

SWEM LIBRARY STUDENT EMPLOYEE HANDBOOK



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I welcome you as a new student employee of Swem Library!

You are an important part of what makes Swem work. We rely on your help to keep our books shelved, our doors open, the service desks staffed, the books processed and sent to the shelves, the Media Center jumping, and our office operations running smoothly.

We also hope that through your work in Swem you will learn a bit more about how the library operates and be able to apply that knowledge to your academic program. Our staff is very willing to give of their knowledge to enhance your experience as a student.

And please let us know how you think we are doing. Give us your suggestions of how to improve.

Thanks for choosing Swem Library for your campus employment.

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Dean of University Libraries**

Swem Library Mission and Purpose

Earl Gregg Swem Library actively participates in the teaching and research missions of the College of William and Mary by providing services, collections, staff and facilities that enrich and inform the educational experience, and promote a lifelong commitment to learning.

To ensure that all of our library patrons have full access to these resources, the library provides an environment conducive to research and study.

Purpose of Manual

The general guidelines in this manual are intended to give you an understanding of the expectations placed on student assistants at Swem Library. Individual departments may have additional policies and guidelines that are not addressed in this manual.

Commitment

We realize that our student employees are students first and employees second. However, we expect a high level of commitment to your position while on duty at Swem. While most departments will allow some flexibility, it is your responsibility to balance your work schedule with school activities.

ELIGIBILITY AND HOURS

The following eligibility guidelines must be met:

- Employees must be full-time students at W&M
- During the Fall and Spring semesters, students must be enrolled full-time
- During the summer, students must be either enrolled full-time or must be planning to return in the fall semester
- Students who have graduated are not eligible to work past graduation
- A graduate student with a full-time assistantship is NOT eligible to work

Limitations on Hours

- Students are limited to 20 hours per week during the Fall and Spring semesters. Individual departments may have a minimum number of hours that assistants are required to work.
- During breaks, interims, and summers, students are allowed to work up to 40 hours per week, depending on the need of the individual departments.

Schedules and Attendance

Department supervisors will work with student assistants to agree upon a schedule for each semester. Flexibility and policies with scheduling will vary by departments but in general, all students are expected to:

- Arrive promptly for shifts
- In the case of an absence due to emergency or illness, notify the supervisor as soon as possible.

Most departments require student assistants to work during exam periods and on certain holidays when the library is open. Contact your supervisor for specific policies for your department.

Probationary Period

During the first 30 days of employment, students are employed on a probationary basis. This is a trial period during which the department and the employee learn whether the employee is suited

for the job. During this probationary period, the employment may be terminated at the employer's discretion.

Training

Training for your position will be paid at your regular hourly wage rate. This includes both training at the beginning of your employment and training during employment.

ACTIVE EMPLOYMENT

Timesheets

Student assistants are paid twice monthly. Student timesheets can be accessed using Banner *myWM*. Your supervisor will instruct you on how to record your time using this online timesheet.

- You should enter the number of hours that you work on the Banner timesheet each day.
- It is your responsibility to record your hours correctly and submit your timesheet by the deadline in order to be paid.

Due to processing time, newly hired employees will often have to wait up to a month before a timesheet is available for them. Do not expect the first paycheck until at least six weeks after beginning your employment.

Breaks

You are entitled to paid rest breaks as part of your regular schedule, but meal breaks are unpaid. Break time is allotted accordingly:

- For 4 or more consecutive hours of work time = 15 minute break
- For 6 or more consecutive hours of work time = 15 minute break in addition to a required unpaid meal break of thirty minutes
- For 8 consecutive hours of work time = two 15 minute breaks and an unpaid meal break of 30 minutes

Lounge Privileges

The Swem Library Staff Lounge is available for employees of Swem Library and its branches, and Swem custodial staff, to take breaks and have meals. Student employees of Swem Library may use the Staff Lounge during their working hours. Snack machines, refrigerator, microwave oven, tables and chairs, and other supplies are provided. A drink vending machine is located by the new loading dock entrance around the corner from the lounge.

Visitors

Student Assistants should avoid having people visit them during working hours. If you need to speak with a visitor during your work period, please notify your supervisor and leave your work area.

Computers, Equipment

Library office/work area computers, printers, telephones, faxes, copiers, and other office equipment are for business use only. Use the public equipment for personal use.

Access Codes and Passwords

Depending on job responsibilities, student assistants may be given special codes or passwords to access building areas, equipment, and software. Sharing or other inappropriate use of these codes is strictly prohibited and is grounds for immediate dismissal. Student Assistants are held to the same standard as all patrons and are afforded no special privileges; for instance all

Student Assistants should enter and leave work through the front entrance, and wait at the Circulation desk to check-out materials.

Performance Evaluations

Each Student Assistant will be evaluated by their supervisor annually. Criteria may vary by department. See the SAMPLE evaluation form included in this manual.

Remember that you are representing the Library while on duty.

Misconduct or failure to adhere to Library policies or instructions could result in termination of your employment. Your supervisor will advise you if your work behavior is not meeting expectations. This advice could be in the form of a verbal or written warning. Failure to correct the problem could result in termination of employment. Some examples of misconduct:

- Showing up repeatedly late for your scheduled shift
- Missing work completely
- Failure to notify your supervisor if you will not be working
- Not fulfilling duties as assigned

In some extreme cases, certain behavior may warrant immediate termination. The Library bases all termination decisions on the circumstances and severity of the situation.

