Student Employee Handbook - Circulation

Adam Steele, Kent State University

Available at: http://works.bepress.com/adam_b_steele/1/
STUDENT EMPLOYEE HANDBOOK

CIRCULATION DESK

2011-2012
WELCOME TO UNIVERSITY LIBRARIES!

We hope you enjoy your work experience here. The organization's primary objective is to provide positive, courteous public service to students, faculty, staff and the University community. YOU represent the University Libraries to ALL of our patrons. We continually strive for excellence in the service we provide to our users. We know that you will help us maintain high quality standards of service and courtesy at all times.

SERVICE PHILOSOPHY
KENT STATE UNIVERSITY
UNIVERSITY LIBRARIES

Our commitment to users:

- **Reliability**: We will provide service that is thorough, dependable, and accurate.
- **Responsiveness**: We will consistently provide prompt, courteous assistance. When we are unable to help, we will direct users to the party who can.
- **Respect**: We will give individualized attention to each user’s need without bias and with full use of available resources.
- **Accessibility**: We will endeavor to provide equitable access to services and resources for both in-person and offsite users.
- **Environment**: We will strive to provide a learning environment conducive to study and research.
- **Staff Quality**: We will support our staff to ensure that they are knowledgeable and prepared to offer service that inspires trust and confidence.

Approved by University Libraries Council
November 6, 2002
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Chapter 1

ATTENDANCE/BREAKS/PAY SCHEDULE

Attendance

- Students must show up for scheduled work shifts.
- “Points” are awarded if you call off or don't show up for work. Accrue 12 points and a disciplinary meeting is scheduled. You will be dismissed after 15 points. (You will not get points if you have a doctor's excuse.) Points are reset to zero each semester.
  - No Call/No Show (NC/NS) = 5 pts.
  - Call/No Show (C/NS) Less than 1 hour before shift = 4 pts.
  - Call/No Show (C/NS) More than 1 hour before shift = 3 pts.
  - NC/Late = 2 pts.
  - C/Late = 1 pt.
  - Leave early = 1 pt for each hour missed.

- It is best to call as soon as you can if you can't be in.
- If you are having trouble keeping to your work schedule, talk to a supervisor to see if your times can be rearranged.
BREAK & LUNCH PERIODS

Rest periods are generally 15 minutes in length and are paid as time worked. Meal periods are generally 30 minutes in length and are unpaid and not counted as time worked. Student employees are relieved of all duties and free to leave their assigned work area during meal and rest periods. Supervisors will schedule meal and rest periods so as not to interfere with the department’s normal work routine.

The following policies have been adopted by the University Libraries from the Career Services Center Student Handbook:

- Student employees who work a shift of 4-5 consecutive hours should be permitted one 15-minute paid rest period during that shift. Rest periods should not be taken at the beginning or end of a shift and are not cumulative. A “break” is intended as a rest period, to be preceded and followed by work. It cannot be used to cover a late arrival or an early departure. You do NOT clock out when taking your 15-minute break.
- Student employees who work a shift over 5 consecutive hours should be permitted one 30-minute unpaid meal period and one 15-minute paid rest period during that shift. You MUST clock out when taking your 30-minute meal period.
- Student employees who work an 8-hour consecutive shift should be provided no less than two 15-minute paid rest periods and one 30-minute unpaid meal period. You MUST clock out when taking your 30-minute meal period.
- Any falsification of entries on the timecard constitutes grounds for immediate dismissal.
- Students are allowed to choose between taking a 30 minute unpaid lunch or a 15 minute paid break where there is an option for a lunch.

Pay Schedule

Student workers are paid every two weeks, approximately one month after you start, via direct deposit. Direct Deposit is required for all workers at the university. If you need to make sure your direct deposit is correctly setup, see a supervisor.
KRONOS

KRONOS is the time keeping program the university uses to keep track of when a person works. The easiest way to use the program is to simply swipe your student ID (Flashcard) through the KRONOS time-clock located outside the circulation area, beside the Quiet Study Area doors.

If the time-clock correctly gives you a “punch” on your time card, you will hear a beep and see your name flash briefly on the green screen. If the system does not register the swipe correctly, you will hear a quick succession of 3 “angry” sounding beeps. This happens if the card is defective, not swiped through properly, or it is exactly on the hour. Try again, and then tell a supervisor if it still doesn’t go through properly. We can put you into KRONOS manually using the website. Everyone “punches” in at the beginning of work and out at the end of their shift. You would also swipe out and in if you take a 30 minute lunch, but not during the regular 15 minute breaks.

THE KRONOS WEBSITE

While it is easier to use the time clock, you can also use the KRONOS website. The website can be found on the main page which first comes up on any of the circulation computers by clicking on the icon and logging in with your Flashline username and password.

You should check your timecard through the website as the last thing you do before leaving work at the end of each week to make sure all your shifts have been recorded for the week. If you are missing any “punches” let your supervisor know so they can fill in the missing time.
DESK ETIQUETTE

Patron service is our Number 1 priority. All other activities should stop when a patron needs service. That is, if you are emptying books drops, having a personal conversation, are putting away reserve materials, or doing any other task and a patron comes to the desk for help, stop what you are doing and assist the patron. In general:

- Sit at front desk and be visible, unless given a specific task somewhere else.
- Use “Next Terminal Signs” when you leave the work area for an extended period of time. (Bathroom visit, work shift ending, assigned a task, etc.)
- Keep work area picked up: Place rubber bands in drawers, throw away papers, etc.
- Be friendly and approachable. Greet patrons with a “May I help you” attitude.
- Personal conversations should stop while waiting on patrons.
  - Talking is permissible as long as there is no one waiting to be helped.

- Physically Challenged Patrons:
  - We will assist physically challenged patrons in any reasonable way we can.
  - If a patron requires assistance away from the desk then let a staff member know.
- Non work activity at desk policy:
  - Full attention must be given to assisting patrons and completing the tasks required for the smooth operation of the circulation desk. There may be times when it is possible to work on homework, usually only in the evenings, but don't expect to be able to, or assume there's nothing else to do. Once familiar with the different routines (check-ins, Kent/OhioLINK processing, hold shelf filing), take the initiative to work on these things or ask a supervisor if they, or something else, need(s) done.
SECURITY AND SAFETY

The circulation desk is the first line of defense when it comes to the security of the library and everyone and everything in it. Beyond this though, your safety is of the utmost importance to us here at the library and so a student employee should never personally engage in a security matter, but should instead alert others to any problems.

- Potential theft by patrons. Report any incidents which you see to a staff member.
- Employee theft especially is a serious matter. Violators can be prosecuted through Student Conduct Court or Kent City Municipal Court and will lose their job.
- The library has security gates that will periodically go off. You can ask a patron if they've forgotten to check out books or if they have books from a bookstore or other library that they'd like us to desensitize. Many times the alarms goes off for other reasons and there's really nothing we can do about it. DO NOT accuse the patron of stealing or harass them.
- Disgruntled patrons. Get a staff member to assist patron.
- Inform a staff member of any hazards you may find: leaks, loose shelving, fires, dead bodies, etc.
- If you get cut or injured on the job, let a staff member know as soon as possible after the incident. We have a first aid kit and may have to file an incident report.
- When you are dealing with books and shelves or carts, sometimes books fall to the ground. DO NOT try to catch the books or carts, just stand out of the way until all items have fallen. This happens to everyone and should be nothing to be embarrassed about, nor will you get in trouble. Books can be repaired more easily than staff.
- If it is late at night or any other time you or a patron feels unsafe, do not hesitate to ask a supervisor or security guard for an escort. An escort comes from somewhere on campus and will accompany a person to their car or dorm room anywhere on campus. You can either ask the security guard on duty or call main security yourself at 330-672-7004 (27004 from a campus phone). Escorts are available every night from 8pm until 4am.
WHEN TO ASK FOR HELP

