Welcome

Welcome to GWU’s John R. Dover Memorial Library! We are excited to have you join our team! Our library could not function successfully without the help of our student workers. Your support is vital, but it might surprise you to learn that working in the library can also provide you with many benefits. This manual provides you with a basic outline of the job expectations and our library policies.

You have an impact!

You have an impact on how the Gardner-Webb community engages with the library. We aim to provide friendly, helpful, and timely service and you play an important role. Throughout your interactions with patrons, your attitude will leave a lasting impression. Be positive and willing to learn, ask questions, and go the extra mile.

Benefits of Working at the Library

Working at the library will help hone your professional skills for future internships and jobs. Additional benefits include:

- significant work experience to feature on your resume
- potential for future recommendation letter
- learning to be an integral member of a team
- improved knowledge and application of library tools
- exposure to advanced technology

Basic Job Expectations

Dependable Attendance

- Arrive on time. Punctuality is essential to ensuring there are no gaps in circulation coverage.
- If you are ill, notify both the Circulation Manager (Steve) and Circulation Assistant (Matthew) via phone or email as soon as possible.

Stephen Harrington, Circulation Manager
704-406-2183/ sharrington@gardner-webb.edu

Matthew Barger, Circulation & Periodicals Assistant
704-406-4295 / mbarger@gardner-webb.edu
For known absences, you are responsible for finding substitutes and notifying both the Circulation Manager (Steve) and Circulation Assistant (Matthew) via phone or email about the change in advance.

- Be an adaptable and willing substitute for others.

**Initiative**
- Prioritize, starting with the most important task first.
- Complete routine tasks (refilling paper, checking the reshelving carts, etc.) automatically without prompting.
- Provide suggestions for improvement. We value your feedback!

**Good Service with a Positive & Respectful Attitude**
- Accept assignments with a willing attitude.
- Be cooperative with staff and your fellow student workers. Offers of assistance are always appreciated.
- Strive to keep a positive attitude on the job despite outside stresses. Please remember we all play a part in keeping the work environment pleasant.
- Ask for help if you need additional information or training.

**Adherence to Library Policies and Procedures**
- Read and follow this Student Worker Manual.
- Always consult with the Circulation Manager before making exceptions to general policies.
- UPHOLD THE FOLLOWING REGULATIONS ON CONFIDENTIALITY:
  - Keep all patron records confidential. This includes never disclosing to anyone which items a patron has checked out or returned. Even if you think you are helping another patron by letting him or her know this information, you are breaking the regulations on patron confidentiality. This can lead to serious disciplinary consequences, so please abide by this critical rule.
  - Never discuss confidential library matters with non-staff.
  - Computer passwords must be kept confidential, which includes any passwords used to access the Circulation computers or those used to help community patrons log on to the guest computers.
  - Keep personal information about library staff and fellow student workers confidential. This means never giving out personal emails, home phone numbers, addresses, or even work schedules to patrons. The only information you may give to an inquiring patron is a staff member’s work email address (@gardner-webb.edu) and work phone number/ extension.
General Information

Mission Statement of the John R. Dover Memorial Library
In keeping with Gardner-Webb University’s commitment to provide outstanding undergraduate and graduate education within a Christian environment, it is the mission of John R. Dover Memorial Library to advance the intellectual pursuits of the Gardner-Webb community by meeting the informational needs of the academic curriculum, developing information literacy skills, and fostering the pursuit of lifelong learning.

Purpose of the Circulation Department
The circulation department exists to effectively circulate (check out and check in) materials to patrons, handle course reserve items, manage the collection, as well as patron records, maintain the building, and assist patrons in using their library by answering general inquiries, providing directional guidance in locating items, and making relevant referrals when necessary—all with the utmost customer service. While the technical elements of the job, especially those related to collection management, are essential for providing effective help, immediate assistance to patrons always takes precedence over the technical aspects.

Projects
In addition to their daily circulation responsibilities, student workers will be asked to assist with various projects essential to circulation maintenance such as shifting books from one location to another in the stacks (our main collection of books) or scanning the collection to determine and locate items that are missing, withdrawn, or misshelved, in order to help generate inventory reports.

Student workers who have demonstrated great diligence in their circulation responsibilities may be called upon to assist other departments in the Library, such as Acquisitions and Archives, with special projects.

Scheduling
Student workers are awarded 12 hours per week through the University work study program. Students will sign up for their 12 hours at the start of the fall and spring semesters. Once arranged, changes to the work schedule must be approved by the Circulation Manager.

