



Student Employee Handbook

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Binghamton University Libraries' vision is to be the center of the University's intellectual community, providing a welcoming environment for the creation and management of knowledge through innovative thinking, open inquiry, and collaborative partnerships.

Binghamton University Libraries Phone Numbers:

Administrative Office	777-4841
Bartle Library	777-2194
Science Library	777-2166
UDC Library	777-9225
Library Annex	777-8364
Reserves	777-3940

The Immigration Reform and Control Act of 1986 created a national employment verification system that places responsibility for verification of employment eligibility on employers. Students employed by Binghamton University must have completed the I-9 verification process before the first day of work to be eligible to be appointed to the Binghamton University payroll. Binghamton University is an Equal Opportunity/Affirmative Action Employer.

Welcome!

On behalf of all the staff and faculty at the Binghamton University Libraries, I welcome you to our ranks as an important addition to our great team. You are part of a group that is dedicated to serve the research, scholarship and educational needs of the academic community. But this should also be an excellent learning experience for you both personally and professionally. Our supervisors are committed to providing you guidance on tasks, helping you learn and gain independence in your work for us, as well as creating a professional environment in which you gain experience for your future employment. You are also student ambassadors for the superior resources we have in our faculty and staff as well as our print and electronic materials. Please help us spread the word that we are here to help all in the Binghamton University community with their work. I look forward to learning from you how best to do that.

We are so glad to have you as part of our team. Have a great year!

Curtis Kendrick,
Dean of University Libraries



This handbook provides a summary of student employment guidelines in the 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 questions that are not answered here, please consult with your supervisor or contact the Library Administrative Office at 777-4841.

Personnel Issues

Schedules

As with any job, employment at the Libraries requires a commitment of your time. Since work schedules are established on a semester-long basis, please make sure you can adhere to the hours you schedule for the entire semester. You will need time management skills to plan your class, work, and social schedules. Any changes to your work schedule must be approved by your supervisor.

- You should provide your supervisor with a copy of your class schedule as soon as possible after the beginning of the semester.
- The hours available to work will depend on your department.
- Shifts must be at least one hour long; shorter shifts will not be allowed.
- Please plan to arrive at work on time so that you can begin work as scheduled.

Tardiness

It is your responsibility to let your supervisor know as soon as possible if you will be late, if you are ill, or if you must miss work unexpectedly. If you are unable to contact your supervisor, have a friend or housemate do so for you. In some areas of the Libraries, you are required to make up missed hours or find a substitute to work your hours. Your supervisor will inform you of the procedures for your area.

Note: Once a substitute has agreed to work for you (with the approval of your supervisor), the substitute is responsible for the hours scheduled.

Final Exam Period

The period just before and during final examinations is one of the busiest times in the Libraries. We realize that your studies are important, but your job commitments need to be honored during this time as well. Depending on your department's needs, a special schedule may be created for finals week.

Personnel Issues

Training

Each library unit will provide training that is job specific to their area. In addition, employees are expected to complete an orientation session, as well as modules on library policies and practices.

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 one of the numbers in the front of this booklet. 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 and without finding a substitute, if that is required. Excessive unexcused absences may result in job termination.

Breaks

Under normal circumstances, 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 more than 6 hours, you will be required to take a 30-minute lunch break off the clock. For more information, please see your immediate supervisor.

Personnel Issues

Performance Evaluations

Student employment with the University is an important part of the educational experience. Supervisors often serve as references for students who later seek jobs after graduation, so it can be important to know how your supervisor perceives your work performance.

Near the end of each semester, your supervisor will fill out an evaluation form and go over it with you. The form also provides a section for you to comment on your training and supervision. It is also the time to decide whether you are both interested in your continuing work in the same department the following semester.

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

Leaving the Job

If you are planning for an internship, study abroad, or student teaching—or anticipate any other lengthy absence—please inform your supervisor as soon as possible. Doing so will enable the Libraries to fill your vacancy as needed. Also, let your supervisor know if you would like to be considered for re-employment when you return.

You should give at least two weeks' notice in writing to leave the job in good standing. In an emergency situation, and with the approval of your supervisor, all or part of the two weeks' notice may be waived if you find approved substitutes to work your hours.

Work Expectations

Work Expectations/Protocol

The following are examples of incidents that may result in disciplinary actions such as verbal warnings, written warnings, or job termination:

- Repeated tardiness or unexcused absence from work
- Abuse of break and/or meal time limits
- Not carrying out duties as assigned
- Performance below minimum standards set for the job
- Sleeping while on duty
- Disregarding departmental food and drink policies. There is no food allowed at service desks
- Use of cell phone for calls, texting, etc.