Though this is your job, we don’t expect you to remember everything, especially things which aren’t used very often. If you don’t know an answer to a patrons question or how to do something; we’d rather have you spend 2 minutes asking a supervisor for clarification than not being able to find something 2 days later because it was put somewhere it wasn’t supposed to be. These are some other times you should not be afraid to ask a question:

- Anytime you don’t know what to do.
- Irregular message appears on computer terminal.
- Question concerning policy or procedure.
- Transaction you are not authorized to complete.
- Trouble communicating with a patron.
- Phone call you are unable to assist with.
- If you feel you are being threatened or harassed by patron or co-worker.
- If you need to talk to someone about a personal problem.
A TYPICAL DAY AT WORK

A typical day of work consists of you clocking in, coming to the desk and then emptying the front book drops. Ask a supervisor or a student worker from the previous shift if anything needs done. If not, then sit down at a desk work station and wait for a patron to assist or to be assigned a task by a supervisor. Once you've been here for a while, you will be able to tell what needs done. If you notice something that needs taken care of, either just do it, or ask a supervisor if it needs done. (Sometimes projects will have already been assigned to another worker or something more pressing needs done.)
Chapter 2

TYPES OF PATRONS

There are a few different types of patrons who come into the library besides the general students, faculty and staff you’ve already learned to check out. This is a short description of these types to patrons and the differences in checking them out. It would take too long to exactly explain the difference, so get a supervisor the first few times you come across these, or until you feel comfortable in knowing how to check out items to them.

- **Visiting Patron** - Patron from another OhioLINK college checking out our item that they’ve pulled from the stacks without putting a hold on it.
  - Requires check out in a different function.
  - Requires placing a sticker on the book.
  - Requires telling the patron to contact THEIR college library for item renewal.
  - Item can be returned to either library.
  - Get a staff member when you encounter this for the first time, and until you are familiar with the process.

- **Pick Up Anywhere Patron** – Patron from another OhioLINK college who has ordered another university's or one of our books to be delivered and picked-up here.
  - Requires check out in a different function.
  - Very easy to mess up
  - Get a staff member when you encounter this for the first time, and until you are familiar with the process.

- **Community Borrower/ Alumni Member** – Patron which does not go to the university, but whom lives in the area.
  - Some Annual Fee patrons have a yellow card. Most use their Driver’s License.
  - If patron uses a yellow card, you still MUST see a picture I.D.
  - This patron's account may expire; get a supervisor to renew the account if it is expired
  - Get a staff member when you encounter this for the first time, and until you are familiar with the process.
• Emeritus (Retired) Faculty or Staff/ Lifetime Alumni – Patron who has lifetime checkout privileges because of their statuses.
  o These patrons will have a message somewhere on their record that says Emeritus, Retired, or Lifetime Alumni Member.
  o The patron still needs to show a photo ID, either Flashcard or Driver's License.
  o This patron account may expire; get a supervisor to renew the account if it is expired.

• Proxy Borrower - These are patrons who are allowed to check out books under a different persons name; usually an undergrad or graduate student checking out books under a professor's account or a spouse, significant other, etc. The form is either in the one of the front desk drawers, in the filing cabinet or can be found at the online manual site in the Desk Files Library.
  o These patrons MUST have a Proxy Borrower Form on file and their name in the other patron's record as a Proxy.
  o The patron must have a photo ID of THEMSELVES for us to match a name in the other patron's record. They DO NOT need the other patron's ID.
  o Any KENT item can be swapped to the other account.
  o OhioLINK items can only be checked out to the account that they were ordered on.
  o The privilege is NOT reciprocal. Just because person A can check out books under person B's account, does not mean B can check out books under A's account, unless both parties have signed forms and have given Proxy privileges to each other.
  o At the discretion of a supervisor, one patron may pick up another patron's books if that person has a signed note, or an email has been sent to the supervisor.
  o HAVING ANOTHER PATRON'S ID IS NOT GOOD ENOUGH TO PICK UP BOOKS FOR THEM. We don't care if the person you're picking up for is your friend, son, mother or spouse; if you don't have proxy privileges, you can't pick up their book.
  o If you are unsure if a person can pick up books for someone else, ask a supervisor.
RESERVE BOOKS

Normal Reserves check-out

- Items check out for 2 hours, 1 day, 3 days and 7 days.
  - Holds can not be placed on these items.
- Some 2 hour items can check out overnight if it is less than two hours before the building closes; some can’t. This happens automatically at the 2 hour mark and can not be changed.
  - If it says “2 hours” it CAN go out overnight.
  - If it says “2 * hours” it CAN NOT go out overnight.
  - These are the decisions of the faculty who put the item on reserve and CAN NOT be overridden by anyone, not even supervisors.
  - The item will automatically be due back one hour after the building opens the next morning; MAKE SURE THE PATRON UNDERSTAND THIS, THEY WILL BE FINED IF THEY BRING THE ITEM BACK LATE.
  - If an item can not go out overnight, it will only check out until the circulation desk closes; which is 15 minutes before the library building itself closes.

- For 2 hour items:
  - Check out procedure is the same as for regular circulating items except DO NOT DESENSITIZE item.
  - Inform patron that item is to be used in the library (not to leave the building) unless the system has allowed it to go out overnight.
  - Remind patron to return the item directly to someone at the desk when they are done. If they put the item in the book drop, it may not get checked in in time and the patron may accrue fines.
  - If the patron wants the item longer it can be checked in and checked back out for an additional 2 hours unless other patrons have been asking about the item.

- For 1 day, 3 Day, and 7 Day items:
  - Check out procedure is the same as for regular circulating items (including desensitizing the item). These items can be checked out any time during the day.
Always remember to re-sensitize all items when they are checked back in.
These items must remain for at least one day before being checked out by the same person, otherwise the system will not recognize that it was checked in and the patron will accrue fines.

Reserves are either our own books put on reserve or a professor’s personal copy put on reserve. If a professor wants back their personal copy, they must go through the reserve’s office, we can not just give the book back to them without it being un-processed.

**Electronic Reserves** – These are reserve items which are in digital formats and accessible online

- Passwords are required for access to the E-Res system
- Instructors should tell their students the password
- If a student needs the password to an E-Res course, either have the student ask their professor or contact the reserve’s office. We do not have any of the passwords. Only the instructor and reserve’s office have the passwords.
AUDIO/VISUAL MATERIAL AND EQUIPMENT
TELEPHONE

Answering

- When answering the phone, say “Kent State University Library Circulation Desk, how may I help you?” This verifies for the patron that they have called the right department and shows our desire to be of assistance.
- You may have to press whichever button is flashing on the phone. The phones automatically pick up “their” number, but have access to multiple lines.

Transferring calls

- With the patron on the line, press the “Transfer” button, dial the 5 digit extension, and hang up the phone.
- There is a “Kent State Phonebook” both physically at the desk and online, though most of the numbers needed are on the phone lists in the holder behind each computer terminal at the front.
- When transferring to another Kent State number, the 5 digit extension is all that is required. Make sure to ask if the patron would like the direct number for the person or area they are calling for. This way, the patron can call them back directly instead of again having to go through us. Be sure to give the patron the full number (330-672- XXXX) instead of just the extension.

Personal use policy

- Personal phone calls (incoming or outgoing, and on both a cell phone or library line) should be kept to a minimum and should be short in length. Calls should be taken during regular brakes and always take a phone call away from work areas so as not to disrupt co-workers.
- You MUST ask permission from a supervisor to make any phone calls from a library phone. You may be asked why you are making the call.
- Other faculty and staff may need to use our phones quickly to call back to their departments or others on campus. This is permitted. All other patrons, including students
and community patrons, are NOT allowed to use our phones. Direct anyone to the campus courtesy phone or the payphones in the student center. If a patron is insistent, ask for help from a supervisor.

