The purpose of this manual is to provide student assistants, faculty, and staff of the Library with information regarding policies and procedures affecting student employment. The information is based on University regulations (AP-7.0) as well as policies and procedures of the Earl K. Long Library. Individual Library units are expected to provide student assistants with information directly applicable to the unit.
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INTRODUCTION

Welcome to the Earl K. Long Library. We are happy to have you working with us. The Library faculty and staff play an important role in the education of UNO students and in research assistance to the faculty. We rely on your work to successfully complete this mission.

The Library employs two types of student assistants, regular budget and college work-study. The distinction between the two is the source of funding for wages.

To be eligible for employment, all students must be currently enrolled or intend to enroll for the subsequent term. (AP 7.0, pg.4) Undergraduate students must be enrolled at least half-time (6 hours during the academic year or 3 hours during the summer) to be eligible for employment. Graduate students must be enrolled at least half-time (5 hours during the academic year or 3 during the summer) to be eligible for employment. For the purpose of Budget Employment, if a student drops below half-time status after the first four (4) weeks of the semester, but is still enrolled, they are eligible to continue working in the department (students must be enrolled at least half-time up to the first four weeks of semester). If the student changes departments, the student must be enrolled at least half-time in order to be rehired. For the purpose of FWS Student Employment, students must maintain at least half-time status (in credit hour courses) in order to continue working. (AP-7.0, pg.2)

This manual will provide you, as a library student assistant, information, resources, and guidelines to help you become acquainted with various aspects of Earl K. Long Library.

In addition to other guidelines given by individual supervisors, our general rule is that you:

- Have a courteous and respectful demeanor
- Follow instructions promptly
- Report to work on time
- Call ahead of time if you are unable to work
- Limit socializing with friends while on duty
- Conduct yourself in a business-like manner
The most current information can be found on the Library’s website:  
http://library.uno.edu/

Confidentiality issues – Any patron or employee information should be kept confidential.

Helpful information sources:
- UNO information number 280-6000 or (888) 514-4275 (toll free)
- Campus Police 3-6666 (or, from a non-campus phone, 280-6666)
- www.uno.edu
- https://privateers.uno.edu:44300/library/gateway/Student_Assistants/default.aspx Assistants
- For weather-related information:
  - Local news stations (for school and street closings)
  - National news (Weather Channel, CNN, etc.)

Hours – The building’s hours and the hours of some public service units may vary. Student assistants are responsible for keeping up to date with any changes in their units’ hours.

ID policy: The UNO ID is the exclusive card accepted from UNO students, faculty & staff for checkout at the UNO Library. No other form of ID will be accepted.”

Photocopy machines – A copy machine is located in the Learning Commons on the 1st floor. There is also a copy machine located in the Louisiana and Special Collection Reading Room on the 4th floor.

Restrooms and Drinking fountains – located on the 1st floor near the Privateer Enrollment Center as well as near the elevators and stairwell on the 2nd, 3rd and 4th floors.

Suggestion box – Suggestion boxes with comment cards are mounted to the wall, on each floor, between the elevators and stairwell.
## LIBRARY DEPARTMENT LISTINGS

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NEPOTISM POLICY

The University Staff Handbook states, "It is the policy of UNO to recruit and employ the best-qualified individuals solely on the basis of merit. In accordance with this policy, a member of the immediate family of a University employee will not be excluded from employment by the University. However, it is contrary to University policy and state law for immediate family members to be placed in a supervisor-employee relationship in any form of employment, including student employment. Immediate family is defined to mean children, brothers, sisters, parents, a spouse or the parents of a spouse...A University employee may not initiate or participate in any institutional decisions involving his or her immediate family member." (pg.11)

In addition, it is the policy of the Library to prohibit immediate family members from working in the same department. Currently, there are five departments in the Library: Resources, Services, Research & Technology Support, Louisiana & Special Collections, and Library Administration.

EEO/AFFIRMATIVE ACTION POLICY

The University and all offices under its jurisdiction reaffirm their policy for Equal Employment Opportunity. All qualified persons, regardless of race, color, religion, sex, age, national origin, disability, veteran status, marital status, sexual orientation, or any other non-merit factor, receive equal opportunities. The University ensures that all applicants receive fair consideration for employment and all employees are fairly treated. Please refer all incidents or problems pertaining to the EEO/AA Policy to the Library's Equity Officer (Assistant to the Dean) in room 404.

SEXUAL HARASSMENT POLICY

It is the policy of UNO as well as State and Federal Law that sexual harassment is illegal and unlawful. When sexual harassment has occurred, the University must take effective and expeditious action in ensuring that such action is properly documented. Please refer all incidents or problems pertaining to sexual harassment to the Library's Equity Officer, in room 404.

