OVERSIZE

Call numbers begin with the word “oversize,” or the location is *OVERSIZE* in the catalog. These books are located on the second floor along the north wall (on your left as you ascend the front stairs).

FLAT SHELVING

Items that have call numbers beginning with “flat shelving” are located at the end of the oversize collection.

SCRIPT

Call numbers that begin with “Script” are located in the file cabinets on the second floor, currently located in the **B** section of the General Collection.

CN

Cliff’s Notes, designated by call numbers beginning with “CN,” are located in the file cabinets on the second floor with the Scripts.

NETLIBRARY

Electronic books with this call number heading are accessed via the computer through EBSCOhost.

RESERVE and PERMANENT RESERVE

These materials are located behind the front desk. Students can find the call number for these in the catalog by clicking on the Reserve Desk link, and searching by the professor’s last name. You will get these materials for the patrons; students should not be allowed to browse the *RESERVE* section.

EDUCATION RESERVE (aka Open Reserve)

Books with this location in the catalog are located on the main floor of the Library at the east end of the bound periodicals stacks. These materials are arranged by LC call number and have a 2 week check out period.

REFERENCE

Call numbers begin with “REF” or the location is *REFERENCE* in the catalog. Encyclopedias, dictionaries, etc., are located on the main floor of the Library (south of the computers). Reference books cannot be checked out.

BIB REF

These books are located on the main floor at the end of the reference section.

THESIS

Bound theses are located on the main floor after the *BIB REF* books.

JUVENILE

Call numbers begin with “JUV.” These books are located on the main floor of the Library along the north wall. They can be checked out for a two week period.

OFFICE

Books with call numbers that begin with “Office,” or the location is *OFFICE* in the catalog are located in the workroom. A staff person will get these books for the patrons.

LOCKER

Books that have call numbers beginning with “Locker,” or the location is *LOCKER* in the catalog are located in the Lower Archives. A staff person will get these books for patrons.

Periodicals (magazines, journals or newspapers)

Current print issues of periodicals and newspapers are located on the main floor of the Library. Periodicals are in the southwest corner, and are arranged alphabetically by the title of the magazine/journal. Back issues of the print periodicals are located in the stacks to the east of the current magazines and are also arranged alphabetically by title.

Current issues of newspapers are hung on rods near the front desk. The past three months of older issues are stacked on the shelves north of the Exon display in the southwest corner.

Microformat (microfiche and microfilm) issues of magazines and newspapers are located on the east side of the Library, south of the audiovisual viewing rooms, on the main floor. Reader/printers are also available in this area. To make copies, patrons must obtain the copier “key” from the front desk. Copies from the microformatted materials cost 5 cents per page for non-Doane patrons.

Online full-text periodicals (over 3,000 titles) can be accessed through our many online databases.

NOTE: To find out if we have a periodical in any format, check the holdings online by clicking on [A-Z List of Journals on the library homepage](#).

Media

Video Cassettes and DVDs are located in the office (call numbers begin with “Media”). You may get these for the patron if the call number is known, or patrons are allowed to browse the collection themselves.

LP recordings and CDs are located on the second floor in the southwest corner. There is a listening station there as well, but patrons must supply their own headphones or check out a pair at the front desk.

Government Documents

Documents (both state and federal) are located in the compact shelving located in the southeast corner of the Library on the main floor. Call numbers begin with “DOC.”