Time Sheets
It is essential for each student to keep consistent and accurate records of hours worked by following these two steps:

1. Student Workers must sign in to the paper time log (the black binder behind the circulation desk; each student has their own page) when they arrive and sign out when they leave for each shift.
2. Student Workers are also responsible for inputting their accurate hours into the online system on a daily basis.
**Attendance**
Reliability is crucial. Student Workers are expected to be on time and work their scheduled hours. Staffing decisions for circulation desk coverage are based on the student worker schedule. Absences and tardies disrupt that coverage, leading to significant problems for the department.

Tardies are unacceptable, unless prearranged or approved by the Circulation Manager (Steve) and Circulation Assistant (Matthew) or if due to an emergency. If you find yourself in an inevitable situation where you know you will not make it to work on time, you must call another worker so there is someone to cover for you. Please keep a student worker contact list on you or at home for emergencies. Excessive tardiness and absences will lead to dismissal.

**Substitutes**
Occasionally, you may find you need to be absent from work for one of your shifts. It is your responsibility to find a substitute in advance. When a substitute has been found, an email notification needs to be sent to the substitute, Circulation Manager (Steve), and Circulation Assistant (Matthew) (the email should be addressed / copied to all three parties so they will all be informed at the same time about the change).

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**Business Etiquette**

The John R. Dover Memorial Library / GWU Library is a place of business. Therefore, civility and a professional manner must be maintained at all times.

**Visitors**
The Circulation Desk is not a “hang-out” area. Friends and family are not allowed behind the desk. Long conversations at the desk, in the stacks, or anywhere else in the library are not permitted while you are on duty.

**Computer Use**
During work hours, computer use is restricted to work-related activities. Email should be used for job-related communication only.

The only time student workers may use office computers for personal needs is in the rare circumstance that the Circulation Manager has granted permission. Otherwise, personal use must occur on the employee’s personal time and may not intrude upon any work-related activity.

**Cellphone/Smartphone Policy**
Please refrain from using your cellphone/smartphone during work hours. If you find yourself in an emergency situation where it becomes necessary, you must inform the Circulation Manager and/or Circulation Assistant first, and then, step outside to make your call.
There are only two exceptions to this policy. First, while fulfilling shelving and shelf-reading tasks in the stacks (our main collection of books), student workers are permitted to listen to music on their cellphones/smartphones, as long as they use personal earbuds to ensure the sound does not reach outside. Listening to music is the only option granted during these specific tasks. Secondly, when conducting inventory, student workers may use their smartphones to utilize OCLC’s Digby app to complete this task, but they are NOT allowed to listen to music simultaneously, as they need to hear the auditory beep that indicates confirmation of the scanned item into the system.

If the Circulation Manager and/or Circulation Assistant find student workers using their cellphones/smartphones for any other activity outside the music option during shelving and shelf-reading (for example, making calls, checking email, texting, playing games, etc.), or outside the Digby app when conducting inventory, their phones will be taken away and kept at the desk until the end of the shift and disciplinary procedures may ensue.

**Headphones Policy**
No one at the main circulation desk, the ask desk, or the reference desk may use headphones. Customer service is our top priority and headphones detract from this purpose, leaving patrons with the impression that it would be interrupting us to ask for help or that we are simply not interested in helping them. For these reasons, our policy is NO headphones while on duty at these desks.

**Phone Etiquette**
When answering the phone, you must speak at a decent volume, enunciate your words clearly, and greet the caller with a professional greeting:

- *Dover Memorial Library [OR Gardner-Webb Library], this is [insert your name here] speaking, how may I help you?*

Our phone beeps three times before the call connects so please wait until you hear the third beep before greeting the caller.

**Dress**
Appropriate dress is required. Clothing should also be functional in consideration of your job responsibilities. For example, closed-toe shoes are required due to the risk of foot injuries from books falling and carts overturning. Flip-flops are NOT allowed. Pajamas are also NOT allowed.

**Food and Drink**
While on duty at the Circulation Desk, eating entire meals, such as those involving utensils, is NOT allowed. Pizza is also NOT allowed at the desk. Small snacks in bags and containers that can be consumed discreetly without leaving a trail of crumbs are allowed. Water and drinks in closed bottles or containers are also allowed. Please check the area after consumption and use sanitizing wipes (kept on the counter) to clean up any remnants. We are all responsible for keeping the desk area clean to prevent an insect invasion.
Downtime
In the event that a student worker completes all on-going projects and routine duties, he/she should check in with the Circulation Manager and/or Circulation Assistant. If no further tasks are assigned, at that point the student worker can spend time working on homework assignments or studying for tests. However, should a patron need assistance, the student worker should immediately halt their studies to provide help.

