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Dear Students,

Welcome to your new job in the University Libraries. You are vital to our success as a library and we value all of your hard work!

The Libraries, our collections, services, technology, and personnel are essential to the success of Appalachian State University. The mission of the Library is to assist those who pursue knowledge. This short statement requires the professional delivery of a large array of services. We are dynamic partners with the campus and distance learning communities. We are dedicated to developing the best collections possible for the University's teaching, research, and service goals. We educate students so that they will graduate with a high level of information literacy. We support faculty and student research and creative endeavors. We contribute to the campus goals of community and global engagement while striving daily to be the most effective organization possible.

We are pleased to have you as part of the team and we hope that you learn from and truly enjoy your job. This Handbook is designed to introduce you to the policies and procedures that you need to know as a library student employee. The purpose of this handbook is to introduce the policies and procedures of employment on our team. If you have any questions please talk with your supervisor. We will do our best to see that you have all the information you need to be successful.

One great benefit of working in the libraries is that you will develop skills that can help you with your academic pursuits and provide opportunities to learn about the widest range of topics possible. Another benefit is eligibility for the library student employee scholarship program. Our Scholarship program boasts 6 endowed scholarships and steady current funding. Our scholarships are renewable. Ask your supervisor about the eligibility requirements.

Welcome aboard and thank you again for joining our team!

University Libraries

Appalachian State University

Employment in the University Libraries

Congratulations on being hired as a student employee by the University Libraries! As a member of the library team, you are an employee of one of the most effective departments on the entire campus.

Benefits and student development opportunities while working for the University Libraries:

- Multiple job opportunities for students who desire to work and/or need income.
- Flexible hours that work around class schedules.
- Great atmosphere, fun people and a healthy environment.
- Development of work skills and experience while still in college.
- Opportunities for social interaction.
- Leadership and mentoring opportunities where responsibilities and communication skills are learned
- Scholarship opportunities with one of several Library Student Employee Scholarships.

General Employment Eligibility and Requirements

To work for the University Libraries you must:

- For Fall and Spring Semesters: Must be considered a full-time or part-time degree seeking student in order to work the regular school year and maintain at least a 6 hour course load.
- For Summer Sessions: Be enrolled in a Summer School Class (preferred). If not enrolled in the summer, must have been enrolled in the previous spring semester **AND** pre-registered as a full-time or part-time student with a minimum of 6 credit hours in the upcoming Fall Semester.
- Agree to notify your supervisor immediately if you drop below six credit hours in the fall and spring.

Prerequisites

1. Follow all policies and guidelines set by the University Libraries.
2. Complete the necessary I-9 forms and official payroll paperwork.
3. A student must be registered in at least six credit hours.
4. Be willing to serve as a good role model for students using the Library and exemplify superior customer service.

Student Temporary Employees

Regular Student Temporaries

During the academic year, any student who is enrolled for six credit hours for the semester is eligible to work as a student temporary.

If you drop below six credit hours you must notify your supervisor immediately!!

During the summer sessions, a student can be enrolled for one summer session credit hour in order to be considered a student temporary.

Students enrolled in at least one summer session will be given preference.

Federal Work Study Student Employees

During the academic year, any student who enrolls for, and maintains, at least six credit hours is eligible for work study.

If you drop below six credit hours you must notify your supervisor immediately!!

Federal Work Study provides employment opportunities for students demonstrating financial need and is awarded as part of the student's Financial Aid package.

Applications are made through the Financial Aid Office by completing a FAFSA (Free Application for Federal Student Aid) form. We encourage each of our current student employees to fill out one of these forms every year. Once awarded, all work study placements are made by the Student Employment Office and current employees will be placed on the Library's protected/ returning student list.

Students' work hours are based on the total amount awarded, and the amount earned through work study cannot exceed the Federal Work Study Award. Work Study students are usually given on average around 9 hours per week (graduate students around 7 hours per week) and cannot work past Reading Day of each semester.

Work Authorizations

An approved Student Temporary Employee Approval Form or Work-Study Agreement should be in effect before a student begins working. All students must submit the appropriate North Carolina and Federal tax forms and I-9 Employment Verification form to the Student Employment Office if they have not previously been employed on campus. By law, the I-9 Employment Verification form must be completed, showing the

appropriate documentation, within the first 3 business days of employment. A student supervisor must also complete verification on the student by using the E-Verify system through the Department of Homeland Security.

