

# UAB LIBRARIES

## Student Employee Handbook





Knowledge that will change your world

## Student Employee Handbook

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# **UAB Libraries**

## **VISION • MISSION • VALUES STATEMENTS**

### **VISION**

Serving as the intellectual and interdisciplinary epicenter of campus, UAB Libraries will become a model 21<sup>st</sup> century library system and innovative leader in providing the scholarly resources required to make the University of Alabama at Birmingham a first choice for education and health care.

### **MISSION**

UAB Libraries provide access to an array of rich and diverse scholarly resources that inform intellectual, cultural, social, and economic transformation, as well as the essential expertise to support excellence in education, research, patient care, and community outreach that collectively advance the success and impact of the University of Alabama at Birmingham.

### **VALUES**

UAB Libraries are committed to excellence, collaboration, mutual respect, change and innovation, and diversity in people and ideas.

### **UAB Libraries Phone Numbers**

Dean's Administrative Office	205-934-6360
Lister Hill Library of the Health Sciences	205-934-2230
Lister Hill Library at University Hospital	205-934-2275
Mervyn H. Sterne Library	205-934-6364
Reynolds and Finley Historical Library	205-934-4475

This handbook provides a summary of student employment guidelines within UAB Libraries. Please read it carefully and familiarize yourself with these guidelines. The library department to which you have been assigned may have additional guidelines, which your supervisor will share with you. If you have any questions that are not answered here, please consult with your supervisor or contact the Library Administrative Office at 205-034-6360.

The University of Alabama at Birmingham is an Equal Opportunity/Affirmative Action Employer.

## Welcome!

Speaking for the staff at UAB Libraries, I welcome you to our ranks. We are dedicated to meeting the information needs of our academic community through collaboration and innovation. Having worked in my undergraduate library as a student employee and subsequently as a library supervisor of student workers, I understand and empathize with your very significant role in our library system. It is my hope that your employment will provide a valuable learning experience while assisting us in fulfilling our mission. If I can be of assistance to you, please do not hesitate to contact me.

Best wishes for a highly successful collegiate career, both in the classroom and our Libraries.

John M. Meador, Jr.  
Dean of UAB Libraries



Dean Meador's Motto: *"Learn While You Earn"*



## **Personnel Issues**

### **Absences**

Excused absences are those scheduled work times you miss with your supervisor's prior approval. Emergency situations (e.g., accidents, sudden illness, death or illness in your family) are also considered excused absences. However, you must notify or have someone else notify your supervisor of the emergency situation as soon as possible. If your supervisor is not available, call your office number and leave a message with one of their co-workers. Absences due to illness will be considered an excused absence, but you may be asked to provide documentation.

Unexcused absences are missed scheduled work times without prior notice. Excessive unexcused absences may result in job termination.

### **Schedule**

Your supervisor must approve your schedule and timesheets. How many hours you work will be determined by the needs of UAB Libraries and budget allowance for a student assistant. Once you are aware of your class schedule for the upcoming semester, please submit a schedule outlining the days and times you are available to work. This will be done at the beginning of the semester.

### **Training**

Each library unit will provide training that is specific to jobs in their area.

### **Breaks**

It is the policy of the university that any employee working four consecutive hours is entitled to receive a 15 minute paid break. The break should be approved by a supervisor and taken during the four hour shift. Students are encouraged to take breaks away from their work area. A break may not be used to make up for late arrivals or early departures, nor may breaks be accumulated for time off. If you work a shift of 6 hours or more, you are entitled to take a 30 minute lunch break off the clock.

### **Performance Evaluations**

Student employees are subject to performance evaluations. The frequency of these evaluations should be established by the supervisor at the time of hiring and should be discussed with the student. Every student employee will receive an end of term

evaluation every semester of employment. Additional department evaluations may also be included as part of the student evaluation process. **The evaluation form is located at the back of the student employee handbook.**

Depending on available funds, student employees maintaining at least a satisfactory evaluation may be eligible for re-employment and may receive a merit pay increase.

