



# St. Philip's College

## Learning Resource Center

### Student-Worker Handout

Welcome to the St. Philip's Learning Resource staff. We are happy to have you on the LRC team. This handout is designed to acquaint you with the LRC's general policies and procedures as well as the more specific information you will need to perform your job well.

We strive to provide the services and resources necessary to meet the present and future needs of our students, faculty, and staff, and to share these resources with the broader community. In order to fulfill this goal it is necessary to acquire all types of media needed to support the curriculum, to index and organize the materials so that they are easily accessible to the users, to maintain the collection and equipment in proper physical condition, to provide assistance in identifying, locating, and using all information resources, and to facilitate their use by a reliable distribution system and courteous, efficient service.

Efficient and effective service is a large order for a small but dedicated full-time staff and carefully selected groups of part-time student workers and para-professionals. The LRC could not function without their help. In order to meet these objectives and to be responsive to the varying needs of our users, it is essential that we strive to maintain high standards of performance in carrying out each of the many tasks that contribute to fulfilling our mission of service. Each person must do his part of the work. We need you to arrive on time and to do efficient and accurate work.

#### **YOU CAN MAKE A DIFFERENCE!!**

Every time you assist a patron you will leave him/her with a lasting impression of how efficient and friendly the LRC is. Poor or inaccurate performance by another worker may affect **your** job. If a fellow worker is careless, you may be required to do additional work. ( A mistake as small as a mis-shelved book may involve the time of several staff and a patron to locate.) Every job must be done carefully and accurately.

The LRC staff knows and appreciates how important **you** are to the library!

#### **Library Organization**

The Dean of the LRC administers the LRC. Most departments of the LRC are directed by professional librarians. Full-time staff members work with the librarians. You will be responsible to your supervisor who is, in turn, responsible to the Dean of the LRC. Keep channels of communication with your supervisor open at all times. The LRC works together as a whole. Your work and attitudes will affect everyone.

#### **Employment**

We are an equal opportunity employer. You are employed on the basis of the LRC's need, your availability and skills. Your continued employment is based upon your cooperating with your supervisor and colleagues, doing an acceptable job, and following LRC policies.

#### **Skills Required**

- Reliability and good time management skills.
- Ability to work independently without constant direct supervision.
- Ability to push A/V carts containing up to 70 pounds of equipment between campus buildings.
- Ability to push full book carts of various weight to assigned areas.
- Ability to work comfortably with alphanumeric sequences.

- Ability to work quietly in public areas.
- Reasonable physical stamina for bending and stretching.

### Work Schedules

Work schedules will be planned with your work supervisor, based on the needs of the library and students class schedules. You are expected to report for work according to the work schedule you and your supervisor have worked out together. Your scheduled hours are necessary for the smooth operation of the library and will not be changed unless you have a very good reason to do so. It is expected that you will substitute, when necessary, for your fellow workers. **Please meet your schedule.** Cherish your reputation for reliability! Notify the work study supervisor if you will be late or unable to report to work (531-3340 or 531-3359). Student workers, working night or weekends will notify the Circulation Desk (531-3359), if you will be late or unable to report to work. The Librarian on duty becomes your supervisor. The Librarian or Circulation Staff will notify the work study supervisor. Failure to report for your scheduled work time, without notification, will result in both a verbal and written reprimand. The third occurrence will result in termination from the library. A copy of the written reprimands will be sent to the Financial Aid office.

### Training

A short training session will be held to familiarize student workers with the Library of Congress classification system, computerized-card catalog, procedures of delivering/returning media equipment and necessary work skills. All student workers will be required to pass a short quiz on the Library of Congress classification. Shelves must pass the quiz before they begin to shelve.

### Identification Tag

A identification name tag or another designated form of identification will be worn. This will be done to indicate you are on duty. Sign in and place your button in an appropriate place on your clothing. **(Where everyone can see your picture and read your name.)** After your scheduled time is complete, sign out and remove the button. Please leave your name tag in the black/brown plastic box located next to the sign in/out notebook. Be sure to record time on your time sheet.