CASH REGISTER

- We give change/exchange bills for people wishing to use the copiers or to add money to their Flashcards.
- The copiers can accept Flashcash (not food plan), coins and, usually, dollar bills.
- There is a coin machine on the wall next to the circulation desk. (Point out to student)
- We exchange $20, $10, & $5 bills for single bills if we have them.
- We do not give change for any bill higher than a $20. However, if a patron is insistent get a staff member.
- We will also exchange newer bills for older, since our machines don’t always like the newer bills.
- To open the cash register, hit the NO SALE key.
- Make sure to count out the bills to the patron, don’t just hand them the bills. This verifies for you and the patron that they are getting the proper change.
- If the cash register times out, the user name is “libcirc” and the password is usually either on the register or in the online circulation manual. It changes every 90 days.
Chapter 3

CHECK-IN PROCEDURES USING A-FRAMES

These are new procedures for using individual A-Frame carts at the circulation desk.

- At the beginning of each shift, get an empty A-Frame cart from storage and keep it beside you at your station at all times.
- This is to be your cart only. Place on this cart any item that you check in that is staying in this building and doesn’t have any special message print out for it. No one else should put items on your cart since you are responsible for everything on this cart.
- Supervisors should put any items they check in on the regular cart which will always be beside the “reserve hot shelves.” A supervisor will take care of this cart at the end of the night.
- Any items which have special slips print (OhioLINKs, holdshelf items, Dave’s cart, etc.) should immediately be placed in its appropriate area per the regular sorting rules.
- Only items which have been checked-in should be placed on the A-Frames.
- At the end of your shift, or when a cart is full, re-sensitize all items except VHS tapes.
- Items not going to the regular tower (floors 7, 8, & 9) should be sorted out to their appropriate place on the yellow shelves.
- The remaining regular books should then be pushed to the back sorting range and you should affix your name to the top side of the cart.
Chapter 4

**Returned Items** – Where does everything go when it comes back? There are 33 different items types that will be dropped in the book drops and at the desk that you will check in. This is a comprehensive list of every item types, a short description, and where it goes once you've checked it in.

For any items except books to be put on the holdshelf* (See exception two examples down), if the system asks if you want to print a transit slip, say yes, put the slip in the item, usually upside down so the location is showing, and put it in the proper place.

If the system does not suggest printing a slip, then it does not leave the department and the person in charge of shelving it will know what to do with it and so doesn't need a slip.

<table>
<thead>
<tr>
<th>Items Type and description</th>
<th>Where does it go?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regular Kent books</strong> – These are our books that go up to the regular shelves on the 7th-9th floors; also called “the stacks.”</td>
<td>These items go spine side up on the “A-frame” cart next to your station. They should be sorted by approximate size; smaller on top, larger on the middle and really big on the bottom. At the end of your shift (or when you fill a cart), they should be pushed back to the sorting ranges.</td>
</tr>
</tbody>
</table>
| **Regular Kent books with a new hold** (this also applies to Kent items from Regional and Branch libraries if the new hold is for our shelf – see example three) | Sometimes a book will come back that now has a hold on it for a new person, either here or somewhere else.  
If it is for a regional or branch library: print the slip and put it on the blue OhioLINK cart to send it on its way.  
If it is for another OhioLINK location: print the slip, put it sticking out of the book, and put it on the cart near Dave's desk.  
*(This is the exception mentioned above)* If it is for here: print the new slip, run the slip so it is longer at the end, highlight a circle around the new patron name, stamp it with today's date at the top, put it in the book so the name is visible, and put it on the correct holdshelf. |
<table>
<thead>
<tr>
<th><strong>Regional campus library items</strong> – The Regional campuses are: Ashtabula, East Liverpool, Geauga, Salem, Stark, Trumbull, and Tuscarawas.</th>
<th>Print slip and put on blue OhioLINK cart</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Regional Books</strong></td>
<td>Print slip and put on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Regional Media</strong></td>
<td>Print slip, put item in box, attach slip to outside of box and put on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Branch libraries</strong> – These are the special libraries on the Kent Campus. They are: Architecture, Chemistry/Physics, Fashion, Map, and Performing Arts.</td>
<td></td>
</tr>
<tr>
<td><strong>Branch Books</strong></td>
<td>Print slip, put in book, place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Branch Media</strong></td>
<td>Print slip, put item in box, attach slip to box, place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Maps and Tubes</strong> – Maps from the map library usually come in long mailer tubes also with a barcode on the end.</td>
<td>Check in both items, attach slips to mailer tube and place on top of blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Music Scores</strong> – These generally have multiple pieces, all with their own barcode.</td>
<td>Check in all pieces, print as one long slip, place slip in item, put on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>OhioLINK materials</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Books</strong></td>
<td>Print slip, put in book, place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Media, including all microfilm or fiche</strong></td>
<td>Print slip, place item in box, attach slip to box, place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Remote Storage (Depository and Assure Vault)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Books</strong></td>
<td>Print slip, put in book, place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Media, including all microfilm or fiche</strong></td>
<td>Print slip, place item in box, attach slip to box, place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Pick-Up-Anywhere (PUA) – These are checked in through the Pick-Up-Anywhere module instead of the regular Check-In.</strong></td>
<td>Doesn't print a slip. Use scrap paper to make slip saying “Return to #????” where ??? is the correct location code to return to, put in book or attach to media box and place on blue OhioLINK cart.</td>
</tr>
<tr>
<td><strong>Periodicals – Both Current and Bound</strong></td>
<td>No slip. Check in and place on correct Yellow Shelf.</td>
</tr>
<tr>
<td><strong>Kent Audio/Visual material</strong> – DVDs, CDs, or VHSs</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>Micro Film/Fiche/Card</strong> – These items belong in our basement.</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>Art Special</strong> – These are specialty art books that live in our basement. They are also considered reference book so don't get checked out very often. They have an orange spine label that says “ART SPECIAL.”</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>ON-THE-FLY</strong> – These are items that didn't have a record in our system; usually very old books that have never gone out. These are NEVER OhioLINKs.</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>SEND TO CAT</strong> – Some items will pop up a message that says “SEND TO CAT”</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>GOV DOC</strong> – Label is usually on front cover. Always has either a “:” and/or “/” in the call number.</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>Reference</strong> – These items will have a white spine label that says “REFERENCE.”</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>May 4th</strong> – These are a special collection that belong in the May 4th room on the first floor. The Call Number label says May 4th on it. Very easy to miss.</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>Lib Sci</strong> – These items should never leave the special shelving in the School of Library Science Lounge.... Sometimes they do. The Call Number will say Lib Sci on it. Very easy to miss.</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>WICK Poetry</strong> – These items belong in a special collection on the second floor in the Wick Poetry lounge. They have a white spine label that say WICK on it.</td>
<td>No slip. Check in and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>My Department/Dorm Delivery</strong> – These are books that get ordered through either Kent or OhioLINK and are to be delivered to the campus office or dorm of the person who ordered it.</td>
<td>Print slip or highlight slip and place on correct Yellow Shelf</td>
</tr>
<tr>
<td><strong>Gifts</strong> – People will many times come to the desk, give us a stack of books, and say they are gifts or donations. Do not assume that non-library books in the bookdrops are gifts.</td>
<td>Get a supervisor.</td>
</tr>
<tr>
<td><strong>Damaged Items</strong> – Any item that belongs to us that is severely damaged in some way, but probably wasn't the fault of the one individual who had it out. Usually very old books whose spines, call numbers, pages, or bindings are coming apart. If the item looks new or has some other obvious damage that the most recent patron probably caused, give to a supervisor BEFORE checking in.</td>
<td></td>
</tr>
<tr>
<td>No slip. Place on the three shelves behind Jason's desk labeled Damaged Books.</td>
<td></td>
</tr>
</tbody>
</table>