“Sexual harassment consists of, but is not limited to, the following:

a. actual or threatened sexual contact which is unwanted or unwelcome;
b. threat or insinuation that the victim’s response to sexual overtures will affect the victim’s employment, academic standing, or other vital circumstances;
c. verbal abuse of a sexual nature directed at an individual or a group because of their sex;
d. action creating a sexually intimidating, hostile, or offensive work/learning environment.” (University of New Orleans Student Handbook, pg.33)

**EMERGENCIES**

**Fire**

Any fire should be reported immediately. When the fire alarm sounds, walk to the nearest fire exit or corner stairwell, and leave the building immediately. A staff member should be informed of anyone in need of assistance. After evacuating the building, move approximately 100 feet away, to the Library Quad (grassy area in front of the Library) and wait for further instructions. **Do not use the elevator!**

**Theft**

Theft of Library or personal property should be reported to a staff member immediately. The staff member will call Campus Police to make a full report. Information needed includes a description of the material stolen, the time of the incident, and a description of the perpetrator, if available.

**Accidents**

Report all accidents immediately to the supervisor, if available. If serious physical injury or fainting occurs, **DO NOT MOVE THE INDIVIDUAL.** If the supervisor is not available, call the Library's Administrative Office (3-6556), between 8:00 a.m. and 4:30 p.m. Monday through Friday and the person on duty will contact the appropriate University personnel for assistance. If no one answers in the Library Administrative Office or after 4:30 p.m. and on weekends, contact the Circulation supervisor (3-6355). All accidents must be reported to ensure proper medical attention and report filing.

**Threatening Phone Calls**

If a bomb threat or other harassing telephone call is received, **do not hang up the telephone or put the caller on hold.** Valuable and critical information would include:

1. The **exact** words of the caller
2. If a bomb threat, ask:
   - When will the bomb explode?
   - Where is the bomb now?
   - What kind of bomb is it?
   - What does the bomb look like?
- Why was the bomb set?

3. Descriptions of the caller's voice (male/female, young/old, and any accent or unique characteristics of the voice)

4. Any background noises or other identifying sounds

5. Date and time of call

To report the call, have someone else call the University's telephone operator (dial 0). Give the operator the extension number of the telephone where the call was received, in order for the call to be traced. Afterwards, have the person call the University Police (3-6666) and advise them of the situation. If no one else is available, remember... **do not hang up the telephone or put the caller on hold. Quietly place the telephone down and follow the same directions.**

**Suspicious Activity**

Report any suspicious activity to a library staff member **immediately!**
SCHEDULES AND ATTENDANCE

Before the beginning of each semester, student assistants are expected to report to their assigned supervisor, who will determine a regular schedule of weekly work hours. (A printer-friendly, blank block schedule is available on the Library’s private page.) The student assistant’s work schedule cannot conflict with his or her class schedule, but should help fill particular needs of the Library unit. Because the Library is open approximately 90 hours per week, all year long, student assistants, in public service areas, may work nights, weekends and if necessary, during intersessions.

Work-study students should take care in scheduling their hours to ensure that they do not exceed their allocation. In general, freshman student assistants should be cautious when scheduling more than ten hours of work per week.

Student assistants can work no more than twenty hours per week while classes are in session. During weeks in which there are no classes or final exams scheduled, a student assistant is allowed to work up to forty hours per week, provided the department has a need and the funds for such hours. Student assistants are not allowed to work more than forty hours per week. A student assistant may work for only one department on campus, but can work for more than one unit/department in the Library. Student assistants cannot work during their scheduled class times and the supervisor must be notified of any changes in the student assistant’s class schedule throughout the semester.

The minimum amount of time student assistants can work is usually one hour, unless the supervisor requests a student assistant to work for a shorter period. Hours worked must be recorded in increments of half-hours only. For example, you may work for one hour and thirty minutes, but not for one hour and forty-five minutes.

All student assistants are expected to report for work on time as scheduled. Any permanent changes to the schedule must be agreed upon, ahead of time, by the supervisor. The supervisor must be notified in advance if the student assistant is unable to report as scheduled. This enables the supervisor to plan the unit's daily workflow. In the event of severe weather or other emergencies, attempt to contact your supervisor and check school closings before reporting to work.

Student assistants must be granted permission from their supervisor ahead of time to be absent from work as scheduled. On rare occasions, make-up work can be scheduled only with the permission of the supervisor. Emergencies are handled on a case-by-case basis. A student assistant's failure to report to work for more than one week, without an explanation, may be grounds for immediate dismissal.
TIMEKEEPING AND PAY

All hours worked should be recorded legibly on time sheets provided by supervisors. Time must be recorded at the beginning and end of each shift, as well as the total number of hours worked to ensure prompt and correct payment. At the end of each pay period, total hours worked must be calculated. A blank Time sheet can be found at http://forms.uno.edu/PDF/Payroll/Timesheet%20for%20Students.pdf. Time sheets should be verified, signed and dated by the student assistant and the supervisor, who will then turn them in to the Library’s Administrative Office on or before the deadline. Student assistants will be notified of any discrepancies discovered on the time sheet. If student assistants neglect to sign their time sheet, the hours worked will be submitted with the next payroll. (A completed sample time sheet is available on the Library’s private page.) Student assistants should be aware of pay periods, time sheet deadlines and pay dates. A list of these dates should be located in each Library unit. All employees including student assistants are paid by direct deposit only. Students are to have submitted a direct deposit form upon hiring to the Payroll Department on campus.

