

BARTON

LIBRARY

Dare to know

Barton Library Student Worker Handbook



Curriculum Support - Customer Service – Collaboration – Curiosity

“Only librarians like to search, Everyone else likes to find.”
—Roy Tennant

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Introduction

As an academic library, the Barton Library relies greatly on its Student Workers to assist with many tasks. They are an important part of our staff. Taking a position in a professional environment such as the Library requires the practice of good time management and the commitment to maintain a regular work schedule. While you are a student first and foremost, you are also a College employee and need to respect your responsibilities in that role.

Student Workers are subject to the same expectations of ethical behavior, work attendance, customer service, productivity and teamwork, and job proficiency as that of full-time staff members. This Student Workers Handbook is intended to be a supplement to the Professional Employee Handbook for students employed by the Library.

New Student Worker Orientation Period

During the first month of employment, Student Workers will undergo an orientation/training process where they are introduced to the Library, commence an overview of the policies and procedures contained within the Employee Handbook, and receive on-the-job training to acquaint them with their new duties and responsibilities. During the orientation process, you will review the information referenced in the Orientation Checklist below. The new Student Worker shall receive training for each item followed by a detailed review and discussion.

Student Workers should inform the Director of their particular learning style: oral, visual, etc. The Director will attempt to make accommodations in order to achieve the best possible orientation and instruction outcome. Orientation will be reviewed during bi-weekly meetings with the Director. You will also be completing an orientation survey. This is a document the Director will use to address areas for which you may need more information.

Note: The Director has an open-door policy. Feel free to ask questions during and after your orientation, especially during your first shifts.

Important: You will not start any specific task or project as it relates to your position until you are ready and feel comfortable and confident to proceed. The Employee Handbook and the Student Workers Handbook are available on the [Library Resources for Employees](#) webpage. Other training materials can be found in the Library Staff folder => Barton Library Policies and Procedures folder.

Dress Code and Personal Appearance

- Due to their class schedules often being intertwined with work shifts, Student Workers may wear jeans or capris with lengths below the knee, provided they are not faded or worn, or have tears or holes.
- Similarly, Student Workers may wear button-down or polo-style shirts, blouses with sleeves and appropriate coverage, neat T-shirts, sweaters, or sweatshirts.
- Clean sneakers, loafers, boots, flats, and low-heel shoes are acceptable footwear.
- Student Workers are required to wear name tags and “Please interrupt me” buttons while clocked into work.

Schedules / Attendance / Tardiness

Work Schedule

- Each student worker is given the opportunity to discuss with the Director their class schedule, academic and athletic obligations, and any outside commitments that may affect availability.
- A Barton Library schedule is created each month, with adjustments being made to accommodate as much as possible a student worker's various obligations.

Your Shift

- Completing homework while clocked into work is not allowed. Student Workers are being paid by the College to do a specific job, and will need to learn how to balance competing commitments.
- Personal use of staff computers for homework or recreational internet browsing will not be tolerated.

Leave Requests

- Student Workers are allowed to request time off with a one-week notice.
 - **NOTE:** All requests for time-off or leaving early must be approved, in advance, by the Director.

Absences

IMPORTANT: The Library is a department that relies upon its employees to work their scheduled shifts.

- Unapproved late arrivals, early leaves, or absences will be documented.
- **Reminder:** Student Workers are responsible for informing the Director of their late arrival, need to leave early, or absence as these issues affect the proper staffing of the Library.
- More than two (2) occurrences of absence and three (3) occurrences of tardiness per semester are a cause of concern for the Director as this affects the proper staffing of the Library. The Director may need discuss this issue at a student worker's bi-weekly meeting.
- Absences without notification will result in disciplinary action. If a Student Worker is absent for three (3) consecutive days without notifying the Director of an inability to work, the Director will consider the Student Worker's absence as an abandonment of the position, and employment will be terminated.

Timesheets

- Student Workers must approve their timeclock entries in the TCP Student Worker Log-In at the end of their last shift of each week.

Serving Patrons

Professional Demeanor

- How does body language or tone of voice reflect a student worker as a person? As a professional? As a representative of the Library and the College?
 - These considerations do affect the Library's customer service in terms of patrons' level of comfort in approaching library employees for any reason and in seeing staff members as reliable sources for assistance.

- **Do:**
 - Adhere to the Library Employee and Student Workers Handbooks, and the Procedures Manuals.
 - Walk the floor and be more approachable to patrons.
 - Make eye contact and smile.
 - Provide welcoming greetings (“Hi, how are you doing today?”).
 - Use a patron’s name if you know it.
 - Acknowledge patrons if you are finishing a conversation or assisting another patron, and be observant of surroundings.
 - Ask patrons appropriate research questions to assist them in the correct manner. Do not give them an answer based upon your personal experience.
 - Do not simply provide patrons with the answer. We are trying to teach patrons information literacy, so demonstrate how they should accomplish their goal.
- **Do Not:**
 - Lean on the counter
 - Slouch on a chair
 - Prop your head up with arm or hand
 - Ignore patrons by looking away or continuing a conversation without the courtesy of acknowledging them, or hold extended conversations that are casual and/or non-library related.

Productivity

- The Circulation and Outreach Librarians will provide direct instruction and task/project assignments.
- The Circulation and Outreach Librarians will keep Student Workers on task and not socializing and visiting during their shift with friends, co-workers, etc.
- Student workers are assigned the completion of tasks and the overseeing of specified areas of responsibility.
- Student workers’ Tasks and Responsibilities is included at the end of the library’s handbook.
- Student Workers shall not do homework while on shift.

Teamwork

- Relationships between full-time Library staff and Student Workers.
 - Barton Library Staff is here to supervise and support, not to show favoritism.
 - Barton Library Staff will not provide meals/snacks to student workers on the clock shifts with personal funds.

Communication / Meetings

- Student Workers will attend individual bi-weekly meetings in the Director’s office (L-108), with an average duration of 15 to 30 minutes.

Professional Development

- The Student Worker program is partially designed to teach essential skills that will aid in future personal and professional endeavors.

- All Library employees are given an opportunity to grow as an individual and an employee through the implementation of a Professional Development Plan.
 - Student Workers will be assigned a mandatory Professional Development Plan within the first month of employment.
 - The Plan will address specific topics such as self-management, and applied, interpersonal, and workforce skills.
- Student employment is an important segment of the higher educational experience. Supervisors can serve as references for students who seek scholarships, internships, or jobs following graduation from Barton Community College. Students who enthusiastically apply the skills learned in their Professional Development Plan will stand a greater chance of gaining that support.