Hiring Requirements

With their supervisors, students must fill out section 1 of Form I-9 (Employment Eligibility Verification available at this link <https://www.uscis.gov/i-9>) and bring the documents listed on the last page of Form I-9 when applying for work at the University Library.

General Guidelines

The main function and expectation of a student employee is to keep a pleasant, helpful and efficient working environment. The following guidelines are designed to help you accomplish this goal.

- We all must remember that we are offering a service to our constituencies, whether these patrons are staff members, faculty, administrators, or fellow students. We must realize that those we come into contact with, whether it is in person or on the phone, are developing their impressions of this department by your actions and demeanor.
- Please bear in mind that how you represent the University Library is critically important to how the rest of the department is perceived by the university community. Your physical appearance and dress, your manner, and your dedication make a difference.
- You should do all you can to make the patron feel welcome by an enthusiastic greeting and attention to their needs. If a customer's request is something you have not been trained to respond to, you should immediately seek your supervisor to help you meet the need.
- There may be times when activity is at a slower pace. During those times you should ask your supervisor if there is anything specific that needs to be done. If not, you may ask if you can study. At all times you should remain aware of the comings and goings of people in your assigned area. Please do not come to work expecting to study or finish a project; work comes first.
- You should not leave your assigned area while on duty without notifying your supervisor.
- Your work area should be neat and clean at all times. Personal effects should be properly stored and out of the way.
- Unless your supervisor tells you otherwise, you should not eat at or around your workstation and not have friends visit you at work.

Telephone Use

Always answer the telephone by stating "Department name, may I help you?" If the call is not addressed to your area, pass it on to the appropriate person. If the person asked for is not in, carefully take a phone message being sure to get all the necessary information that will allow the staff person to properly return the call. Write down all details relevant to the customer's needs.

Please, no personal calls at work unless there is a definite emergency. Cell phones should be turned off at all times while at work unless otherwise specified by the supervisor in your area.

Schedules and Reporting to Work

Student work schedules will be arranged by the student supervisor. Students will be expected to report to work when scheduled unless prior arrangements have been made with the supervisor. Punctuality is a basic requirement. If you cannot avoid being late, you must call in to inform your supervisor that you are late and what time you expect to arrive. Being late should be the exception, not the rule. In the event you need to be absent, please inform your supervisor as soon as you know you will not be able to report during your scheduled work time. If the absence is unexpected, please call your supervisor before, or at least by, the time you are scheduled to report. Students must also pre-arrange a work schedule for holidays and on days like Convocation, when classes are canceled. Do not automatically assume that if classes are canceled you do not have to report to work. For reporting during bad weather, please see the Adverse Weather Policy.

Students generally may not work in excess of 25 hours per week and never beyond 40 hours per week.

Work Study students generally work 10-12 hours per week, but the total amount earned will be determined by the amount of money allocated by the Federal Work Study Program. Students and supervisors together should track this allocation and be sure not to go over the award total for each semester. Federal Work Study students are not permitted to work on [university recognized holidays](#). **All Work Study eligible students are also hired as Student Temporary students in the University Libraries.**

Student Temporary hours worked will be determined by the supervisor, but no maximum is required as long as combined work hours for all jobs do not exceed 40 hours per week

Overtime & Holidays (Non-Work Study Student Employees Only) Federal Work Study students are not permitted to work on

- **Combined hours from each of the student's jobs will be added together and payroll will pay overtime if the 40-hour limit is exceeded in a workweek.**
- **Student Employees who are asked to work on holidays will be paid holiday time.**

Breaks and Lunches

Designated break areas have been assigned for employee use.

- Employees required to work three (3) consecutive hours are eligible for a 15-minute, on-the-clock break.
- Employees required to work six (6) consecutive hours are eligible for two 15-minute, on-the-clock breaks.
- Employees scheduled to work eight hours must take a 30 minute break off the clock.

The supervisor will approve and/or assign all breaks.

Absences

If you must be absent from work, it is YOUR responsibility to let your supervisor know. If possible, you must report it to your supervisors ahead of time. If you need to be absent due to sickness or an emergency, call your supervisors as soon as possible. "Texting or emailing is acceptable if your supervisor has told you that this is an acceptable form of communication in these circumstances."

