University of Kansas Libraries – User Services

ACKNOWLEDGEMENT OF EXPECTATIONS FOR STUDENT EMPLOYEES

Student: ________________________________  Department: ____________________

One of the goals of the KU Libraries is to create a sense of community by providing a welcoming, inviting environment for our customers and staff. To do so, it is necessary to provide customer service that is both timely and confidential and to develop well-trained, knowledgeable, courteous, and professional student assistants. After reading the following summary of student expectations, ask your supervisor any questions you may have; then sign and date the document below. The signed document will be retained on file as a reminder that you have been made aware of the expectations placed upon you as a student employee in the University of Kansas Libraries.

Requirements for Continuing Library Employment

- Enroll in 6 hours for the current semester (except during the summer session when current enrollment or enrollment for the preceding spring semester is required).
- Work a minimum of 10 hours per week while classes are in session unless other arrangements have been made with the supervisor.
- Provide schedule of classes and other regular commitments in order to establish work schedules.
- Provide a phone number (connected to an answering machine or voicemail) and email address from which you will regularly review library-related messages.
- Demonstrate flexibility in establishing the work schedule, and in helping to cover shifts for other students in the department.
- Maintain a regular work schedule, usually consisting of a combination of daytime, evening and weekend hours, through the end of the finals for the current semester.
- Demonstrate ability to maintain effective working relationships with library users, co-workers, supervisors, and other library staff.
- Accomplish satisfactory or better performance of the expectations outlined below.

Work Performance Expectations

- Represent the Libraries to users and visitors in a courteous and helpful manner.
- Develop the knowledge, skills, and competency required to provide excellent public service.
- Be attentive to library users and always take the initiative to provide assistance.
- Learn to interact effectively with the user to discover what s/he needs.
- Make effective referrals; consult with co-workers and colleagues for assistance when necessary to ensure the user received the service needed.
- Maintain privacy of the library users’ interactions with you and adhere to the Libraries’ confidentiality policies.
- Show dedication and enthusiasm in completing your responsibilities.

Attendance Expectations

- Arrive for work on time. If you will be late, call your supervisor before the shift begins. If you do not actually speak to your supervisor and choose to leave a message, call the desk as well to let whoever is working know that you will be late.
- Attend training sessions and staff meetings as required by supervisors.
- Find a substitute and/or notify your supervisor for all shifts you are unable to work, and inform your supervisor of the change prior to the beginning of the shift.
- Speak directly with your supervisor if no substitute can be found. Leave a voice message on his/her work phone if you are unable to reach the supervisor directly. Failure to notify your supervisor and/or to find a substitute will be considered an unexcused absence.
- Do not leave the worksite before your shift has ended. Leaving early without a supervisor’s permission counts as an unexcused absence.
- Two unexcused absences on record will initiate a disciplinary process that may result in termination.
- For each four hour shift worked, a 10-15 minute paid break is allowed. For each 8 hour shift worked, a 30 minute unpaid break is required.

**Conduct Expectations (applies during nights and weekends as well as daytime shifts)**

- Adhere to University and library-wide policies and procedures.
- Consume food and drink only in a designated area, not in a public service area. Food and drink deliveries are not allowed at public service desks.
- Check with a co-worker and/or supervisor and leave the public service desk before taking a break.
- Do not use departmental computers, office phone, fax machine, or photocopier for personal work without the permission of the supervisor.
- Do not download any software programs or active programs (e.g., .exe files) onto departmental computers. Do not save personal documents to departmental computers.
- Turn off and store away personal cell phones, laptops, PDAs, MP3 players, headphones, etc. while on desk duty. If you have an emergency situation where you must take a personal phone call, ask the desk supervisor for permission and take call away from the Service Desk area.
- Be prepared to work. If you are clocked in to work, you are expected to be working. If you are not clocked in, you are not allowed behind the service desk and should not be hanging out at the desk or in adjacent work areas.
- Avoid behaviors that interfere with helping library users and getting appropriate work done. Examples include but are not limited to: talking with friends while working.
- Do not share access codes, such as door or building entry numbers, or keys assigned for building access. Immediately report any losses or breaches in security to your supervisor. Turn in any keys at the end of an assignment or at the end of employment. You will be billed for replacement of unreturned keys, and if necessary for the re-keying of the library.
- No hats may be worn at the Service Desk (with the exception of religious attire). No clothing with offensive language or images may be worn at the Service Desk.
- A normal talking voice is acceptable when conversing with co-workers. No loud conversations that may disrupt patrons.
- Regarding homework: Homework may be done as long as all library related work is complete and with permission from the supervisor. Only homework involving a small amount of materials will be permitted. Several notebooks/books spread out on the counter is not acceptable.
- Regarding the use of the internet: Internet use for work or academic purposes is allowed. No games, instant messaging, social networking sites, etc. Using email is allowed as long as it is not interfering with service to library users. All internet use is only allowed when all library related work has been completed and there are no patrons needing service. Always check with the supervisor if you are unsure about acceptable internet use.

I acknowledge that I have read and agree to abide by the expectations outlined on this list. I understand that failure to honor these expectations may be grounds for termination of employment.

Student Signature: ___________________________________________ Date: __________

Supervisor Signature: _________________________________________ Date: __________

8/4/2011