### **Sexual Harassment**

If you feel you have been sexually harassed, please review the university's sexual harassment policy.

<https://www.uab.edu/students/services/health-and-wellness/women/item/937-sexual-harassment>

You will find all the university's information about the informal and formal complaint procedures in the policy. The policy has all of the contact names but does not have the contact numbers. So, to help you contact the listed names and offices, the numbers of each are listed below. The University encourages people to report sexual harassment incidents. However, there are confidential counseling services on campus to help you explore your options and obtain support.

#### **For Students**

- Non-Academic Conduct Officer 975-4412
- Disability Support Services 934-4205
- Office of the Vice Provost for Student and Faculty Success 934-6290
- Student Health and Wellness Center 934-3581 (for confidential support)

### **Tardies**

A “tardy” is defined as coming to work and clocking in after your scheduled time to begin work

Contact your supervisor once you realize you are going to be late. Although calling in when you are going to be late is proper protocol for all jobs it does not excuse or remove the tardy.

A pattern of tardiness can result in an Oral Warning. Additional tardiness after the oral warning can result in a Written Warning. Additional instances of tardiness may result in dismissal.

Time lost due to being tardy may not be made up without permission of your supervisor.

### **Resignation:**

Adequate notice (2 or more weeks preferred) should be given to your supervisor. This notice will allow your unit to recruit a proper replacement as soon as possible. This will help you leave

on good terms, which will allow you to return, if you wish, to your job or use it as a reference later in your career

## **Demeanor**

### **Attire**

Your appearance says a lot about who you are and how you represent the UAB Libraries. Our dress code is business casual. Business casual is a more relaxed version of “professional dress”. What you wear casually around campus or to the club probably will not be considered business casual.

Khakis, dress pants, neat jeans, moderate length dresses or skirts are appropriate. No revealing, tattered, or offensive clothing is allowed. Shoes must be worn by all. Identification should be worn as part of your attire.

Confer with your supervisor on the UAB Libraries dress code.

### **Telephones, Cell phones and Other Devices**

We recognize that cell phones and other devices are an important part of our lives in these times. However, these devices can become a distraction. Please limit the number of phone calls made and received. When in the public areas always be aware of patrons needing assistance, and end distractions to address their needs. Head phone volume should be kept to a minimum. Remember, a high volume can be heard by others and also prevents you from being heard by others. Cell phone usage may not be appropriate in some areas. Check with your supervisor. These privileges can be revoked if usage is abused or guidelines are not followed.

### **Visitors and Personal Conversations**

Visits and personal conversations in the public areas should be kept to a minimum. Do not allow them to be a distraction from your work or to the patrons. Continue to contribute to a quiet atmosphere expected in a library. Likewise please limit the use of personal social media while at work.

### **Homework and Studying**

Doing homework and studying is allowed, but only after consultation with your supervisor and an assessment of work and time availability allows.

## Use of Library Equipment

Use of office copiers and printers is for work-related tasks. Occasionally, you may use the office equipment for personal use, including school work, but do not make it a habit. Likewise the use of office computers is for work-related tasks. You may use them on occasion for homework and studying as schedule and availability allow, however. (See above.)

## Departmental Expectations

The following is a compilation of the **major expectations** of your work at the Library during your employment here. This is not an exhaustive list – there may be additional expectations for your job that your supervisor should review with you on your first day.

- Show up for work on time and stay until your scheduled time is over.
- Negotiate your work schedule with your supervisor to avoid conflicts with classes and other obligations. You may not change your work schedule without your supervisor's permission.
- Complete assigned tasks thoroughly, on time, and to the best of your ability. Ask your supervisor if you need clarification or direction on a particular task.
- If you are ill and cannot come into work, you must notify your supervisor as soon as possible.
- Please make requests to your supervisor for time off at least five days in advance.
- This is a real job! A positive and professional attitude during your student employment will help you when you graduate and begin your career, whatever that may be!



