Welcome to the Rentschler Library at Miami University. We have prepared a packet of information for you containing general guidelines job descriptions, and various forms and documentation that will be required of you during your employment with us. The circulation desk’s work is vital to the success of the Rentschler Library’s operations. We rely on the work of our student employees for us to fulfill our obligations to the University. You are an important asset to our office.

If you have any concerns about your job duties or work environment in the Circulation Desk area, please bring the matter to your immediate supervisor.

We are excited that you joined our staff.
GENERAL LIBRARY INFORMATION

Hours

The hours that Rentschler Library is open during the academic year are:

Sunday: 1:00 p.m. - 5:00 p.m.
Monday-Thursday: 8:00 a.m. – 9 p.m.
Friday: 8:00 a.m. – 5:00 p.m.
Saturday: 10:00 a.m. – 2:00 p.m.

The summer hours are:
Monday – Thursday: 8:00 a.m. – 9:00 p.m.
Friday: 8:00 a.m. – 12:00 p.m.
Saturday and Sunday: Closed

Work Schedule

You are assigned a certain number of hours per week and you are responsible for working these hours for the entire semester. In addition, you are responsible for organizing your study and activities around your work schedule. Exams, social and university events, and other personal activities are not considered emergencies and should be planned for in advance. Any changes in your work schedule must be approved in advance by your supervisor. If for any reason you cannot work a scheduled shift, it is your responsibility to get your shift covered. If must then let your supervisor know who is working your shift.

At the beginning of each semester work schedules are prepared. Schedules are not changed during the semester without the approval of the Circulation Supervisor. If you
must miss work because of an emergency, you need to call your Supervisor as soon as possible. The telephone number is 785-3179. If this number is not answered you must call 785-3235 and as for your supervisor and if they are not in you need to speak to a full-time staff member (not a student worker) and explain why you will not be in.

Three unexcused absences or excessive tardiness will result in termination.

If you are working more than 4 consecutive hours, you are allowed a 15 minute break. You need to schedule your break with your supervisor. In order to maintain adequate coverage at the circulation desk, only one student worker will be scheduled to take a break at a given time.

Attendance

Adhering to your work schedule and punctuality are important assets to any job. We depend on you and expect you to be here and ready to work for your scheduled hours. You are responsible for the schedule you set at the beginning of each semester. It is important to schedule your study and other activities around your work schedule. Exams, social events and other University and personal activities are not considered emergencies and should be planned for in advance.

Working During Exams

One of the requirements of your job is to work during finals week. There will be a special schedule posted, from which to choose times that are suitable to your final exams. Refusal to work during exams will make you ineligible to work the next semester.
Tardiness

- You must call in ADVANCE of your scheduled shift if you are going to be late or absent. Let your supervisor know why you are absent, or when to expect you if you are going to be late. Speak to your Supervisor if you are going to be more than 15 minutes late.

- Repeated tardiness is not permitted. If you are more than 15 minutes late three times in a semester you will be subject to disciplinary action, which could include termination.

- Excessive absences or Tardiness will result in disciplinary action.

- A show/no call is taken very seriously. One unexcused absence are grounds for dismissal.

As an employee, perfect attendance should always be your goal. If it is necessary to miss work, it is your responsibility to inform your supervisor as soon as possible. This is YOUR responsibility-do not ask your roommate or co-worker to relay the message.

Discipline

Your job at Rentschler Library is a “real” job. The Circulation department depends heavily on the student employees. Without you, the department cannot function smoothly. If you do not follow the rules and regulations outlined in this student manual and in other correspondences which may arise, Circulation Supervisor has no choice but to take disciplinary actions. These actions are outlined below:

Written Warning
Your Supervisor documents tardiness and absences and records the findings in the student employment records. Incidents and/or infractions will be communicated to you in writing.

Failure to meet the responsibilities of the job, as determined by the department, may result in a probationary status, which may lead to termination.

Also, two unexcused absences are grounds for immediate dismissal.

Termination

Although the circulation staff does not want this to happen to any employee, we can choose not to hire you for the next semester. You can be terminated for quantitative reasons (e.g., two unexcused absences, constantly requesting subs, poor job performance). You can also be subjected to termination or non-rehire for qualitative reasons (e.g., inadequate grasp of the job, not being service minded or not completing tasks given to you, or poor attitude when given an assignment).

Violation of certain University rules may lead to immediate termination, including, but not limited to the following:

1. Possession, use or being under the influence of alcohol or illegal drugs on the job.
2. Disobedience, insubordination, or unreasonable refusal to carry out department head’s instructions.
3. Stealing of University property or the property of another person.
4. Falsification of time reports including absence or overtime.
5. Failure to report for work without satisfactory explanation upon return.
6. Willful or continued disregard for University established safety procedures.
7. Willful destruction of University property or the property of others.
8. Any act of immoral conduct or poor citizenship which, in the opinion of the University, may cast unfavorable opinion on the University.