Raises

Swem student employees who have worked at least two full semesters (i.e. Fall and/or Spring) and received a satisfactory evaluation are eligible for an annual pay raise (budget permitting). Semesters are considered full if the student has worked a regular schedule for at least 12 weeks of the Fall/Spring semesters or a regular schedule for both summer sessions.

Continuation of Employment

Continuation of employment (i.e. from semester to semester) is never guaranteed. Continuation will be assessed on the following factors:

1. Student work performance
2. Availability of funds
3. Need for staffing hours

Resignation and Post Employment

Student Assistants ending their employment before graduation should give two weeks notice if possible and provide a short resignation letter (See sample letter included in this manual). This allows the library to remove the student from any mailing lists and payroll rosters.

Before terminating employment Student Assistants should fill out the "Post-Employment Recommendation/Reference Status" form. This form gives us permission to give-out reference and/or recommendation information about you to potential employers. Swem will keep this on file.

CONFIDENTIALITY

The Swem Library maintains the confidentiality of all library records and of all other information relating to an individual's use of the library's resources and services.

Refer to the Swem website for the official library-wide confidentiality policy www.swem.confidentiality Also check with your department supervisor for any policies that are specific to your department.

SAFETY & SECURITY

Please report any job-related injuries to your supervisor immediately. Call 911 for emergencies and then notify a supervisor so the proper paperwork can be completed.

Unusual Occurrences

For any unusual occurrences within the library, contact a staff member or campus police immediately. Never put yourself in harm's way. Unusual occurrences may include:

- Suspicious person
- Disturbances
- Water leaks
- Broken windows or furniture
- Building concerns
- Disruptive/Abusive Patrons

William and Mary is a safe campus, but please take precautions when leaving the Library in the evenings. Walk in groups or call for the Campus Escort Service.

Sexual Harassment

For the purpose of College policy, sexual harassment is defined as unwelcome 1) sexual advances, or 2) requests for sexual favors, or 3) other behavior of a sexual nature.

If you feel that you have been sexually harassed on the job, please report this immediately to a supervisor. For more information refer to the Office of Sexual Assault Prevention – www.wm.edu/studentaffairs/osape .

Bias Reporting

If you feel that you have been a victim of biasness or discrimination due to race or ethnicity, please report this to a supervisor. For more information refer to the Multicultural Student Affairs homepage at: <http://www.wm.edu/multiculturalaffairs/index.php>

GENERAL LIBRARY CONDUCT POLICY

Library users should conduct themselves in a manner that preserves the rights of others, maintains the effective operations of the library, and protects library materials and property.

All library users are entitled to:

- courteous assistance from library staff
- access to library resources
- a quiet research and study environment
- a clean physical environment.

All library users have the obligation to:

- interact courteously with other users and library staff

- maintain a quiet research and study environment, free of noise, distractions, and other offensive interpersonal behavior. Please see the library's [Cell Phones Policy](#).
- preserve accessibility to library materials by:
 - providing appropriate IDs or library cards, as requested
 - checking out materials properly
 - returning materials on time and to the proper location
 - returning in-library materials to the proper location
 - responding promptly to all library notices
- keep library materials and property clean, unmarked, and intact
- maintain library computer systems by refraining from unauthorized accessing and altering of any library computer system, network computer program, or data
- abide by copyright laws and/or the College's policies on copyright
- maintain a clean environment by not smoking; by using only covered beverage containers; and by disposing of trash appropriately. Please see the library's [Food and Drink Policy](#).
- use only authorized areas of the library during library hours; exit the building when requested, such as during emergency situations or drills
- ensure the safety of all persons in the library by abstaining from activities inside or outside the library that would endanger others, including bringing unauthorized weapons, vehicles or equipment, animals, and other items onto library premises.

SAMPLE RESIGNATION LETTER

Date

Name

Your Phone Number

Your Email

Dear Mr./Ms. Last Name:

Please accept this letter as formal notification that I am leaving my position with the Swem Library XYZ department on X DATE.

Thank you for the opportunities you have provided me during my time with the department.

If I can be of any assistance during this transition, please let me know.

Sincerely,

Your Signature

Your Typed Name

Post-Employment Recommendation/Reference Status

For Swem Library Student Employees

Student's Name _____

Department of Employment _____

Check one of the following options:

_____ I permit Swem personnel to disclose recommendation/reference information regarding my employment at Swem Library, unless otherwise notified.

_____ I permit Swem personnel to disclose reference information only regarding my employment at Swem Library, unless otherwise notified.

_____ I permit only the following members of Swem personnel to disclose recommendation/reference information regarding my employment at Swem Library, unless otherwise notified.

Name _____

Name _____

Name _____

Name _____

Name _____

Note any additional names

_____ I do not permit Swem personnel to disclose any recommendation/reference information regarding my employment at Swem Library, unless otherwise notified.

Student Signature _____

Date _____

ACKNOWLEDGEMENT

I have received a copy of the **Swem Library Student Employee Handbook**. I have read and understand that by signing below, I agree to comply with the guidelines specified in this handbook.

Student Name:

Student Signature:

Date: