STUDENT ASSISTANT POLICIES AND PROCEDURES

Introduction

These policies and procedures have been prepared to assist you as a student employee of the University Libraries. Please read them carefully and keep for future reference.

As a student assistant, you are a very important member of the library staff. The tasks that you will perform are critical to the efficient and successful operation of the University Libraries and we want you to enjoy your work with us.

Our goal is to provide the very best possible customer service and access to materials. We count on our student assistants to be reliable, efficient, and willing to proceed on their own with limited supervision. Student Assistants are frequently the first point of contact patrons have with the library system. Whether at a service desk, on the phone, or performing other tasks, YOUR contributions are important and appreciated.

We hope you will use your time with us as an opportunity to learn and develop transferable work skills that will help you in your current library employment and in your future career. Your supervisor should help you develop successful work habits, responsibility for tasks you are given, and pride in accomplishment.

YOU make a difference! You have the obligation to do the best job you can possibly do. We look forward to having you on the library staff during your career at WSU and hope you will find the work challenging and satisfying. We have a lot to offer you, and we know you have a lot to offer us. By working together we can help ensure superior library services.

Customer Service Attitude

Providing good customer service involves conveying a courteous, respectful, helpful attitude and a commitment to help patrons wherever you may be working in the library system. 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.

Behavior Guidelines

We depend on you to promote good public relations by projecting a favorable image of the Libraries and the University. In order to provide the best service to our patrons, please keep in mind the following:

- No swearing/no vulgar behavior
- Do not allow those who don’t work in the library into restricted areas
- Visits with friends during scheduled work time should brief and rare
  - No more than 2-3 minutes
  - And ONLY if there are no patrons needing your attention
- No gum chewing
- No slouching
- No food (including coffee)
- No incoming/outgoing personal phone calls
- No reading personal email until you have checked with a supervisor to determine if there is anything that needs to be done
- No musical devices, radios or headphones of any kind may be used at any public service point during working hours. Consult your supervisor for specific direction.

**Dress Code**

The Wayne State University Library system conduct and appearance guidelines state: "each Library system employee represents the University to every patron, student, faculty, and staff member with whom he or she has contact. Appropriate apparel, good grooming, and cleanliness, as well as professional conduct and courtesy, are required of all library system employees."

- Attire should be neat, clean, and presentable.
- Gym shorts, bicycle shorts, cutoffs, and short shorts are not acceptable.
- Tank tops, thin "see-through" T-shirts, halters and tube tops are not permitted.
- Hats may not be worn while on duty.
- Shoes must be worn one on duty.
- Good personal hygiene is essential.

The above items are not intended as a complete list. Supervisors may ask students to go home and change (students will not be paid for the time lost) if the image they present is not in keeping with the goals of University Libraries. Exceptions may be requested for religious or cultural reasons. Please speak to your supervisor to make such arrangements. These are general guidelines and some units, such as Media Services, Shipping and Receiving, etc. may have additional dress requirements based upon the operational needs of the department. Students are expected to understand and comply with the established dress code within their individual work unit.

**Hiring Forms**

All Hiring forms in your pre-employment folder must be completed prior to placement on the University payroll. **You must sign and date all Hiring forms.**

**International Students**

International students must (i) acquire a social security number, (ii) acquire the OISS Clearance for Non-Immigrant Employee Form from the Library System Human Resources Office (3rd floor 3100 UGL) for submittal to the Office of International Students & Scholars (4th floor Suite 416 Welcome Center). International students will not be placed on the University payroll until each of these steps has been completed.

**First Pay**

You may expect to receive your first paycheck approximately four to six weeks from the date of hire. If you are a non-citizen, you will receive your first paycheck within four to eight weeks from date of hire. Your supervisor will tell you where you may pick up your paycheck.

**Work Schedule**
Your supervisor will post your work schedule. You will be assigned a certain number of hours per week. You are expected to be responsible for working those hours. Your supervisor will explain specific policies and procedures should you need to change your schedule. Any changes in work schedules must have the prior approval of your supervisor.

It is important to organize your studying and other activities around your work schedule. Foreseen events such as exams, homework deadlines, social events, and other University and personal activities are not considered emergencies and should be planned for in advance. Student assistants are paid only for hours worked. Student employees are not paid vacation, holiday, jury duty, or sick pay, nor are they eligible for leaves of absence. Any lost time generally cannot be made up.

**Breaks and Lunch/Dinner**

Students who work four hours continuous must be given 15 minute paid break. Do not punch out during breaks. Students who work six continuous hours or more must be provided a half-hour unpaid lunch/dinner breaks. You must punch out for lunch/dinner breaks. Lunch/Dinner and breaks must be scheduled and taken with the approval of your supervisor.