Resolving Work-related Problems or Concerns

If you have difficulty learning your job, following procedures, are consistently late or absent, your supervisor will discuss the problem with you to see if things can be worked out. Please relay to the circulation supervisor any questions about your job for further clarification or explanation. If you would like additional training, please ask and we will schedule time for this. Continued unacceptable behavior or performance will lead to dismissal if satisfactory improvement is not demonstrated in a reasonable length of time. At times, the position as student assistant in the Circulation Department can be challenging. Occasionally, personnel conflicts can result from outside pressures on students and supervisors. If you find yourself in this predicament, please contact your supervisor. Also, it is the responsibility of the supervisor to notify you of any dissatisfaction with your job performance, to initiate a conference to discuss the situation with you, and to record the problem and results. Furthermore, if you find yourself in the position of not wanting to keep your student position, please tell your supervisor, so arrangements can be made to hire a new student employee.

Payroll Information

KRONOS

You are responsible for clocking in every time you report to work. You must clock in when you arrive and clock out when you leave. No one is to clock in or out for another
employee. Do not abuse this policy. Falsification of your timesheet may be a cause for
dismissal. Be sure to approve Kronos. If Kronos is not approved, you will not be paid.

Payroll

Payroll runs in two-week increments. You will receive payment every two weeks
according to the pay schedule. If you have any questions regarding your paycheck,
please address them to your supervisor.

Kronos/Checks

All student workers are added to Kronos after the paper work is completed. A student
cannot work until these forms are completed as student must use Kronos to record
working time in order to get paid. (Kronos is located out front at circulation). If you
forget to swipe in or out, let your supervisor know ASAP. Kronos is submitted to the
Payroll Department every other Friday.

Rest Breaks and Meal Breaks

During each work period of at least four consecutive hours, students are permitted to take
one break, the same privilege is customary for other staff in the department. The
supervisor will determine appropriate times and conditions of break periods, generally no
more than 15 minutes. Breaks may not be accumulated, forfeited, or used in any way to
shorten your shift, nor may they be authorized to make up for late arrival or early
departure. It is not necessary to clock out during such breaks. Students are permitted to
take a meal break of at least 30 minutes during work shifts of at least five hours in length.
Meal periods will be scheduled by the supervisor. Students are expected to clock out
during meal break.
Food

No food or drinks are allowed at the circulation desk. The Library has a refrigerator for your use while you are working. If you need a drink or snack, you need to go to the back area of circulation. DO NOT take anything out of the refrigerator that does not belong to you.

Communication

Communication is an important part of the operation of any organization. Here in the library, we try to keep these lines open.

- Make sure that we have your current e-mail and phone number.
- Check and read your e-mail frequently for changes or news from the department.
- Ask questions about any library information you are unsure of.

Computer Use

The library circulation computers and laptops are for LIBRARY WORK USE ONLY. You may not use them to do any personal school work or social work, or e-mail. Internet browsing is not permitted. Do not change settings on any computers. If you must check your e-mail, do it on your break on the public computers.

Confidentiality

As part of your job in the Circulation Department, you will be working with Patron records. All information in these records is CONFIDENTIAL. It is very important for
ethical, moral and legal reasons that we protect the privacy of any persons using library materials. You may not share patron information with anyone but that patron.

- Do not give out patron names, address or phone numbers.
- Do not give out employee home addresses or phone numbers.
- Do not give out student employee’s work or class schedules.
- NEVER reveal who has an item checked out. You may only tell when it is due.
- Fine information may be told only to the person owing the fine.
- If answering questions on the phone, request the person’s plus number, and ask their name for verification before answering questions.
- Never reveal how the library security system works.

**Telephone Etiquette**

Answer all phone calls “Rentschler Library Circulation. This is your name. How may I help you?” There is a list of phone extensions in a tray next to the Circulation Desk phone, you can transfer calls if necessary. Remember to treat all callers courteously and to seriously try to find answers to their questions. Answer only circulation related questions, not reference. For example, if someone wants to know if we have a book, transfer them to the Reference Desk. Ask any staff member to help you if you don’t understand what the person wants or you don’t know the answer. Telephone communication can be more crucial than face-to-face interaction. Your voice and attitude are your tools for enhancing phone conversations. Pay attention to your enunciation, courtesy, audibility, friendliness, pitch, and rate of speech. Have a positive mental attitude that makes the caller realize you are willing to help.
Personal Telephone Calls

The telephone at the circulation desk must remain open for incoming calls. This is the main line into the Library and cannot be used for personal calls. If you need to make a personal or emergency telephone call, please ask your supervisor. They will arrange for you to use a telephone away from the circulation desk. Personal phones (cell phones) are not allowed to be used while working. Do not allow patrons to use the telephones. A payphone is located inside the doors on the 1st floor of Schwarm Hall.