An unexcused absence, i.e. "No call, No show," may be grounds for disciplinary action. Following two unexcused medical absences during the course of a semester, a doctor's note may be required at the supervisor's discretion.

No Call/No Show Disciplinary Action:

- 1st offense: Oral warning
- 2nd offense: Written warning
- 3rd offense: Dismissal

Probationary Period

Each semester all new students employed in the University Library must serve a 60-day probationary period. The Supervisors will issue instructions for your assigned job. At any time during the probationary period, a student employee may be terminated at the sole discretion of the Supervisor.

At this point, the Library will make every effort to relocate you to other areas within the University Library. This type of termination is not necessarily a result of poor discipline and is not subject to grievance under the Student Employment Grievance Procedure. This applies to

only the area in which you are terminated. If you are employed in multiple areas and in good standing you may continue to work in those areas.

Personal Conduct on the Job

Courtesy is a vital function of the University Library. Students should remember that not only are they employees, they are also representatives of Appalachian State University Library. Our patrons are the reason we have a job and they deserve our full attention and respect.

1. While you are on duty, your friends are not to visit. Ask them to meet you for break or after work.
2. The telephone is for library business only. Personal calls are not to be made without the supervisor's permission. This includes the office phone and personal cell phones.
3. If you have an accident, injury, or problem in your work area, please contact your supervisor as soon as possible.
4. Any student who is dismissed during the semester will not be considered for re-employment in the library.
5. Respect fellow workers. Cooperate as a friendly team player with coworkers and supervisors.
6. Refrain from profanity.
7. Reporting to work under the influence of any alcohol or illicit drugs is grounds for immediate dismissal. (Prescription drugs are permitted as long as side effects do not hinder employee performance.)
8. Please dress appropriately. We are aware that you are students but please, no cut-off shorts, no clothing with suggestive or profane or political messages, or revealing attire.
9. State law requires appropriate footwear to be determined by your supervisor.
10. Unless your supervisor tells you otherwise, you should wear a library name tag at or around your workstation. If you don't have one, ask your supervisor to work with the Admin Team to order one.

Training

The Library will offer periodic training sessions for Service Desk Employees and all Library Student Employees. Students' attendance at these trainings is required.

Payroll Procedures

Students are paid bi-monthly. Payroll checks are distributed on the published pay date and issued on the 15th and the last working week day of the month.

- You will receive a check for hours worked on the 1st-15th of each pay period on the last working day of that month.
- You will receive a check for hours worked on the 16th-last day of the month on the 15th of the following month.

Direct Deposit is strongly encouraged otherwise checks are sent to the Library. If a payroll date falls on Saturday or Sunday, checks will be distributed on the preceding Friday. If a student requests that all mail is forwarded from their ASU Box, their checks will be mailed to that requested address. Checks will be returned to payroll in the Controller's Office if the ASU Box has been closed.

The same rule applies for student boxes that are closed preceding check distribution. The payroll office will mail these student checks to the most current non-ASU Box address. Student employees also have the option of having payroll checks directly deposited. This is a very convenient method of receiving your check when you are away from campus. This can be accomplished in the Student Accounts Office on the second floor of John E. Thomas Hall.

Payroll/Timekeeping

Your supervisor maintains time records. However, it is your responsibility to enter your time on the daily check-in sheet as well as to keep a record of your time online on your Appalnet timesheet. Failure to log your hours on the daily check-in sheet may result in non-payment for those hours. Any schedule changes will be reflected on the daily schedule sheet.

Time and Pay

Student and Temporary employees report their hours worked using the electronic Web Time Entry system. This applies to all Graduate Assistants, Student Temporary, Work-Study, and all hourly paid Temporary employees.

Hours worked on the 16th of the month through the last day of the month are entered no later than close of business on the last working day of the month. The 15th of the month is the payday for hours worked from the 16th through the last day of the month.

Student Wages

Library Student Employee starting wage is \$7.75 per hour for undergraduate students, \$8.75 for graduate students.

We also allow flexibility for experience and skills. Returning students receive wage increases each year.

Adverse Weather

In order to provide an equitable method of handling absences when employees are unable to get to work because of hazardous driving conditions, the following policy is to be followed:

As conditions vary across our region, all employees of the university are encouraged to use their own judgment regarding the safety of getting to and from work in adverse weather conditions. **DO NOT PUT YOURSELF IN DANGER.** Employees who are unable to get to work because of hazardous weather conditions should notify their supervisor by calling in or by following the established guideline of the department. In the event hazardous weather develops during the day, please communicate with your supervisor before leaving so all employees can be accounted for.

