

Libraries Building Services & Inventory Student Assistants

EXPECTATIONS:

Customer Service: We expect that we will work together as a team to greet each customer (faculty, staff, team member, student, or guest) as they walk in our door and help them find what they need either in our department or other departments in the library. We expect that when a customer walks out our door that they feel they have been well serviced and leave with the information they were seeking.

Teamwork: We are a small team, so we expect that each of us will jump in to help make all the jobs we do run smoothly. You, as Student Assistants, are valued members of our team. We want our department to be known for its friendly, respectful, efficient, and knowledgeable staff.

Attitude: We expect that no matter what task you are given to do that your attitude be one of mutual respect and cooperation for all concerned. Tasks should be completed without complaint. Foul language will not be tolerated. We want you to be a major part of what we are doing together on behalf of those who come to the Library. We realize this may not be the most exciting of jobs but would like you to strive to always look at the positive in people and our work in general.

Responsibility: We expect that when you are given a task that you listen/read to all directions and you will follow them. If you aren't clear about the directions, please ask questions. We expect Student Assistants to fully complete the tasks given so that we don't have to go back and check to make sure that it is done and done correctly.

Respect: We expect that appropriate respect be shown in both speech and action toward all supervisors by all student assistants. We also expect that appropriate respect be shown between student assistants. If you feel there is an issue with this, please report to one of the supervisors.

Dress: We expect you to abide by the dress code in the Student Assistant Manual. You may wear shorts and t-shirts, if you choose, and a hat when sweeping outside, but hats may not be worn indoors. Badges must always be worn, whether on a lanyard or clip, on the upper body area.

OFFICE PROCEDURES:

Late/Absent: The goal is for each of us to be here ready to assist our customers on time. If you are going to be *late*, ***CALL THE BUILDING SERVICES NUMBER*** (806-742-2267) – ***NO EXCEPTIONS!*** If you cannot reach anyone when you call this number, please ***LEAVE A MESSAGE***. This inbox is checked regularly.

If you are going to be *absent* for an unplanned reason, please let us know ***before your shift starts***, preferably by ***CALLING THE BUILDING SERVICES NUMBER OR BY EMAILING THE LBSI INBOX*** (libraries.lbsi@ttu.edu). If you choose to email you ***MUST*** send your email ***before your***

shift starts. Please include **the reason you cannot make your shift** as well as **when you expect to return to work.**

We encourage you NOT to come to work sick so you do not potentially expose other members of the department. If you appear sick and might be contagious, you will be asked to go home and/or visit the Wellness Center. If you are absent due to sickness for 2 or more consecutive days, you must provide a doctor's note.

Messages through When I Work are unreliable and NOT considered an acceptable form of notice of absence. If you choose to email the LBSI Inbox and have not received a response by the beginning of your shift, you must call the office to be sure that your message has been received. If you are contacted by the office on a day you were scheduled to work and fail to respond by the end of business, it will be considered a no call/no show (unexcused absence).

SCHEDULES:

Weekly Work Schedule: Your work schedule is based on 1) your class schedule and 2) the hours this department is required to work (Monday-Friday, 8AM-7PM). You have been set up in our scheduling system, When I Work, and you can access it from any computer or phone. It is your responsibility to check your schedule regularly and be at work when you are expected. We now require each Student Assistant to confirm their schedule in WIW each week. Schedules will be posted each Wednesday for the following week and must be confirmed by 4PM Fridays.

Lunch: If you are scheduled for 6 or more hours a day, you are ***required*** to take a 30-minute break, off the clock. We will schedule these "lunch breaks" and post them on When I Work.

Breaks: If you need 5-10 minutes to sit down/rest, let one of the supervisors know and we will work this out. Please **do not** sit down as you are doing tasks around the Library as it reflects poorly on our department. This action goes against our expectations and you will receive a corrective action which could lead to termination. If you need more than a 5-10-minute break, it must be taken off the clock as detailed below.

If you work a 4-hour shift, you are ***entitled*** to a 15-minute break, off the clock. Please speak to one of the supervisors for approval. This is when you can get a snack or coffee to eat/drink. You may not sit and eat/drink or take your snack with you as you work around the library. Please do not clock in and then go get a snack.

Time Off: We expect you to request time off through When I Work **at least 48 hours in advance of that day/shift.** We are a small department, and it is difficult to have even one person gone on short notice when schedules have been published. Please note that every request **may not be approved** due to scheduling conflicts. Requests made less than 48 hours in advance **will not be approved.**

Change of Schedule: If you have a permanent change of schedule due to a class change or another ongoing conflict, please fill out the Schedule for Semester Form on the LBSI website. **DO NOT request any changes of schedule by email, phone call, or in person.**

• **DO NOT** email/call to change your schedule or request time off over a weekend for the following workday. Supervisors do not check email over the weekend and the schedule for the following week is set on Fridays by 4PM.

- If you request time off and want to make it up in the same week (providing you have time with your class schedule), include this on the same request.

- **If the Library Is Closed Due to A Holiday:** The Library Holidays are posted in When I Work so that you can plan accordingly. If you are able to make up for the time that you will lose due to the holiday, you may request a change to your schedule by adding hours.

- **If the Library Is Closed Unexpectedly:** If the Library closes unexpectedly (due to weather, etc.) and you lose hours, we will try to work those in around your class schedule so you can make them up (should you want to).

- Any hours to make up must be completed within the same week of the original requested time off.

- The 48-hour rule does not apply in Emergency situations such as being sick, car break-down, death in family, family issues, etc. However, communication in these situations is critical for approval.

CELL PHONES/HEADPHONES:

Cell phones must be silenced and turned in during your shift. You are welcome to check your phone **briefly** between tasks. Should you need to use your cell phone for any reason you must request a break from a supervisor. If you need to use your cell phone for more than 3 minutes, you will need to clock out.

No headphones of any kind should be used while on shift. Headphones interfere with communication between members of our team and hinder you from being able to complete your tasks.

If you are seen using a cell phone or headphones during your shift without permission, the following consequences will be enforced (depending on any other corrective actions already in place):

- First offense: formal written notice
- Second offense: dismissal

COMMUNICATION:

We expect you to communicate openly and honestly with us and all the members of our team. We have an open-door policy and want you to have the freedom to talk to us about any issue you may have at any time. If there is an issue, let's work it out together, early on, before it becomes more of a problem. We will encourage and support you within the bounds that we are able to do so.

Thank You!

The Staff of Libraries Building Services & Inventory thanks you in advance for your hard work. The good job you do is very valuable to us, and we are grateful!