| **Inter-Library Loans (ILL)** – These are books or microfilm that were specially ordered from outside the state or even country. They have a huge pink paper band on them and a Kent barcode on the band. Conversely, we may also have books come back that will print a hold slip for the hold shelf as if for a person, but will instead say MAIN_ILL. |
| No slip. Check in and place on correct Yellow Shelf |

| **Reserves** – These are books that belong to the library or a professor and are on special reserve so students can share them. They will either have a red or green reserve label. |
| No slip. Place on the appropriate “hot-shelf.” |

| **New Reserves** – These are books that were checked out by a patron, but which were recalled to be placed on reserve by the reserve office. They will have a hold slip like for a person, but will say it is for MAIN_RESERVES |
| Going directly back to the Reference area, there is a set of in boxes that say “From Circulation.” Simply place the item in the box. |

| **“Barcode not found” message** |
| Give to a supervisor. |

| **Public Library books** – Sometimes patrons will return public library books to us; either by accident or on purpose thinking we are associated with them. This is unfortunately not true except for a select few libraries. |
| There are slips that say a book was accidentally returned to us, with a place to put where it should be mailed to. We do return books to other places, but don't like to if given a choice. Use one of these slips, a piece of scrap paper or give to a supervisor. |

| **Lost and Found** – These are non-library books that are dumped in our bookdrops. We can not assume that they are gifts or donations unless they specifically say as such. |
| Place in lost and found. They will be dealt with at the end of the semester. |
Chapter 5

Check-outs, Fines and Holds

This is a comprehensive list of all the patron types, what they can check out, how long they can check out an item, what the item’s overdue fine is, what its Grace Period is, and how the different holds work.

Policies which apply to everyone:

- All items, if over for longer than 30 days will have a billing fee of $125 added to the patron’s account to cover the replacement of the item. This is a base fee and is the same for all item types.
- All patrons have a maximum fine threshold of $25. Once the patron goes over $25, they are no longer allowed to check out anything until the fine is paid down to at most $25.
- If a patron currently has an item checked out, once another hold is placed on the item, the first patron will no longer be allowed to renew the item and must return the item or be fined.
- A RECALL is a special type of hold on an item that only a supervisor can place. A recall also stops the first patron from renewing the item, but may also shorten the original due date and will charge higher fines if the item is not returned on time. These special holds are only placed if there is absolutely no other copy of the item available in OhioLINK.

<table>
<thead>
<tr>
<th>Undergrads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Item</td>
</tr>
<tr>
<td>-------------</td>
</tr>
<tr>
<td>Normal KSU Items</td>
</tr>
<tr>
<td>OhioLINK Items</td>
</tr>
<tr>
<td>Kent Audiovisual (AVS) Materials</td>
</tr>
<tr>
<td>OhioLINK Non-Book Items</td>
</tr>
<tr>
<td>Recalled KSU Items</td>
</tr>
<tr>
<td>Recalled OhioLINK Items</td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td>Periodicals</td>
</tr>
<tr>
<td>2-hour Reserve Items</td>
</tr>
<tr>
<td>2-hour/No Overnight Reserve Items</td>
</tr>
<tr>
<td>1-, 3-, or 7-day Reserve Items</td>
</tr>
<tr>
<td>Interlibrary Loan Services (ILL) Items</td>
</tr>
<tr>
<td>Government Document Items</td>
</tr>
<tr>
<td>Reference Items</td>
</tr>
<tr>
<td>Map Library Items</td>
</tr>
<tr>
<td>Item Type</td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td>Normal KSU Items</td>
</tr>
<tr>
<td>OhioLINK Items</td>
</tr>
<tr>
<td>KSU Audiovisual (AVS) Materials</td>
</tr>
<tr>
<td>OhioLINK Non-Book Items</td>
</tr>
<tr>
<td>Recalled KSU Items</td>
</tr>
<tr>
<td>Recalled OhioLINK Items</td>
</tr>
<tr>
<td>Periodicals</td>
</tr>
<tr>
<td>2-hour Reserve Items</td>
</tr>
<tr>
<td>2-hour/No Overnight Reserve Items</td>
</tr>
<tr>
<td>Items</td>
</tr>
<tr>
<td>-----------------------------------</td>
</tr>
<tr>
<td>1-, 3-, or 7-day Reserve Items</td>
</tr>
<tr>
<td>Interlibrary Loan Services (ILL) Items</td>
</tr>
<tr>
<td>Government Document Items</td>
</tr>
<tr>
<td>Reference Items</td>
</tr>
<tr>
<td>Map Library Items</td>
</tr>
<tr>
<td>Item Type</td>
</tr>
<tr>
<td>---------------------------</td>
</tr>
<tr>
<td>Normal KSU Items</td>
</tr>
<tr>
<td>OhioLINK Items</td>
</tr>
<tr>
<td>KSU Audiovisual (AVS)</td>
</tr>
<tr>
<td>Materials</td>
</tr>
<tr>
<td>Recalled KSU Items</td>
</tr>
<tr>
<td>Recalled OhioLINK Items</td>
</tr>
<tr>
<td>Periodicals</td>
</tr>
<tr>
<td>2-hour Reserve Items</td>
</tr>
<tr>
<td>2-hour/No Overnight Reserve Items</td>
</tr>
<tr>
<td>1-, 3-, or 7-day Reserve Items</td>
</tr>
<tr>
<td>Item Type</td>
</tr>
<tr>
<td>-----------------------------------</td>
</tr>
<tr>
<td>Interlibrary Loan Services (ILL)</td>
</tr>
<tr>
<td>Government Document Items</td>
</tr>
<tr>
<td>Reference Items</td>
</tr>
<tr>
<td>Map Library Items</td>
</tr>
</tbody>
</table>
# Community Borrowers – Alumni Association