The process of disciplinary action should be documented.

CAUSE FOR IMMEDIATE DISMISSAL:

- **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

Time sheets

All departments require time sheets to be completed each shift by student employees. At the end of the pay period, the time sheet should be signed by the student employee. Some departments also have time clocks that must be used. You will be instructed by your supervisor.

Getting Paid

Student employees are paid every two weeks. When you are hired, you should receive a Student Payroll Schedule from your supervisor that will list important payroll-related dates throughout the year. Supervisors will also have this schedule available for your reference.

Be aware that we have a lag payroll and your first paycheck will not arrive until 3 weeks after the end date of your first time sheet.

Paychecks (and paycheck stubs for those with direct deposit) are to be picked up at the Payroll Distribution Center, on the second floor of the Couper Administration Building, (AD 240) across the hall from campus Human Resources. Their hours of operation are 10am-3pm Monday-Friday. Students are eligible for direct deposit of paychecks. Direct deposit enrollment forms can be obtained from the Libraries Administrative Office or from Campus Human Resources (AD 244).

Wages

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

Last Paycheck

If you do not have direct deposit, be sure that the Payroll Office has your correct address so that you receive your last paycheck (s), which will be mailed.

Demeanor on the Job

Personal Business

Homework and personal work are not permitted during work hours.

Attire

Dress should be suitable for the library work environment and present a professional image. Clothing should be in good repair and should not display any potentially offensive graphics or words. Inappropriate attire includes, but not limited to, revealing clothing (e.g., bare midriffs, short shorts) and exposed undergarments. For safety, as well as appearance, shoes must be worn at all times. Please ask your supervisor what constitutes appropriate attire for your department.

Telephones, Cell Phones & Other Distractions

Library telephones are for work-related purposes. Incoming calls on library telephones or personal cell phones should be limited to emergency calls or work-related concerns only.

As a general rule, use of personal cell phones or personal laptops is not permitted during your work schedule. The use of cell phones and other portable audio devices is permitted in some areas of the Libraries and must be approved by your supervisor. Cell phone use should not interfere with your duties or approachability at the desk. Issues with work performance and/or complaints by library patrons or staff may result in termination of these privileges.

Cell phones should not be used to record or photograph any incidents related to work or on work premises.

If you need to make a personal call during your scheduled work time, you must obtain permission from your supervisor. Check with your supervisor for location of phones that may be used in each department.

Visitors and Personal Conversations

Personal or social matters should be taken care of on your own time. Please discourage any unnecessary visits from friends or family during working hours. Personal conversations with coworkers should not inter-

Demeanor on the Job

Use of Library Equipment

Library equipment (e.g., fax machines, copiers, computers, scanners) is not intended for personal use. There are BUC\$-operated copy machines in all libraries. During breaks, you may use the computer workstations available to the public for e-mail, internet access, or other personal computing.

Downloading any software to library equipment is prohibited and grounds for dismissal!

Departmental Expectations

In addition to these general rules for all areas, each library department will have a more specific set of student employee expectations. Always check with your immediate supervisor if you have any questions.

Library Policies

The Libraries and Information Commons support the individual and collaborative learning and academic work of the Binghamton University community. Library Policies are in place to ensure an environment that is conducive to academic work. Patrons of the Libraries and Information Commons are expected to respect the rights of others and to exhibit responsible behavior.

You should be familiar with all Library Policies! You can review the polices by clicking the link below:

<http://www.binghamton.edu/libraries/about/policies.html>

Customer Service Tips

It is important to know good customer service so together we can provide the best experience for our patrons.

Here are the basics:

1. Be approachable — **it's all about attitude!**
 - Greet patrons when they enter your service area.
 - Stop what you are doing and respond to the patron.
 - Smile
 - Maintain Eye Contact.
 - A positive attitude is your best asset.
2. Be helpful — go the extra mile!
 - First, listen to get full understanding of inquiries.
 - Show you are engaged and want to help.
 - Offer resources (maps, signs, etc.) to aid in your answer.
 - **Don't know the answer? Find a staff member who does!**
3. Grouchy Patron? No problem!
 - **Don't let someone's bad day become yours.**
 - Try to help — all while staying positive.
 - However, if a patron becomes rude, verbally abusive, or ignores your explanations, politely refer him/her to your supervisor.
4. Slow at the desk?
 - Ask your supervisor if there's anything you can do.
 - **Don't play games, log into Facebook, or chat, etc.**
 - More patrons will soon be on the way — so stay approachable.

Connect ▪ Discover ▪ Create