## Discipline





This handbook contains several guidelines that you are to follow. If you have any questions as to these guidelines you should see your supervisor immediately. You will be expected to understand this handbook, agree and sign that you will comply to the rules and guidelines therein.

### **Verbal and Written Warnings**

For first-time, minor policy violations you will be given a verbal warning by your supervisor.

A written warning may be given after repeated violations, after a verbal warning, or for serious first time misconduct.

An employee who receives three written warnings during an 18-month period (whether or not the first two written warnings resulted in probation and/or suspension) may be terminated without proceeding through the remaining steps in the disciplinary process.

### **Termination**

Termination may occur immediately and without notice and/or without pay in lieu of notice for repeated violations of policy or for first-time incidents of gross misconduct.

### **Grounds for Dismissal**

- A pattern of absences and/or frequent tardiness from work without previous supervisor permission within a 6 month period.
- Consistent unsatisfactory employee evaluations
- Failure or refusal to follow supervisor's instructions
- Discourteous treatment, abuse, or harassment of any nature of the public or coworkers
- Reporting to work under the influence of alcohol or drugs
- Falsifying records (including time sheets) or inappropriately altering library databases
- Breaching the confidentiality of any library records or transactions theft of university property
- Unauthorized use of library materials, facilities, or equipment
- Unauthorized removal of library materials or equipment (this includes removing library materials that are not properly checked out)

These grounds for dismissal are generally observed throughout the library system. Supervisors in the various units of the Libraries may establish additional grounds for dismissal that apply in their own units. Your supervisor will make you aware of any variation to this policy. Be sure you are familiar with any variations that exist in your unit.

## **Compensation**

### **Salary**

Student employees' beginning wage is competitive with that of other departments on campus. Each additional year you work within the Libraries you will be eligible for a raise, which will be dependent upon a satisfactory evaluation and available funds.

### **Pay Structure**

Student employees are paid biweekly and payday is every other Friday. Paychecks are deposited directly into a direct deposit account at your banking institution by UAB Payroll Services. Once your employment record has been completed by HR, you can log in to the Oracle system's Employee Self Service portal with your Blazer ID and password to complete your direct deposit information. The UAB Payroll Services website has detailed information regarding pay period and pay dates at the following web link: <http://financialaffairs.uab.edu/content.asp?id=144343> . If you should need to speak to someone in the Payroll Services Office they can be reached via phone at 205-934-4523. Please also note that there is assistance available on the second floor of the Administration Building located in Room 280.

### **Time Clock ● Time Card ● Time Sheet (process subject to change)**

Student employees are required to keep track of their time worked, which may include clocking in with an electronic time card or other methods. Time clocks are located within or near your work area. Time sheets are completed online via the Oracle system's TEL portal at the end of each pay period. Once the supervisor approves the time sheet it is sent to Central Administration for payroll processing.

### **Last Paycheck**

If you do not have a direct deposit account at the time of the end of your employment with UAB Libraries, be sure that the Payroll Services Office has your correct mailing address so that you can receive your last paycheck, which will be mailed via the USPS. Refer to the link above for Payroll Services.

### **Benefits**

Not eligible.

## Customer Service Tips

Customer Service is important. It's what brings our patrons back, and is what they will tell others about our library.

Here are some basics:

### 1. Be approachable, be inviting, and show patrons they are important

- Treat all customers with equal respect regardless of age, dress style, accent, race, disability, their communication skills, or the kind of day you are having
- If in a conversation with co-workers, stop conversation to attend to the patron at the desk
- Whether at the desk or on the floor, greet patrons when they pass by
- Stop what you are working on and respond to patrons' questions
- A smile goes a long way; make eye contact when conversing with patrons
- Be patient; remember that some people feel uncomfortable asking questions—your job is to make them feel comfortable asking questions
- Even when the desk is busy, communicate with patrons so they know what is going on. If you need to attend to patrons in the order they arrive at the desk, simply greet all patrons and let them know you'll be with them shortly.

