Student Employment Handbook
2018-2019
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Introduction

Welcome to working at the Douglas D. Schumann Library & Learning Commons! We are glad you are here as part of the Library team and look forward to involving you in the various daily activities and projects in the Library. We hope working at the Library will benefit you by providing you with professional work experience as well as a better understanding of the Library, which can help you with your studies here and in your future endeavors.

We rely on you to present the best image possible for our Library. This manual will serve as a resource to prepare you for the work you will do in the Library and will be a place to go to remind you of how things work in the Library. This manual outlines our expectations for how you will work during your time here. Thank you for joining our team in the Library and we look forward to working with you.
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Attendance Policy

Library Student Assistants are expected to be present for all shifts unless otherwise notified. Be present at the time your shift begins. Do not clock in early or late and do not clock out early or late unless given permission to do so. If you are running late for a shift, please do either of the following:

1) E-mail circstaff@wit.edu notifying Patrick, Beth, Brian, Allison, and Paul
2) Call the Circulation Desk at 617-989-4040 and ask to speak to a supervisor. Do not leave a message with a student worker at the desk.

If you are unable to attend your shift due to illness or emergency situations, you must do both of the following:

1) E-mail circstaff@wit.edu notifying Patrick, Beth, Brian, Allison, and Paul
2) Sign in to Nimble to drop your shift

If you are aware of a planned absence, you must drop your shift in Nimble and add the reason as to why you will be unable to attend your shift. Please alert us at least 48 hours in advance if you will not be present for your shift so that we may obtain coverage for your absence.

No-call/no-shows are unacceptable and may affect your employment status at the Library. If you are sick or are in an emergency situation, please let us know as soon as possible.
Dress Code

Please dress neatly for your shift. Avoid wearing the following items:

- Revealing or provocative clothing (e.g. crop tops, extremely short shorts or skirts).
- Clothing with offensive words, phrases, or slogans.
- Hats or headwear that do not pertain to religious observation or cultural expression. Please speak with a supervisor if you feel the need to wear a hat or headwear.

If you do not adhere to the dress code, you may be asked to change. If that is not feasible, you may not be permitted to work your shift.
Code of Conduct

Library Student Assistants are expected to adhere to the following code of conduct. Failure to do so will result in disciplinary action, which may include warnings, limits on the number of hours you are allotted to work each week, and possibly your employment at the Library.

Library Student Assistants represent the Library and you are whom patrons will see first upon entering the Library. The Library aims to provide the best customer service possible to our patrons. Certain actions seem unprofessional, may deter patrons from approaching the desk, and may present a bad image of the Library. As such, the following actions are not permitted while you are working:

- Wearing headphones/earbuds (this includes wearing only one earbud).
- Eating meals; small snacks such as an apple or a small bag of chips are okay; beverages are okay. Please do not eat or drink while interacting with a patron.
- Talking to friends at the desk. Friends may not linger at the desk for any reason.
- Being at the desk but not on duty or scheduled to work.
- Leaving the desk unattended. Please notify a supervisor if the desk will be unattended for any reason, such as helping a patron or conducting a sweep, or going to the restroom.
- Being rude/dismissive to a patron. If you do not know an answer to a question, please ask a supervisor.
- Not adhering to the attendance policy.
- Not adhering to the dress code.

It’s okay to engage in certain activities such as reading a book or doing homework as long as you can immediately detach from the activity and provide a patron with your undivided attention.

Failure to the adhere to the code of conduct will result in a warning. If you receive three warnings within a semester, you will meet with your supervisors for a conference.
Repeated violations may result in the termination of your employment at the Douglas D. Schumann Library & Learning Commons and you will not be eligible for rehire.

Please keep in mind that your dismissal from a Work Study or WIT Work position will result in the relinquishment of those funds.
Resources

Access Services Guide and Blog


Please check the Access Services Guide at the beginning of each shift and note any new blog posts from the Access Services staff. We will post new information that may pertain to your shift for that day, new policies, and new workflows. You can also use the guide to find IT troubleshooting directions, Circulation workflows, and other information you may find useful for your job.

Nimble Schedule

[https://adfs.wit.edu/adfs/ls/IdpInitiatedSignOn.aspx](https://adfs.wit.edu/adfs/ls/IdpInitiatedSignOn.aspx)

Use Nimble schedule to see which shifts you will work each week, shifts that are available to pick up, and to drop shifts.

Emergencies

In case of an emergency, please call Public Safety at (617) 989-4444 or type 4444 into the Circulation desk phone. If you need to reach Public Safety in a non-emergency situation, please call them at (617) 989-4400 or type 4400 into the Circulation desk phone.

Please note that there are two panic switches located at the Circulation desk under the second and fourth computer stations (when standing behind the desk and looking out into the Library). There is one panic switch on the Mezzanine located near the Plotter by the Mezzanine entrance/exit.
Acknowledgement

I have read and understand the information contained within the Douglas D. Schumann Library & Learning Commons student code of conduct. I understand that not following the student code of conduct may result in the termination of my employment at the Douglas D. Schumann Library & Learning Commons and I will not be eligible for rehire.

I further acknowledge that no-call/no-shows are unacceptable and may affect my employment.

Signature: ____________________    Date: ____________
Printed Name: ____________________