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Loan Period</th>
<th>Renewal Limit</th>
<th>Fines</th>
<th>Grace Period</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal KSU Items</td>
<td>3 weeks</td>
<td>4</td>
<td>$0.10/day</td>
<td>7 days</td>
<td>Limit of 20 borrowed items, including 5 OhioLINK items</td>
</tr>
<tr>
<td>OhioLINK Items</td>
<td>3 weeks</td>
<td>4</td>
<td>$0.50/day. $50.00 if overdue &gt;30 days.</td>
<td>7 days</td>
<td>Limit of 5 (counts toward 20-item limit) OhioLINK items should NEVER be checked in and then back out again.</td>
</tr>
<tr>
<td>Audiovisual (AVS) Materials</td>
<td>7 days</td>
<td>1</td>
<td>$0.50/day</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>OhioLINK Non-Book Items</td>
<td>1 week</td>
<td>No renewals</td>
<td>$1.00/day</td>
<td>None</td>
<td>(See note for OhioLINK items.)</td>
</tr>
<tr>
<td>Recalled KSU Items</td>
<td>2 weeks</td>
<td>No renewals</td>
<td>$1.00/day</td>
<td>None</td>
<td>The patron will receive notification if a borrowed item has been recalled.</td>
</tr>
<tr>
<td>Recalled OhioLINK Items</td>
<td>1 week</td>
<td>No renewals</td>
<td>$2.00/day</td>
<td>None</td>
<td>The patron will receive notification if a borrowed OhioLINK item has been recalled.</td>
</tr>
<tr>
<td>Periodicals</td>
<td>Current = 1 day; Bound = 7 days</td>
<td>1</td>
<td>$1.00/day</td>
<td>None</td>
<td>Check with library staff – may vary by location, date of material, title, bound/unbound, etc.</td>
</tr>
<tr>
<td>2-hour Reserve Items</td>
<td>2 hours</td>
<td>No renewals (see note.)</td>
<td>$0.50/hour or partial hour</td>
<td>10 minutes</td>
<td>May be checked out again (in effect, &quot;renewed&quot;) if not in demand. May be checked out overnight when borrowed within 1 hour of Circulation Desk closing.</td>
</tr>
<tr>
<td>2-hour/No Overnight Reserve Items</td>
<td>2 hours</td>
<td>No renewals (see note.)</td>
<td>$0.50/hour or partial hour</td>
<td>10 minutes</td>
<td>May be checked out again (in effect, &quot;renewed&quot;) if not in demand. Items cannot leave the building.</td>
</tr>
<tr>
<td>1-, 3-, or 7-day Reserve Items</td>
<td>1, 3, or 7 days</td>
<td>No renewals (see note.)</td>
<td>$1.00/day</td>
<td>None</td>
<td>May be checked out again (in effect, &quot;renewed&quot;) based on availability after a 24-hour waiting period.</td>
</tr>
<tr>
<td>Interlibrary Loan Services (ILL) Items</td>
<td>3 weeks, or as-marked</td>
<td>Contact ILL office</td>
<td>$1.00/day</td>
<td>None</td>
<td>$10 fee per filled request, plus any additional charge by lending library. Must be paid at time of pick-up.</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-----------------------</td>
<td>-------------------</td>
<td>-----------</td>
<td>-------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>Government Document Items</td>
<td>(See note and other item types.)</td>
<td>(See note and other item types.)</td>
<td>(See note and other item types.)</td>
<td>(See note and other item types.)</td>
<td>Circulate as normal items, unless designated as Reserve, Reference, non-circulating, etc.</td>
</tr>
<tr>
<td>Reference Items</td>
<td>0, 1, or 7 days</td>
<td>No renewals</td>
<td>$1.00/day</td>
<td>None</td>
<td>Many Reference items do NOT circulate; some items may loan for 1 day. Some items, especially those located in Main Stacks, may loan for 7 days. Check with library staff. All Reference material must get special permission to check out either from the Reference Desk or a Circulation Supervisor.</td>
</tr>
<tr>
<td>Map Library Items</td>
<td>2 weeks</td>
<td>No renewals</td>
<td>$0.50/day</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>
## Gov Doc Borrower

<table>
<thead>
<tr>
<th>Type of Item</th>
<th>Loan Period</th>
<th>Renewal Limit</th>
<th>Fines</th>
<th>Grace Period</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Documents: Normally Circulating Items</td>
<td>3 weeks</td>
<td>4</td>
<td>$0.10/day</td>
<td>7 days</td>
<td>Limit of 20 borrowed items.</td>
</tr>
<tr>
<td>Government Documents: Reference</td>
<td>0, 1, or 7 days</td>
<td>No renewals</td>
<td>$1.00/day</td>
<td>None</td>
<td>Many Reference items do NOT circulate; some items may loan for 1 day. Some items, especially those located in Main Stacks, may loan for 7 days. Check with library staff. All Reference material must get special permission to check out either from the Reference Desk or a Circulation Supervisor.</td>
</tr>
<tr>
<td>Government Documents: 2-hour Reserve Items</td>
<td>2 hours</td>
<td>No renewals</td>
<td>$0.50/hour or partial hour</td>
<td>10 minutes</td>
<td>Some items may go out overnight when borrowed within 1 hour of Circulation Desk closing.</td>
</tr>
<tr>
<td>Government Documents: 1-, 3-, or 7-day Reserve Items</td>
<td>1, 3, or 7 days</td>
<td>No renewals</td>
<td>$1.00/day</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

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Chapter 6

NORMAL CHECK OUT PROCEDURES

- Click or touch on Circulation Desk on left side of screen.
- Swipe patron Flashcard I.D. or type patron name from photo I.D. In either case, make sure patron’s face matches ID. To type a name in manually, you must type an “n” first to tell the system you are entering a name, then enter the last name, followed by the first name. (example: nsmith, jon)
- Some names can be complicated: you can't tell which is the family name, names may be hyphenated, or there may be more than one patron with the same name. If you are unsure, ask the patron for more information, such as their address, to be sure.
- Scan or type item barcode.
- Desensitize the item.
- Stamp item if it is an OhioLINK item.

After all items are scanned, click or touch on CLOSE.

- Give patron the due date slip.
- Give patron a plastic bag if they request one or, if it’s raining, suggest one.

Items you will see that have slightly different check out procedures

- OhioLINK - item ordered through OhioLINK.
  - The barcodes are all over the books depending on where they are from. Some will even have more than one if they are from a depository.
  - If a barcode doesn't scan correctly, try typing a “b” before scanning. If there are any characters in the barcode besides numbers, the computer needs to be told it's a barcode. Such characters include numbers, dashes, or symbols such as * $ or /.
  - Stamp with the OhioLINK stamp on the sticker or paper band.
  - If the item still won't check out, get a supervisor.
• On – the – fly – These items do not have a barcode, or the system doesn’t recognize the barcode already in the item. Only Kent items are made on-the-fly. If an OhioLINK does not check-out correctly, remember to try typing a “b” before scanning the barcode just to make sure and search for a possible second barcode. If an OhioLINK still does not work, get a supervisor.
  o Must add a barcode and/or create an Item Record.
  o Only supervisors should create on-the-fly records.

• Reference books – These items are mostly in the stacks on the first floor of the library and have a special sticker in the spine that says REFERENCE. Some books in the regular stacks, however, are also considered non-circulating, though only say this on the inside front cover as a stamp.
  o These items MUST have a “Special Permission Card” filled out by the Reference Desk; unless they are closed.
  o When Reference is closed, circulation staff can decide to allow a book out overnight.
  o Get a supervisor to override the block on the item.

• Inter Library Loan (ILL) – item ordered from out of the state.
  o These items have a Kent State barcode on a giant pink ILL paper band. This barcode must be used instead of any institutions barcode. Other than that, they are the same as a regular Kent item.
Chapter 7

CHECKING-IN ITEMS

- Click on “Check In” on the left side of the screen.
  - Assess the condition of the item, give to a staff member if item seems to have been damaged by the person who had it checked out.
  - Scan item barcode. Sometimes items are from other places where they use different types of barcodes.
  - Searching for OhioLINK barcodes can be a pain. They can be anywhere on a book, and there may be more than one.
  - Remember, if a barcode has anything other than a number (letters, dashes, asterisks, etc.) you need to type a “b” before scanning to tell the system it's a barcode you're scanning.

- If item has a hold on it, follow these rules:
  - If it is for a regional or branch library; print the slip, put it in the item upside down so the location is showing and put it on the blue OhioLINK cart.
  - If it is for another OhioLINK location; print the slip, put it sticking out of the book, and put it on the cart near Dave's desk.
  - If it is for here; print the new slip, run the new slip so it is longer at the end, highlight a circle around the new patron name, stamp it with today's date at the top, put it in the books so the name is visible, and put it on the correct holdshelf.

All other items will go to one of many places. See full list of how to route an item in Chapter 4.
When asked for a receipt

- Go to the “Check-In” module (the second button on the left-hand side of the screen)
  - Make sure there are no previous books on the check-in screen. Either go to a different module and back to the “Check-In” module or press Alt+Q to clear the screen.
  - Check in all items, printing slips as needed for OhioLINKs or other reasons.
  - Press Print button in the upper right hand corner to get the full list on the screen.
  - Give patron the slip.
Chapter 8

KENTLINK AND OHIOLINK RETRIEVAL PROCESSING

KentLINK and OhioLINK requests are automatically printed each morning. These requests are pulled by the Stacks students and brought down to us on carts. The carts should be processed as soon as they are brought down to expedite delivery to the patrons. To process requests:

Separating items

- Separate items depending on whether they are KentLINK or OhioLINK slips. It is easiest to process the OhioLINKs first because some OhioLINKs turn into KentLINKs.