### 2. Go the extra mile:

- Giving directions in the library can be complicated. Whenever possible, walk patrons to the area, or to the material, they are looking for.
- Show you are engaged by stopping your work, smiling, and listening
- Offer resources when needed
- If you are unsure what to do, or how to answer, find a staff member who knows.

### 3. Handling difficult patrons:

- Be patient
- Stay positive and ensure them that you want to help
- Do not argue with patrons; try to normalize the conversation by staying calm and not raising your voice
- If a patron becomes rude, verbally abusive, or will not follow policy, refer them to your supervisor. Calling your supervisor to the desk is suggested
- If you feel threatened, call police. Emergency numbers are at the desk

### 4. Telephone Etiquette

- Proper telephone etiquette is an essential skill
- [Answer according to desk policy]
- Transfer call etiquette—
- Listen attentively to the caller

- Get all contact information if you need to refer them to other staff or librarians: name, email, phone, department, their question, etc.

## 5. Email Etiquette

- Think twice about whether or not the content of your email is appropriate for virtual correspondence - once you hit Send, anyone might be able to read it.
- Try to keep the email brief (one screen length.)
- Respond to emails within the same time span you would a phone call.
- Check for spelling, punctuation and grammar errors before clicking Send.
- Use a professional font, not decorative.
- Write in a positive tone.

## 6. Are you having a bad day?

- Do not create difficult customers
- Concentrate on the task or question; not the personality
- Do not take your bad mood out on co-workers or patrons
- Practice kindness, and focus your energy on providing the very best customer service—helping others may make you feel better!
- Do not let your bad day hinder your ability to work, but communicate with your supervisor if you need to take a break or leave work.

## 7. If it is slow at the desk:

- Ask your supervisor if there is any work for you to do
- [what to view on desk computer: off-limits, suggested sites]
- Always be aware of your environment and ensure that all library users' needs are met.



## STUDENT EMPLOYEE EVALUATION

Print Form



## Student Employee Evaluation Form

Student Employee Name:  Date:

Department:  Employee #:

Supervisor Name:  Supervisor:

Evaluation Period:

The evaluation process is an important part of any employment experience. Evaluations are used to assist in the development of student employees, provide the opportunity from feedback and discussion, and further enhance the work environment. The evaluation process also prepares student employees for their future employment.

Please evaluate each student employee using the rating system below.

5 = Exceeded All Expectations 3 = Met Expectations	4 = Met All and Exceeded Some Expectations 2 = Met Some Expectations	1 = Failed to Meet Expectations	1	2	3	4	5
DEPENDABILITY: Completes assigned tasks.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RESPONSIBILITY: Handles multiple tasks.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INITIATIVE: Ability to plan and direct one's own work.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JUDGMENT: Ability to make sound decisions.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COOPERATION: Ability to work with others.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PROFESSIONALISM: Adheres to departmental guidelines regarding office etiquette (i.e. appropriate dress, visitor policy, etc.)			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ATTITUDE: Degree of enthusiasm in performing work. Is pleasant and interested.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EFFICIENCY: Accuracy and thoroughness in following departmental procedures and processes.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CONFIDENTIALITY: Maintains discretion regarding student information (i.e. use of services)			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS:

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

EMPLOYEE: I certify that this evaluation has been discussed with me by the evaluator. I understand that my signature does not necessarily mean that I agree.

Student Employee Initials: \_\_\_\_\_

A copy of this evaluation will be kept in the Student Employee's file.





Knowledge that will change your world

**Statement of UAB Libraries  
Student Employees**

I, \_\_\_\_\_ have read and understand the student handbook.  
(Student name)

I agree to the terms presented herein and I am aware that this signed statement will become part of my employment file.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

Please submit signed form to your supervisor.