### Pay

Student workers are paid a set hourly wage mandated by the Federal government. The maximum number of hours, you can work, is determined by the information in your financial aid package and will not exceed 20 hours. You will be paid once a month and may pick up your paycheck at the business office. Your time sheet is the record of your hours of work and is the basis for computing your pay. Time sheets are expected to be kept daily and turned in according to the schedule posted on the student bulletin board. Always sign in as you come on duty and sign out as you leave. Time-sheets must be neat and without errors or scratch-outs and written in one color of ink (black or blue). Please remember, it is your responsibility to keep track of your hours. A time sheet will be provided and will be kept in the sign in/out notebook. **\*\*\*Note, failure to turn in your time sheet on the designated date, may result in not receiving your check on time. Your check may be held from two weeks until the next pay-period. Each worker will receive a copy of the pay period schedule and an additional schedule will be posted on the bulletin boards.**

### Breaks

If you work at least four consecutive hours, you are entitled to a paid 15 minute break. Student workers scheduled to work eight-hour day/days are entitled to a paid 30-minute break. Breaks are taken two hours after being on duty. Breaks should not be taken if media equipment needs to be delivered/returned to department. Be sure to sign out for break and sign in on your return to work.. Please do not include break time on time sheet. **(Consumption of food and/or beverages in the LRC is not permitted.)**

### Circulation Desk

Student Workers may assist Circulation Staff and Reference Staff **only** upon request. Student Workers may not use the Circulation/Reference computers, collect money or make change, stand behind, sit at or visit at the Circulation Desk or Reference Desk.

### Lockers

A locker and a lock will be provided during employment. You can keep personal items in your locker. Please do not ask

LRC personnel to be responsible for your personal items. The library does not accept responsibility for any loss of items and valuables. Upon leaving employment or termination the locker and lock will no longer be accessible to you.

### **Telephones, Cell Phones and Visiting**

The telephones are for library business. If you wish to make a personal call, wait until you are off duty and use a public pay phone. Ask your friends and relatives not to call unless it is an emergency. Cell phones should be in your lockers with your personal items while working. Cell phone usage is not allowed in the LRC. Please use your personal phone before you come to work, on break and off duty. If friends stop by, make arrangements to visit after work.

### **Computer Access**

Using LRC computers for personal activities will be done on your own time. Your scheduled work time is not to be used for word processing, E-mail / HotMail, etc. (Remember: We are here to assist our patrons – students, faculty, administrators and visitors).

### **Student Workers Daily Duties**

- **Delivery and Pick-up of A/V EQUIPMENT as needed on time. (Please check the equipment board when you sign in).**
  - Check every item when delivering equipment.
  - Check every item when returning equipment to department
- Shelving materials in assigned areas of the collections.
- "Reading" shelves to insure materials are in proper sequence.
- Straightening materials in assigned stack areas to maintain a neat appearance.
- Arrange A/V equipment in an orderly manner.
- Keep newspaper reading area tidy. (Includes straightening newspapers and periodicals).
- Touring the library on a regular basis to pick up all materials (books, newspapers, magazines, CD cases etc.) lying on tables, shelves, by copiers and in study areas.
- Push all chairs under tables and individual work areas.
- Check and straighten the TV viewing room turning off any TV/VCR's not in use.
- Keep Children's room neat and orderly.
- Assist patrons with library needs by directing them to the Reference Librarian on duty.
- Assist Librarians and Circulation Staff when needed.
- **In the absence of the work study supervisor, evening and weekend student workers will report to the Librarian on duty.**

### **Student Staff Meetings**

Periodically, a departmental meeting will be called to solve problems, give instructions, standardize procedures, etc. You are expected to attend these meetings. If you have a conflict, discuss it with your supervisor.

### **Evaluations**

Each semester you will be evaluated on your work. Your supervisor will discuss your evaluation with you before it is placed in your file. Your work record will be reviewed and used as a basis for recommendations for future employment. A copy of the evaluation form will be given to each student worker.

## References

Please feel free to use your work here as a reference for another position.

## Warning and Termination

Warning slips will be given for:

- Poor or careless work.
- Failure to follow instructions.
- Poor attitude towards work.
- Failure to adhere to assigned work schedule.
- Excessive tardiness.
- Being absent without good cause.
- Failure to call in when unable to report to work.
- Or other violations of District, College, or Library policies.

Warnings are to notify you of problem areas. If you talk honestly and openly with your supervisor about your feelings and circumstances you may find out that this action alone can help alleviate potential problems.

In cases of serious infractions such as physical abuse, sexual harassment, falsifying time records, theft of district property, or vandalism, immediate dismissal will occur.

A library is primarily a service unit – we are here to help people and to provide a service for them. Therefore, it is important that all of us respond to those around us with courtesy, friendliness, and an attitude which says to others – be they students, faculty, or visitors – that we are willing to go that extra distance to see that their needs are met or their queries answered. It is critical for you to know as much about the library as possible. Refer all inquiries to LRC staff.

We look forward to having you with us and hope that you will find your hours with us an enjoyable and educational aspect of your education at St. Philip's College.