Processing OhioLINKs

- Select INN-Reach in Millennium and then click on Check Out and scan item barcode.

If it is a regular OhioLINK – This is a request by a patron from a different location requesting one of our books to go to their location.

- The following pop-up will appear:
  
  (Date) requested by (patron number) for pickup at (location)

  Item has status OHIO LINK PAGED and has been cleared

  Send book to above patron at (location)

- Verify information in this pop-up, and the patron name that comes up in Millennium behind it, are correct and click OK.
- Place an OhioLINK sticker on the back top of the item, having folded down the bottom right corner for easy removal later.
- Write the number of the location the item is going to in the box on the upper right corner of the sticker using a red marker.
- If a message instead comes up that says the item has not been requested by a remote site patron, then it is the wrong book. Give the item to a supervisor to verify.
- If the item is any type of audio-visual material (DVD, VHS, CD or micro, put it in a white travel box and place a second sticker on the outside of the box in the same manner as you attached one to the item itself.
- Place all item on one of the blue OhioLINK carts to be taken up to the mailroom.
If it is a converted INN-Reach – This is one of our own patrons requesting a book through OhioLINK to be picked up at a Kent location

- The following pop-up will appear:

  Send book to above patron at (A Kent Campus location). Item has been set to status IN TRANSIT.

- Verify that the patrons name on the bottom left section of the page says “Kent State” under it. **If it says a different location name, then it is actually a Pick-Up-Anywhere item; ask a supervisor to verify.**

- Place the item and its paging slip with the KentLINK retrievals, it now is to be reprocessed as a KentLINK instead of an OhioLINK.

If it is a Pick-Up-Anywhere going to a different location – This is a patron (either one of ours or from a different location) requesting a book to be picked up at a different location.

- **The paging slip should be green.**
- The following pop-up will appear:

  Send book to above patron at (Location name other than Kent). Item has been set to status IN TRANSIT.

- Process the same as an out-going OhioLINK, but include a green Pick-Up-Anywhere sticker on top of the regular OhioLINK sticker in the large open area in the middle.

If it is a Pick-Up-Anywhere staying here – This is an OhioLINK patron requesting one of our books to be picked up here.

- The same pop-up from the OhioLINK will appear, except it will say it has a location pick-up of Kent State University.
- Process the same as an outgoing Pick-Up-Anywhere, but instead of putting it on the blue cart, continue to the next step.
- Go to the **Pick-Up-Anywhere** module on the main sidebar of Millennium and click on **Receive Item**.
- Scan the barcode.
- Click **Process**.
- The status should change from “Shipped” to “Received.”
- The item can now go on the holdshelf to wait for the patron to pick it up.
Processing KentLINKs (including converted OhioLINK items from above)

- Select **Check-In** in Millennium and scan item barcode.

**If it is an item staying here to be placed on our holdshelf:**

- The following pop-up will appear:
  
  Put on holdshelf at Kent-Main Circulation Desk for (Patron’s name and patron code).

  Pickup notice will be printed.

  Print slip to place in book?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

  - If there is a paging slip with the patron’s name on it, click no. Highlight the patron’s last name in yellow and stamp a today’s date above the name.
  - If there is nothing with the patron’s name on it, click yet to print a hold slip. Feed the slip so it is twice as long as the normal print length and tear it off. Use a yellow highlighter to CIRCLE the patron’s last name and stamp a today’s date above the name.

- These items then go on the holdshelf to wait to be picked up by the patron.

**If it is an item to be picked-up at one of the other Kent locations (Trumbull, Salem, etc. or Architecture, Performing Art, etc.):**

- The following pop-up will appear:
  
  Put on holdshelf at (location) for (Patron name and patron number).

  Pickup notice will be printed.

  Set status to:

<table>
<thead>
<tr>
<th>IN TRANSIT to (location)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON HOLDSHELF</td>
</tr>
<tr>
<td>CANCEL</td>
</tr>
</tbody>
</table>

- Select the IN TRANSIT option.
- The following pop-up will appear:
  
  Print transit slip?
|Yes| No|

- If there is a paging slip that has the location on it, select NO, highlight the location and place the slip in the book so the location is sticking out of the top of the book.

- If there is no paging slip, select YES. Take the slip and place it upside down in the book, so the location is showing. There is no need to highlight the location on this type of slip.

- If the item is media other than a book, it must be placed in one of the media boxes, and attach the slip, instead, to the outside of the box.

  - Place the items on the blue OhioLINK cart to go to the mailroom.

If it is an item to be shipped to a faculty, staff or student via the My Department/Dorm system:

- The following pop-up will appear:
  
  Put on holdshelf at Kent-My Departmental Office/Dorm for (Patron name and number).
  
  Pickup notice will be printed.
  
  Set status to:
  
  | IN TRANSIT to Kent-My Departmental Office/Dorm |
  
  | ON HOLDSHELF |
  
  | Cancel |
  
- In all cases, choose IN TRANSIT and place it on the yellow shelf for My Departments. Nothing needs to be highlighted or circled, but leave any paging slips in the item.
Chapter 9

LEGAL STUFF AND POLICIES

EMPLOYMENT REQUIREMENTS

Employment During Fall and Spring Semesters: Student must be enrolled and maintain at least half-time enrollment (6 undergraduate credit hours, 4 graduate credit hours) as well as achieving satisfactory academic progress. Federal regulations mandate that no exceptions be made. The University will automatically terminate you from your campus job if you fall below the minimum class hour enrollment. The University will require that you complete a Public Employment Retirement System Personal History Form and will deduct PERS (8.5% of gross wages) from your last check(s) retroactive to the beginning of the semester.

Employment Between Fall and Spring Semesters (Winter Break): Student must have completed enrollment for the upcoming Spring semester or have been enrolled in the previous Fall semester.

Employment During the Summer: Student must be enrolled in the following Fall semester unless the student is enrolled (half-time) for Summer or graduating in August.

Graduating Students are permitted to work through the Saturday of the week in which they are scheduled to graduate.

Concurrent Employee Status is prohibited. Student CANNOT work as BOTH a University employee and a student employee at the same time. Employees of Kent State University, full-time or part-time, are NOT eligible to participate in the Student Employment Program.

Graduate Students MAY work on campus as student employees, provided they maintain at least half-time enrollment (4 credit hours) during Fall and Spring semesters.

FEDERAL WORK STUDY

Federal Work Study (FWS) is a federally subsidized program designed to promote part-time employment of students, helping them avoid excessive debt while in college. By working, students gain experience, develop new skills, and earn money to meet their educational and living expenses. Student employees who are employed under the FWS program are awarded FWS as part of their total financial aid package. This federal program is monitored by the Student Financial Aid Office and pays 75% of the student's wage while the employing department pays 25%.
FWS jobs are available to financial aid recipients as listed on the Financial Aid award letters mailed out from the Student Financial Aid Office (SFAO) or as noted on Web for Students online.

**IMPORTANT:** To be considered for FWS employment eligibility, a student must complete a "Free Application for Federal Student Aid" (FAFSA) and answer "YES" to Question #31: "Are you interested in work study employment?" The FAFSA is available online from the Student Financial Aid Office and at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Since FWS funds are limited, students should submit the FAFSA as soon as possible after January 1st each year. You must complete a separate Kent State University Summer Aid Application for summer Federal Work Study.