- If you drive to work and the roads are unsafe, do not come to work. Call in and let a coordinator/supervisor know you are unable to make it to your shift due to hazardous conditions.
- If the University is closed the University Library will be closed.
- If classes are canceled but the University is open you are expected to show up and work your regular shift.
- If classes are delayed but the University is open you are expected to show up and work your regular shift.

· If you are scheduled to work when the bus begins running for the day, you are expected to work your shift. Again please call your supervisor if you are going to be late.

If you ride the bus and bus routes are delayed but the University is open and you are working during the times when the bus is not running, please follow the instructions above.

During Suspended Operations (condition 2) student employees are not required to report to work.

Resignations

It is preferred that library student employees resign face to face if possible, whether that be in person or via zoom link. PHONE, EMAIL, OR TEXT RESIGNATIONS MAY RESULT IN YOUR SUPERVISOR NOT BEING ABLE TO GIVE YOU A FAVORABLE JOB REFERENCE IN THE FUTURE. The student supervisor should be notified with a reason and effective date of resignation. A two-week notice, beginning on the effective date of resignation, is requested. Exceptions to this policy include class schedule changes, medical leaves, and the discretion of the supervisor.

Routine Evaluation Procedures

Your work will be evaluated periodically for accuracy. Students will be evaluated on a continuous basis. Performance evaluation forms will be completed a minimum of once a year and kept on file in the Library Administrative Office. Each evaluation will be discussed between the student and the supervisor.

General Disciplinary Procedures

Student employees are subject to disciplinary procedures. Disciplinary procedures are to encourage employees to strive for correction and prevent more serious measures.

Student employees can be dismissed without cause at any time. For less serious infractions, supervisors may follow this procedure

1. Oral Warning.
2. Written Warning (will be placed in the student's file).
3. Dismissal.

Oral Warning

The student employee and supervisor will have a sit down meeting. The supervisor will review with the student the expectations that the student employee has failed to meet. The supervisor and the student employee will then discuss how to make corrections and record the date and time of the interview.

Grounds for Oral Warning:

- Insubordination.
- Failure to report to work on time or tardiness.
- Lack of proper attire or unprofessional attitude.
- Profane language.
- Excessive conversations with employees or patrons.
- Unauthorized breaks.
- Violation of safety rules.
- Poor job performance.
- Violation of attendance policies.

Any other non-serious infraction of the University Libraries policies listed under the guidelines and expectations.

Written Warning

A Written Warning is given to a student explaining that if improvement is not made, the student will be dismissed. This should be discussed with the student, and signed by both student and supervisor.

Grounds for Written Warning:

- No improvement after oral warnings.
- A third oral warning of any kind may result in a written warning and or dismissal.

Student Supervisors and area Coordinators will determine the severity of the offense to determine a written warning.

Dismissal

A dismissal is a termination of the student's library employment. The supervisor will give the employee the written notice of the dismissal and a copy will be placed in the employee's file in the supervisor's office and a copy submitted to the Administration Office. This sheet must be signed and dated by the student employee supervisor, the area coordinator, and the student. Termination procedures will also be followed.

Grounds for Immediate Dismissal:

- Infraction of attendance policies stated above.
- Negligence in performing duties assigned.
- An accumulation of infractions regarding policies.
- Theft of **ANY KIND** will result in immediate dismissal.
 - Striking an employee, supervisor, or patron will result in immediate dismissal.
 - Reporting to work under the influence of illicit drugs or alcohol will result in immediate dismissal.
- Insubordination (failure to comply with a reasonable request).
- Falsifying time records.

By law, student employees can be released without cause at any time by the supervisor. Student employees are considered “at will” and are not guaranteed employment.

Termination of Student Employment

All student employees are "at will" temporary employees and therefore not guaranteed employment.

Grievance Procedures

You may discuss any problems with the library administrators if you feel you have been unfairly treated or dismissed, though student employees have no grievance rights for termination of employment according to law. Below please find the steps by which to do so:

1. Request conference with supervisor.
2. Request conference with Coordinator.
3. Request conference with Associate Dean.

All further appeals or grievances may be discussed with the Student Employment Director at 828-262-2879 who will advise on all additional courses of action if possible.