Student Assistant Work Expectations

Main Objective:

- The Library takes pride in our customer service and in keeping our Library collections neat and orderly. Items need to be in order to ensure they are accessible to the patrons. Materials also need to be tightened and straightened not only to present an orderly image, but also to prevent damage to the physical items. Neat and orderly collections require constant effort. It is necessary that all our casual staff assist with this ongoing activity.

- Professionalism, respect, compassion & courtesy when dealing with patrons & fellow staff. As a staff member, you are a representative of the Library and how you deal with patrons will reflect on the Library’s reputation.

- Showing pride in our work, a commitment to excellence
  - Timely arrangement and notification of shift changes.
  - Careful, accurate work.
  - Must be organized, self-motivated, and efficient.
  - Ability to work independently, follow instructions, cooperate & use common sense.
  - Ability to work under constant interruption.
  - Flexibility (availability when shifts are altered; extended shifts; availability to work additional shifts).
  - Ability to work well with others in a team setting, good interpersonal skills.

1. It is your responsibility to sign-in by filling in your shift in the timesheet binder at the beginning of each shift. The timesheets are used to submit your hours to payroll each month.

2. Murray Library’s supervisor is Duane Turner duane.turner@usask.ca and his backup is Rachel Hildebrandt Rachel.hildebrandt@usask.ca Please send any email communication to both in case Duane is not available.

3. Circ Desk Emails binder: copies of emails sent by the supervisors are added here. On each shift, check the binder for new emails and initial to confirm it has been read.

4. If you cannot work a shift it is your responsibility to find a replacement. This also includes if you are sick. Please make sure that the supervisors have been notified, preferably in advance.

If it is the day of your shift the preferred method of notification is by phone. If you can’t get a hold of a supervisor, leave a phone message and also notify the Checkout Desk at 306-966-6043. Lastly, email to both supervisors. The email must include a note outlining the shift (date, hours, and person doing replacement). If you are going to be late please call the checkout desk.
On evenings and weekends, please email the supervisors and call the Checkout Desk at 966-6043.

If you are unable to find a replacement it is very important that you speak to a supervisor first thing in the morning so that we can have enough time to make other arrangements. Duane 306-966-5962 duane.turner@usask.ca or Rachel as backup at 306-966-5964 rachel.hildebrandt@usask.ca For evening and weekend shifts, also call the Checkout Desk 306-966-6043.

If it is for a future shift and someone offers to take it let the supervisors know who will be replacing you. If you have not had any offers to take your shift let the supervisors know in advance of the shift. They will try to find a replacement.

5. Punctuality is especially important if you have been scheduled to work on the checkout desk. It is a good idea to be a few minutes earlier so that you put your belongings away and can be updated by the previous staff member. Always check the desk schedule at the start of your shift in case there has been a change.

6. If you do not show up to work without properly notifying the library or are consistently late, you will be asked to modify your schedule. If this reoccurs, you will be relieved of your responsibilities.

7. If an area or assignment requires immediate attention an email will be sent or a note left on your timesheet. It is your responsibility to check for these messages regularly.

8. We require that our student assistants be willing to do all of the following:
   • shelve books, journals, & misc. items
   • stack maintenance (shelf-reading, shifting, inventory, etc.)
   • making up of trucks
   • circulation duties
   • other duties as assigned

9. There is no set dress code, however, we do remind you that as an employee you need to keep in mind you are a representative of the library and dress and conduct yourself accordingly. Proper footwear must be worn per Occupational Health and Safety regulations.

10. Your position requires total attention to serving our library patrons. Therefore, studying and/or other homework is not permitted while shelving and shelf-reading in the stacks or on the checkout desk. Cell phones must be put away while on the checkout desk as well.
11. Since the library tends to be a social gathering place, it may be tempting to have your friends come and visit while you are working. Please discourage this from happening and keep the ‘visiting’ to a minimum.

12. Personal phone calls, texting, and other phone-related activities should be restricted to break-times. We request that you receive personal calls only in the case of an emergency.

13. Casuals by definition (article 1.4.6) do not have set hours. There is no guarantee of hours for casuals. We strive to post a basic monthly schedule at the beginning of term and fill in extra hours as the library’s needs change. There may be opportunities to pick up additional hours. Please know shifts can be subject to change according to workflow, staff meetings, budgeted hours, etc. Shifts are not scheduled for days the library is closed.

   a. To be eligible to work on campus, students must be a fulltime student (18 or more credit units or 3 full classes during the regular session) or registered as a full time Graduate Student.

   b. Students are allowed to work in more than one Branch Library on campus. However, the schedule at the Library that hired you takes priority. Additionally, Supervisors need to know if you are working at more than one location to ensure Human Resources paperwork is taken care of properly.

   c. Students can also work elsewhere on campus in addition to the Library. However, we must ensure that you do not work more than 7 hours per day or 80 hours per month, at all U of S CUPE union positions combined.

   d. It is library personnel policy that student assistants follow these guidelines when scheduling their work shifts in the library or U of S jobs combined:
      i. work a maximum of 3 consecutive hours and then have a break.
      ii. work a maximum of 7 hours per day.
      iii. work a maximum of 80 hours per month.
      iv. There are no breaks for three hours shifts. If working a longer shift, a breakdown of breaks can be found in the Timesheet binder.

14. Regular Library staff are available evenings and weekends. If they cannot deal with an issue or concern they will pass it along or instruct you to contact Duane. It is your responsibility to follow their directions as they assign you various tasks.