Mark your calendars accordingly! The above actions are critical for employment in some departments of University Libraries. If a position you have been offered is contingent on your qualifying for work study funding, you may be terminated if that funding is withdrawn or reduced.

**ADMINISTRATIVE POLICY REGARDING A DRUG-FREE WORKPLACE**

(Taken from University Policy Register 3342-6-60) Effective: February 17, 1989

A) The university is committed to maintaining a workplace free of illegal drugs. Recognizing that illegal drug use poses health and safety hazards to employees and to the community at large, the university prohibits the possession or use of illegal drugs on all university property and at other locations where employees are conducting university business.

B) Employees manufacturing, distributing, dispensing, possessing or using illegal drugs on university property and at other locations during the conduct of university business are subject to dismissal.

C) The university will establish and maintain a drug-free awareness program including the following topics of concern:

1. Health and safety concerns from drug abuse.
2. University policy regarding illegal drug use.
3. Availability of approved drug counseling and rehabilitation services.
4. Penalties that may be imposed upon employees for drug-free violations.

D) In compliance with the Drug-Free Workplace Act of 1988, employees engaged in work under a federal grant or contract may be subject to additional requirements to ensure a drug-free workplace.

E) In accordance with federal regulations, the violation of this policy could result in the suspension, termination or debarment of the individual or the institution from federal grants and/or contracts.
REQUESTS FOR REFERENCE LETTERS OR PHONE CALLS

All requests for simple verification of employment from prospective employers, investigative agencies, financial institutions, etc., should be directed to the Dean's Office where verbal verification of dates of employment and position will be handled. Inquiries related to payroll/salary will be forwarded to Payroll.

Students who anticipate using a supervisor as a job reference should first ask verbal permission of their supervisor. You may request a general letter of recommendation (addressed “To Whom It May Concern”) which can be used as you wish. You may also request a letter of recommendation addressing your qualifications for a specific position. Lastly, you may simply request permission to list the supervisor's name as a reference to be contacted by any prospective employer.

Upon receiving a verbal request from the student, supervisors must secure a written statement from the student authorizing the release of information (see Appendix). The authorization form will be kept on file in the Dean's Office until the student asks us to remove it.

No job reference will be given without a signed authorization form on file. In the absence of an authorization form, the person or entity seeking the reference will be told that we will be happy to verify employment through the Dean's Office. However, it is our policy not to provide more than simple verification without a written authorization on file.

DISCIPLINARY PROCEDURES

Expectations for our student staff should be very clear. If you have any questions concerning what is expected of you, please consult with your supervisor. Detailed disciplinary procedures are at the discretion of the student's supervisor; however, here are a few general guidelines.

A. All students are employed at the sole discretion of the University Libraries. You may be disciplined, including dismissal, for irresponsible or inappropriate behavior. Below are some examples of behaviors which warrant dismissal:

1. Refusal to do assigned tasks and/or insubordination.
2. Frequent tardiness from work without prior permission from your supervisor or three unexcused absences.
3. Unauthorized use of facilities, materials, and/or supplies belonging to University Libraries.
5. Failure to consistently maintain a positive service-oriented approach toward patrons, staff, and co-workers.

6. Reporting to work under the influence of alcohol or other illegal substances.

7. Disrespectful behavior, including but not limited to unlawful discrimination or sexual harassment.

B. Failure to comply with one or more of the listed expectations will generally be handled in the following manner by your supervisor:

1. Verbal or written warning
2. Dismissal

A supervisor may bypass step one and proceed to step two if circumstances warrant.

DISCIPLINARY AND GRIEVANCE PROCEDURES

As taken from the KSU/Career Services Center/Student Employment Handbook:

Disciplinary Procedures

Supervisors should share disciplinary procedures with students and communicate performance concerns early. **First**, give a verbal warning regarding the nature of the complaint(s) and the appropriate behavior expected. **Second**, provide a written warning for similar or more severe behavior. A **third** complaint may result in terminating the student's employment. The employing department will inform the student of the reasons for termination, supported by documentation, and the effective date of termination.

Grievance Procedures for Student Employees

- *Each employing department must inform all student employees of the student employee grievance procedures.*

- Generally, it is expected that a complaint can be resolved at the point at which it arises. This means that the student employee(s) and the immediate supervisor should attempt to settle the problem, with the right to appeal to a higher level exercised only after it is determined that mutual satisfaction cannot be reached. Consequently, every effort should be made to settle the grievance on the spot, on its merits, and with minimal delay.

- In initiating a complaint, and throughout the formal appeals process, students may seek the counsel of the [Office of the Student Ombuds](#) who will provide information, clarify procedures, and facilitate communication as requested.

- It is understood that some issues may involve one or more policies which, because of either the nature of the complaint or the status of the complaint, may be related to University offices which have separate responsibilities for such policies. For example, an allegation of discrimination or sexual harassment could be reviewed separately by the Office of Affirmative Action.
There shall be no retaliation or abridgement of a student's rights resulting from the use of this policy.

As necessary, a student may submit a written request for a reasonable amount of time off work to attend hearings or meetings established as part of the grievance process during business hours. This request must be approved in writing by the immediate supervisor to be acted upon.

It is recommended that a student maintain copies of any correspondence generated in pursuing the grievance process.

To facilitate an efficient grievance and appeals process, it is expected that a grievance be reviewed at the departmental level in a two-step process (maximum), by an immediate and next level supervisor (or designee), before being referred to the Career Services Center for a final decision. The next level supervisor may be defined as a department head, dean, director, or other University officer.

Regional Campus student employee complaints filed at a Regional Campus are covered by rule 3342-8-06 of the Administrative Code.

Student Employee Grievance Procedures within Employing Departments

1. Any student employee of the University who has a complaint relative to employment shall discuss the complaint with the immediate supervisor within three working days (excluding weekend days and holidays) from the date of the incident. Should a group of student employees within a department have a grievance that crosses supervisory lines, but is confined to a single department, the department head or designee will assume the role of the immediate supervisor in the first step of the grievance procedure.

2. The student employee, if the complaint is not resolved orally, must prepare a signed written statement outlining the nature of the grievance as well as a suggested solution, and present it to the immediate supervisor. This statement must be delivered within three working days of the attempted oral resolution.

3. The immediate supervisor, within three working days after receiving the written complaint, shall review the complaint and submit a signed, written response to the student employee proposing a resolution, along with information regarding the next level of appeal. The immediate supervisor shall forward copies of all documentation to the next level supervisor (or designee).

4. The student, if the resolution is unsatisfactory, will inform the next level supervisor (or designee) in writing within three working days.

5. The next level supervisor (or designee), within three working days, shall review the grievance and the recommendation of the immediate supervisor and provide a written decision to the student with copies to the immediate supervisor and to the Career Services Center, Grievance Review Staff. The written decision will also advise the student of the right to appeal, the time period allowed for submitting an appeal (within three working days), and the appeal procedure.

Student Employee Grievance Procedures to Appeal Employing Department Decision

1. The student, within three working days of the receipt of the decision, may submit a written appeal to the Career Services Center, Grievance Review Staff. The written appeal
must outline the nature of the incident, any attempts to resolve the matter with the supervisor, and provide all additional supporting documentation pertinent to the issue.

2. The Career Services Center, Grievance Review Staff shall review all of the information for completeness and request any additional information from the student or employing department to ensure a thorough review of the facts and clarity of the issue. Within three working days of the receipt of the written appeal, a final decision concerning the grievance will be submitted in writing to the student. The decision by the Career Services Center, Grievance Review Staff is final.

RESIGNATION

Please notify your supervisor immediately if you plan to resign. A two week notice is expected if you resign during the semester.