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.

Breaks and lunch must be taken away from your assigned work area. There is no eating, drinking, or smoking allowed in any public service area. Students assistants may use the staff lounge located within each building for rest periods and lunch breaks. Ask your supervisor for the location of the staff lounge in your building. The facilities of the staff lounge are accessible to full-time staff members and student assistants **ONLY**. Notify your supervisor when you leave for break or lunch, and upon your return. You are expected to leave and return on time from breaks and lunch.

**Absences**

You are expected to work your scheduled hours and to report for work **on time**. If you are not able to report for work due to illness or other emergencies:

- Give as much notice as possible, at least within one hour of your starting time. If you know at 8:00 am that you are ill, and are scheduled to work at 3:00 pm, call at 8:00 am!
- You are expected to make every effort to speak directly with your supervisor when you will be late or absent. **DO NOT LEAVE VOICEMAIL!** Speak to your supervisor or hears/her designee personally! You will be given your supervisor’s name and telephone number on your first day of employment.

Lost time generally cannot be made up. A pattern of unexcused tardiness, absence without notice and/or three (3) consecutive unexcused absences may result in dismissal.

**Time Off**

When emergencies do arise, arrange for time off by locating another student who is available and willing to switch shifts with you. **THEN** obtain approval of your supervisor **in advance**.

**Off-Semester**

Student assistants may declare one academic term of each academic year as an off-semester, during which they may work up to 40 hours per week. Student assistants may or may not be enrolled during off-
semester. College work-study students must be continuously enrolled for a minimum of six (6) credit hours, for Undergraduate students, and four (4) for Graduate students. The student's supervisor must approve additional hours of work to be performed during "Off-Semester" beforehand. A Declaration of Off-Semester form must signed by both the student and supervisor and submitted to Career Planning and Placement Services within two weeks after the beginning of the term. A student is not eligible to declare an off-semester prior to taking classes at the University.

International students who qualify to work full-time must take classes for two semesters before they are allowed to declare an off-semester. International students must contact the Office of International Students and Scholars and must have written authorization for Off-Semester during Fall and Winter semesters.

**Evaluations and Pay Increases**

Your work performance will be evaluated in writing bi-annually. When the University approves merit pay increases for student assistants, such increases will be based upon evaluation.

**Resignation**

Students asked requested to provide their immediate supervisor with a minimum of one week written notice in advance of their resignation.

**Resolving Work-related Problems or Concerns**

Some students have difficulty learning or performing their job, following procedures, or are consistently late or absent. In such cases your supervisor will discuss the problem with you to see if things can be worked out further. If additional explanation or training is needed, this will be provided. It is the responsibility of the supervisor to notify the student of any dissatisfaction with the students’ job performance, to initiate a conference to discuss the situation with the student, and to record the problem and results. However, continued tardiness, absence, unacceptable behavior or performance may lead to dismissal if satisfactory improvement is not demonstrated in a reasonable length of time as determined by the supervisor. If you find you simply do not want to keep the position, we prefer you tell us so we can make arrangements to fill your position.

**Reasons for possible dismissal include, but are not limited to:**

- inability to perform the job to the supervisor’s standards
- chronic or excessive tardiness
- revealing information about what books or materials a patron has checked out to another patron
- poor work habits
- unauthorized or inappropriate use of library materials, computer accounts, supplies and/or facilities
- unauthorized loading/downloading of software onto library computers
- discourteous treatment of the public, students, or other employees
- racial, ethnic, cultural, or religious intolerance
- sexual harassment
- use of abusive/offensive language
- repeated failure to comply with department or University Libraries policies and procedures or to follow instructions of supervisor
Termination without warning

Termination without warning, without probation, or during a period of probation is allowed for:

- grossly poor work performance
- grossly poor work attendance
- Improper conduct (i.e. theft, physical abuse of others, falsification of records)

Safety and Security

Student assistants, staff members and cadets are encouraged to review the safety tips provided by Wayne State University police. [http://www.police.wayne.edu/safetytips.html](http://www.police.wayne.edu/safetytips.html).

Student assistants, staff members or cadets may call Public Safety (577-2222) at any time they feel unsafe. If you are at a public access desk, simply excuse yourself politely and make the call out of sight of the patron. You do not need permission from a supervisor.

If you see a patron going out the door with a piece of equipment, ask for their name and ask where they are taking equipment. Library Computing and Media Services staff all wear identification when moving equipment. Ask to see it. Call Public Safety (577-2222) if necessary.