Communication
Teamwork and competent service rely upon good communication. The following tips can help:

- Ensure that you understand specific tasks. Please don’t be afraid to ask staff questions. We are here to help!
- Respond promptly to emails from the Circulation Manager and Circulation Assistant.
- Utilize the Student Worker Manual LibGuide, additional relevant LibGuides, and Chat FAQs to help you answer questions and complete tasks.
- Keep your supervisor up to date on your task progress.
- Notify your supervisor of any problems that happen during your shift.
- Use your best judgment when making decisions. Consult with anyone working at the Circulation Desk or Reference desk if you need help.

Emergencies & Severe Weather
The following circumstances should be reported to Campus Police immediately. Their extension is 4444. If you are unable to reach anyone at Campus Safety, dial 911.

- Medical emergencies
- Fires (pull the fire alarm first)
- Threatening, disruptive, or suspicious patrons (Report to Circulation Manager first, or in his absence, the Circulation Assistant, or the Library Assistant on weekends)

Building maintenance issues should be reported to the Circulation Manager and/or the Circulation Assistant in person or via email:

- Non-functional lights
- Bathroom issues - sinks, toilets
- Leaks or water on the floor
- Critters, such as bats, or insect infestations
Severe Weather
The Library (first/bottom floor) serves as a storm shelter for severe weather events. In the event of a tornado warning (warning = a tornado has been sighted in the area), patrons and student workers will be relocated to the first/bottom floor until the weather event has passed.

Snow Days
The Library will close in the event of a campus-wide closure for snow and ice. Missed student worker hours can be made up with the approval of the Circulation Manager.

Disciplinary Procedures
Occasionally, the behavior of a student worker will require the Circulation Manager to refer to the following regulations on "Disciplinary Procedures." It is your responsibility to be aware of these circumstances and procedures. If you have any questions, please ask the Circulation Manager.

You may be dismissed for...

- Refusing to do assigned tasks
- Repeated unexcused tardiness or absences
- Consistently poor job performance or insufficient job skills
- Using library materials, facilities, or supplies without permission
- Misappropriation of library funds pertaining to the cash drawer
- False reporting of hours on a timesheet
- Breach of confidentiality
- Insubordination

Warning Procedure
Should you fail to meet library expectations in one or more of the areas outlined above, anticipate the following:

- First occurrence – verbal warning
- Second occurrence – written warning
- Third occurrence – dismissal

Step one may be omitted if necessary. You will not receive any further warnings after step two before your employment is terminated. Serious violations of delineated expectations may be grounds for immediate dismissal.

BY SIGNING THIS HANDBOOK, YOU CONFIRM THAT YOU HAVE READ AND UNDERSTAND THE LIBRARY’S EXPECTATIONS FOR STUDENT WORKER EMPLOYMENT, INCLUDING THE REGULATIONS ON CONFIDENTIALITY AND DISCIPLINARY PROCEDURES, AND THAT YOU AGREE TO ABIDE BY THE INFORMATION PERTAINED WITHIN.

__________________________________________________________
STUDENT WORKER SIGNATURE

__________________________________________________________
PRINTED NAME

__________________________________________________________
CIRCULATION MANAGER SIGNATURE

__________________________________________________________
DATE
LIBRARY STUDENT EMPLOYEE EVALUATION FORM

Student Employee Name: ________________________________

Department: _________________________________________

Evaluation Period: ________________________________

Please circle the appropriate response to each item:

1. RELATION WITH OTHERS:
   The student employee
   a. works very well with others.
   b. works satisfactorily with others.
   c. has some difficulty working with others
   d. works poorly with others.

2. ATTITUDE - APPLICATION TO WORK:
   The student employee
   a. is enthusiastic about work.
   b. is very interested.
   c. is somewhat interested.
   d. is indifferent.

3. DECISION-MAKING ABILITY:
   The student employee
   a. is exceptional in making decisions
   b. is above average in making decisions.
   c. is average in making decisions.
   d. is below average in making decisions.

4. DEPENDABILITY:
   The student employee is
   a. completely dependable
   b. above average in dependability.
   c. average in dependability.
   d. below average in dependability.

5. ABILITY TO LEARN:
   The student employee
   a. learns very quickly.
   b. is above average in learning.
   c. is average in learning.
   d. is below average in learning.

6. QUALITY OF WORK
   The quality of the student employee’s work is
   a. exceptional
   b. above average
   c. average
   d. below average

7. ATTENDANCE/PUNCTUALITY:
   The student employee is absent or tardy
   a. infrequently
   b. occasionally
   c. frequently
   d. excessively

8. OVERALL RATING:
   The student employee’s overall rating is
   a. exceptional
   b. above average
   c. average
   d. below average