BREAKS

A student assistant working four consecutive hours or longer can be granted a 15-minute break at the discretion of the supervisor. Student assistants who work eight consecutive hours in one day are entitled to take two 15-minute breaks, which cannot be combined, in addition to an unpaid 30-minute lunch/dinner break. Breaks cannot be taken at the beginning or the end of a work shift. A 15-minute break begins when agreed upon by, both, the student assistant and the supervisor. A 30-minute break begins immediately after signing out on the time sheet. Total time spent away from the unit is considered part of the break. Break times are at the supervisor’s discretion. In addition, prior authorization must be received from the supervisor in order to leave the unit.

USE OF LIBRARY STAFF LOUNGE

- Student assistants are welcome to use the Library staff lounge located in room 408 for breaks during scheduled work periods only. Student assistants are not allowed to bring any guests into the staff lounge. The staff lounge may not be used during non-work hours. Since the staff lounge is a non-public area, student assistants must request a library staff member with a key to open the staff lounge.
OFFICE PROTOCOL

Student assistants must remember that the Library is a professional environment and, therefore, must follow general office protocol. Having a positive attitude while at work will help deliver great service and create a pleasant work environment. Some other guidelines to follow while on duty are:

- Student assistants should be courteous and receptive when assisting patrons.
- All non-public areas of the Library are locked after 4:30 p.m. Monday through Friday and all day Saturday and Sunday.
- Office photocopy machines, supplies, and equipment are for **Library business only**.
- Office telephones are used to conduct Library business. Student assistants must have their supervisor’s permission to use office telephones for personal business.
- Activities which are not work-related and which interfere with job responsibilities, such as socializing, personal phone calls, or personal/recreational use of the Internet, are not permitted. Loud or excessive conversations with co-workers or patrons should be avoided.
- Pager and cell phone **ringers should be turned off** while on duty.
- Sound devices such as radios, CD players, and iPods with earphones, etc., can be used only with permission from the supervisor.
- Student assistants are not allowed to leave their workstation without permission from their supervisor.
- Eating and drinking are not permitted in any public service area of the Library. Supervisors will determine when and where food and drinks are permissible.
- Smoking is not allowed in the Library.
- Appropriate attire is required while on duty or the student assistant may be asked to leave.
- Student assistants must follow regular procedures for checking out library materials.
- Further guidelines & regulations are outlined in the Library Code of Conduct.

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TERMINATION OF EMPLOYMENT

A student assistant’s employment is contingent upon good academic standing and a satisfactory work record. If a student assistant’s work is deemed unsatisfactory, a meeting may be held between the student assistant and the supervisor. At the time of the meeting, the student assistant may be presented with a verbal or written statement noting his or her deficiencies, to which the student assistant may respond verbally and/or in writing.

In certain circumstances, the student assistant may receive a trial period to correct any problems. This trial period is specified by the supervisor and will begin upon the student assistant’s receipt of the verbal/written warning. At the end of the trial period, the student assistant's work and/or behavior will be reviewed again. The supervisor will address how the student assistant has or has not taken steps to remedy deficiencies.

If the supervisor determines that the student assistant has improved satisfactorily, the trial period will end. If the student assistant has not shown satisfactory improvement, documentation will be submitted to the Library’s Administrative Office. Once the Assistant to the Dean reviews the documentation, the student assistant will be terminated and a cancellation form will be processed and submitted to Student Financial Aid. Depending upon the severity of the case, the supervisor reserves the right to terminate a student assistant’s employment immediately and the student assistant may not be eligible for future employment with the Library.

EVALUATIONS

At the end of every semester, supervisors will prepare an evaluation of each student assistant’s job performance. The evaluation will describe the student assistant’s exceptionally good points and the student assistant’s weaknesses. This evaluation is also required in the event a student assistant resigns or is terminated. Evaluations determine student assistant’s re-appointments and eligibility for student assistant awards.

In addition to the annual evaluation, supplemental evaluations may be performed at any time during the semester. All evaluations become a permanent part of each student assistant's file in the Library’s Administrative Office.
STUDENT EMPLOYMENT BENEFITS

Worker’s Compensation

All students employed on the UNO campus are covered by Worker’s Compensation. The Library’s Administrative Office should be contacted immediately in cases of job-related accidents or injuries.

Raises

Student assistants may be eligible for a longevity pay increase after one year of work and every year thereafter. All raises (except raises in the Federal minimum wage) depend upon the availability of funds.

Student Assistant Award

Each year, a student assistant will be presented with the UNO Friends of the Library Student Assistant Award. This award is granted on the basis of contributions to the Library as revealed by the quality and quantity of work accomplished, general attitude, dependability, and commitment to excellence in Library service. Subject to available funds, the student assistant selected for the award will receive a monetary gift and a certificate. The student assistant’s name will also be added to a plaque displayed in Library Administration Office.
Again, we are glad you joined our team. As a user and a provider of Library services, you are in a unique position to help us improve our services. Please contact a Library staff member when you have suggestions or comments. If you have any questions about employment matters or library policies, feel free to ask your supervisor or the Assistant to the Dean in the Library Administration Office.

Together we can continue a strong tradition of service.

Earl K. Long Library

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