Circulation Desk Coverage

Your main job as a student worker is to provide service to all library users. When working at the circulation desk, you represent the university and the library. You need to be courteous and attentive to all library users. Common courtesy requires that when someone approaches the desk, you stop what you are doing, look directly at the person, smile, and speak immediately to her/him. When you greet a patron, you should always say “May I help you?” Take the extra step when helping someone. If you cannot answer the question, find someone who can. Also, do not ignore patrons or treat them rudely. Providing good service to our patrons involves imparting a courteous, respectful, helpful attitude and commitment to help. The staff at circulation depends on you to promote good public relations by projecting a favorable image.

Public Service Attitude

Providing good public service involves conveying a courteous, respectful, helpful attitude and a commitment to help patrons wherever you may be working in the library. If
someone looks puzzled, offer to help. If you don’t know the answer, or are not sure, find someone who can help. Remember, you represent the University Libraries to the public, and your friendly, caring attitude is what counts. We depend on you to promote good public relations by projecting a favorable image.

CIRCULATION DESK PROCEDURES

Circulation Tasks

When working the circulation desk, the student is expected to check library materials in and out, maintain his/her post and perform other duties assigned. DO NOT LEAVE THE DESK FOR ANY REASON WITHOUT THE SUPERVISOR KNOWING WHERE YOU ARE GOING. Incoming calls for Library staff should be transferred directly to their offices.

The student assistant should not attempt to provide reference service. Library reference service is a good deal more intricate and subtle than it appears to be on the surface. It involves more than simply answering a question for a patron needing a book. It involves retrieving something, assisting on the online catalog, instructing a student how to use periodical indexes and abstracts, etc.

Examples:

Questions from Patrons

*In Person:*

Patrons will generally ask two types of questions:

A. **Directions or Information:**
   “Where can I find the Copier?”
   “I have just moved to Hamilton, and I want to know if I can use this library even though I am not a student.”
   “How long do you keep back issues of the *Wall Street Journal*?”
Answer these types of questions to the best of your ability, or refer the question to a librarian if you are in doubt.

B. Reference Questions:
“Can't find any information in ALICE about guns.”
“I have to answer this list of questions for an art class. Where are your art books?”
“My teacher told me to use magazine references in my paper, but I don’t know how to find the articles about my topic.”
“Do you have books about mainstreaming in the classroom?”

Always refer this type of question to a librarian, even if you think you know the answer. There are many ways to approach a reference project and we wish to provide every patron with all the possible alternatives available to them. This involves conducting the reference interview which must be done by trained full-time staff members. When in doubt, refer the question to the full-time staff member.

Over the Phone:

If the caller wants to know if we have a particular book in our collection, ask him/her to wait while you check the computer system for the title. (If patron cannot wait that long, take their name and phone number and call them back with the answer.” If you have enough time, it is helpful to write down the call number and check the stacks to see if the book is available and tell the caller you can place the book on the hold shelf, in his/her name, for 3 days.

Dress Code

Although we live in an era where many different forms of dress are socially acceptable, not all are appropriate for the workplace. We would like our student employees to dress casually, but appropriately.

Jeans, Bermuda shorts, sandals and other casual clothes are permitted providing the clothes are clean and free from holes and excessive wear. Short-shorts, mini-skirts, bare feet, low-riding slacks with “barely there” tops (tanks, midriffs, spaghetti straps, strapless, halter tops and sundresses), and caps, hats or bandannas are not permitted.

Shoes must be worn at all times, even when you are behind the desk.
The dress code will begin Monday, November 21, 2005. It will apply to all students working at Rentschler Library. If you report for work wearing inappropriate clothes, expect to be sent home to change. Two incidents of dress code violations will invoke disciplinary action that may bring about termination. All students must wear their name badge while working in the library. DO NOT WEAR SOMEONE ELSE’S NAME BADGE.

Note: The implementation of a dress code is not meant for punishment, but is for maintaining a more professional atmosphere. We appreciate your help in implementing this dress code.

**Job Performance**

All Student Library Workers are expected to follow basic work policies that include the following guidelines:

1. Report for work at scheduled times. Be on time!
2. Begin to work after you clock in.
3. Avoid visiting with friends at the circulation desk. Tell them you are working and will talk later. Remember – only employees are permitted behind the desk.
4. Be aware of what is happening in the area where you are working. Ask if there is something you may be able to help with.
5.