SEXUAL HARASSMENT

Sexual harassment in any form will NOT be tolerated. If you are found to be guilty of sexual harassment, you will be disciplined up to and including termination of your University Libraries employment. If you are the recipient of unwarranted attention in any form, you are to notify your supervisor or the Dean’s office immediately.
APPENDICES

Appendix A: Student Assistant Disciplinary Report Form

Appendix B: Authorization to Release Information from Employment Records

Appendix C: Student Sign Off Acknowledgement Form

Appendix D: Changing your direct deposit

Appendix E: Notice of Confidentiality of Patron Records

Appendix F: Library Tour
Appendix A

Student Assistant Disciplinary Report Form

University Libraries has the option to refuse to continue a student's employment following an unsatisfactory evaluation or at any time job performance is unsatisfactory.

Name of Student:

Service Area:

Date of Incident/Problem/Event:

Date of review:

Description by Supervisor of Incident/Problem/Event: (use additional sheet if necessary)

Signature of Supervisor:____________________________

Date:_______________

Student Response to Supervisor's Comments: (use additional sheet if necessary)

I have read this disciplinary report:

Student's signature: ______________________ Date:________________

AUTHORIZATION FOR DISCIPLINARY ACTION:

Service Head:_____________________________ Date:________________

Assistant Dean, UL: _________________ Date:________________

DISCIPLINARY ACTION TAKEN:

Effective date:________________

cc: Student Employment Office
AUTHORIZATION TO RELEASE INFORMATION FROM EMPLOYMENT RECORDS

I, the undersigned, authorize Kent State University, University Libraries, to release, either verbally or in writing, the following information to prospective employers:

please initial all items you agree can be released

**Verification of Employment**

- [ ] Dates of employment
- [ ] Position(s) held

**Performance Evaluation**

- [ ] A Copy of the formal evaluation(s) completed by my supervisor.
- [ ] Additional comments related to my performance. These may be provided verbally and/or in writing by my supervisor(s).

Please initial below as desired.

- [ ] I waive my right to see letter(s) of recommendation/evaluative statements prepared pursuant to this authorization.

- [ ] I do not waive my right to see letter(s) of recommendation/evaluative statements prepared pursuant to this authorization.

Name (print):____________________

Signature: _____________________

Date: _________________________
Appendix C

STUDENT SIGN OFF ACKNOWLEDGEMENT FORM

Sign, date, and return this sheet to the University Libraries Dean's Office where it will become a part of your permanent record.

I acknowledge that I have read the University Libraries Student Employment Handbook and agree to abide by the described rules and regulations while employed at the Kent State University Libraries.

Signature of Student Employee: ________________________________

Date: ________________________________
Appendix D

CHANGING YOUR DIRECT DEPOSIT

● Log-in to your Flashline
● Choose the “My HR” tab
● On the left top box labeled “Employment Details” click on the “Direct Deposit” link
● On the page that comes up, click on the “Update Direct Deposit Allocation” link
● Click on the old bank name and choose the “Inactive” box on the following page
● Return to the “Update Direct Deposit Allocation” page and input the information for your new direct deposit bank account and click save
Appendix E

Kent State University
University Libraries

Notice of Confidentiality of Patron Records

All information contained in KentLINK Circulation Records is confidential and is protected by Ohio Law (Ohio Revised Code § 149.432). This information includes, but is not limited to:

- Addresses
- E-mail addresses
- Phone numbers
- Identification numbers, including Banner IDs
- Items checked out, returned, renewed, or requested
- Current fines, or fines paid

The directives below shall serve as general guidelines for behavior but do not constitute an exhaustive list:

1. Information about a particular patron of patron’s record shall not be provided to anyone but the patron; this includes parents, faculty members, roommates, spouses, siblings, and others.
2. Information about who has specific items checked out shall not be provided to patrons, including faculty members, students, and others.
3. Discretion must be used when communicating with patrons over the phone to ensure patron confidentiality is maintained.
4. Staff communicating with other OhioLINK institutions about circulation transactions shall provide only the minimum amount of information necessary to conduct business.
5. Staff shall not discuss with others their access to the information contained in KentLINK Circulation Records.

Consequences of violation of this notice may lead to reprimand, suspension, dismissal, or other disciplinary actions consistent with University policies. Disclosure of confidential information by present or former state employees is a violation of state statute, conviction of which is a first-degree misdemeanor (up to six months imprisonment and/or a $1,000 fine).

If you are presented with a subpoena or order from a law enforcement officer, please refer the query to the Dean of University Libraries, who is the Custodian of Library Records. For the full text of this policy, please refer to “Staff Directive on the Confidentiality of Library Records” located on the UL Intranet.

I have read the Notice of Confidentiality of Patron Records, and I understand it.

Signature: __________________________________________________________

Print name: __________________________________________________________

Date: ___________________
Appendix F

WHOLE LIBRARY TOUR:

Library Hierarchy:

- Dean James (Jim) Bracken: in room 300 (3rd floor)
  - Associate Dean: Barbara Schloman
  - Head of Access Services: Cindy Kristof
  - Circulation Manager: Bob Opper (1st floor)
  - Desk Supervisors: Jason Prufer (days), Adam Steele (evenings), Stuart Moye (nights), and Sandie Ribita (nights). (1st floor)
  - OhioLINK: Dave Elswick; Stacks: Megan Walker

Library Tenants: From the top down

- 12th Floor
  - Special Collections and Archives
- 11th Floor
  - University Press
  - Faculty (from all around campus) offices
- 10th Floor
  - Government Documents
  - Read Special Collection Room
- 9th Floor
  - Institute for Bibliography and Editing
  - Juvenile Collection
  - Miniature Catalog Collection (Min. Cats.)
  - Books A-HN
- 8th Floor
- Books HQ-PR

- 7th Floor
  - Books PS-ZA (excluding those PZs considered Juv. Coll.)

- 6th Floor
  - Journals "A" through "The Journal of Comparative Family Studies."
  - Group Study Area - sometimes used by classes.
  - Includes whiteboard

- 5th Floor
  - Journals "The Journal of Comparative Neurology" through end of alphabet
  - Oversized journals

- 4th Floor
  - Writing Center

- 3rd Floor
  - Billing Services
  - Classrooms 333 and 334
  - Room 370 (Bindery, Cataloging, Mailroom, etc.)
  - Tech Services
  - Library Administration Offices
  - School of Library and Information Science
  - Lib. Sci. Classrooms
  - Lib. Sci. Grad Lounge (vending machines)

- 2nd Floor
  - Service Desk
  - Microform Reader Area
  - Inter Library Loan (ILL)
  - University Administration Offices
  - Wick Poetry Corner
  - Math Emporium

- 1st Floor
  - Starbucks Coffee
  - Bestsellers
- Scantron Window
- Computer Lab
- Room 122
- Reference Offices
- Reference Collection and Desk
- May 4th Resource Room
- Student Multimedia Services (SMS)
- Back Exit (Faculty and Staff only)
- Quiet Study Room
- Front entrance to Reserves and Copyright offices
- Circulation and Reserves Desk

**Basement**
- Classroom 019
- Storage Room 017
- This is also the main tornado shelter area for the building.

**Sorting Ranges:**
- Sorting area located behind the Hold Shelf. Books are sorted by general letters of call number.
- In the Tower: The sorting ranges on each floor are located on the first set of shelves to the far right. Books are sorted by first part of their call number, sometimes just letter, and sometimes letter and first number.

**Restrooms:**
- In the basement across from the elevators and 2nd floor next to the elevators are the nearest rest rooms. There are both men and women's restrooms on the 2nd and 3rd floors and in the basement. In the tower, men's restrooms are on even numbered floors and women's on odd numbered floors.