Welcome aboard!

We hope you enjoy your work experience with the UTEP Library!

This handbook has been compiled to assist you in understanding the general guidelines for library student employees (LSE). Schedules, timesheets, breaks, telephone use, appointment and job renewal, evaluations, transfers, and termination procedures are in this handbook. These guidelines apply generally to both work-study and hourly student employees.

LSE are essential to the operation of our library!

Please do not underestimate the importance of your talents and skills as you accept this opportunity to become a responsible and knowledgeable representative of the library and the University. You are encouraged to make this experience a valuable asset during your University years.

Additional materials include handouts, most of which are available at the Reference desk. These include research and finding aids, how to use the library's online catalog, a map of the library, and other information which should answer some of your other questions. For more information see Library home page "About" tab.

GUIDELINES FOR STUDENT EMPLOYEES

(Revised 12-5-14)

Please read these guidelines carefully. If you have any questions, see your supervisor.

SCHEDULE AND TIME SHEETS

You are expected to arrive ON time to work and leave ON time. It is your responsibility to make sure you have enough time to make it to and from classes. Take this into consideration when asked about your schedule for the following semester.

- Your schedule will be worked out by you and your supervisor at the beginning of each semester. If problems arise with your schedule, consult your supervisor. Work periods must be a minimum of one and one-half hours. If there are extenuating circumstances which make this impossible, an alternate schedule can be worked out with your supervisor. (See sample schedule sheet.)

- Students cannot work more than 19 hours per week while school is in session.

- You are never allowed to work during the hours you are scheduled to be in class. Even if your class is cancelled for the day, you may not work during those periods. (See work-study regulations.) If you work for more than six hours at one time, you must take at
least a 1/2 hour lunch break on your own time, **and you are not allowed to work more than 8 hours per day.**

- If you fail to show up for scheduled hours without any prior notice to your department, you will lose those hours, unless you personally notify your supervisor of illness and problems as soon as possible.

- Unauthorized leave from your scheduled work time will be considered as absence and subject to an unsatisfactory evaluation on timesheet, an oral or written reprimand, or termination.

- Excessive absenteeism or late arrivals (for any reason) is grounds for dismissal. Excessive is defined as more than three times.

- Time can only be made up during the week in which it was missed. Arrangements are to be made through your supervisor.

- Advanced work to complete your hours ahead of schedule will not be allowed without good reason. Departure from the set schedule will be authorized only by your supervisor.

- The pay period on the time sheet is bimonthly.

At the end of each pay period, your time must be filled out completely and signed on the right hand side of the page. If it is not properly completed and signed, you may not get your pay on time. *(See work-study regulations and timesheets.)*

**BREAKS**

- A rest period of not more than fifteen minutes during the first half of a regular workday and not more than fifteen minutes during the second half of a regular work day is a privilege. (i.e. If working 8 hours; 2 fifteen minutes breaks. If working 6 hours; one fifteen minute break.)

- Employees who are scheduled to work four hours or more, but less than a full day, will be afforded the privilege of one fifteen-minute rest period. Ordinarily, rest periods are a privilege and not a right; they cannot be accumulated for use at a later date nor used to shorten the regular workday. In all instances, the granting of rest periods is subject to the workload demands of the organizational unit and approval of the supervisor.

- Always check out with a staff member when going on break. Also, check back in when you return. Failure to notify a staff member or supervisor will be considered as unauthorized leave or absence and subject to reprimand.

- Breaks should not be taken in the working area.
STAFF LOUNGE

- Student assistants may use the lounge area, provided they observe the following rules:
  - Use of the lounge is limited to the times when you are actually on duty (the staff lounge is for eating, not for doing class assignments)
  - Do not bring friends into the lounge.
  - Access to the lounge is with an ID card. (If access is denied, have your supervisor contact Library Administration Office.)

ID's

- Students must wear their IDs.

TELEPHONE USE

- The department phone is a business phone and should not be used for personal calls unless absolutely necessary. Please ask friends and family not to call you on work phones or cellular phones unless there is some necessity. Please adhere to the Library policy on the use of cellular phones.

- Personal calls should be kept short, preferably to less than three minutes. If the use of the phone becomes excessive, you may be refused permission to place or receive calls at work.

COMPUTER OR TERMINAL USE

- Students employed by the Library are not to use any of the work station computers for personal use (view e-mail, Internet, social media, etc.)

- Students should check their personal e-mail at the student labs and not on Library work station computers while on duty.

VISITS

If your friends stop by, please explain to them that you are working and cannot stop for long conversations. You can talk to them briefly, but if they wish to conduct a long conversation, they should arrange to get together with you on your break or after work. Notify a supervisor if you cannot get rid of annoying persons. When using the library during non-working hours, please respect those who are working by not engaging them in conversations or otherwise disrupting their work.

DRESS CODE

Students will be dressed and groomed in a manner that is clean and neat (appropriate to work area) and that will not be a health or safety hazard to themselves or others.
Many departments provide a work shirt. If your department does, please wear it when on duty.

Students are expected to wear footwear appropriate for the duties of their employment. (Sandals or other open-toe style shoes will not be permitted to be worn during work hours for safety concerns.)

**COMPLIANCE**

The Library follows the University of Texas System compliance guidelines.

**TEAMWORK**

It is important to recognize that, in order for the UTEP Library to work efficiently and effectively, a team effort is required. Students are encouraged to work closely with their co-workers and supervisors in order to maintain a high quality of service for every patron.

**POSITIVE MENTAL ATTITUDE AND ENTHUSIASM**

In order to perform effectively, one must maintain a positive mental attitude toward his job/duties assigned. Showing eagerness and intense interest in your job will enhance your job performance. The UTEP Library seeks qualities such as these in order to maintain a positive working environment; and in turn, patrons/users will benefit greatly.

**SELF-MOTIVATION**

LSE are encouraged and expected to perform to their fullest ability. The UTEP Library is an advocate of students who promote themselves in their duties or seek tasks that need attention.

**COMMUNICATION**

- It is crucial for each individual to know and understand his or her job. This is important in order to communicate, interpret, and clarify any questions or misgivings that patrons may have.

- It is also important to understand what each patron is seeking in order to answer his or her questions. If a LSE has exhausted every means of assisting the patron, and the patron is not satisfied, then the student employee should refer the patron to the correct supervisor/employee who can assist him.

**HONESTY AND RELIABILITY**

The UTEP Library will maintain the highest standards of service to the patron. As an employee of the Library, each student is a driving force and a key individual in its maintenance. In order to continue our high quality of service, LSE should be honest and reliable in their jobs. This means being punctual, effective and efficient in whatever duties are assigned.
EMPLOYMENT POLICIES

(revised 12-5-14)

EMPLOYMENT AUTHORIZATION POLICY

Students may not begin working until all required processing has been completed by the library, Office of Student Financial Aid and the Human Resources Office. Hours worked by students not following this procedure will not be accepted for payment. The Office of Student Financial Aid will NOT backdate appointment for any reason.

APPOINTMENT AND RENEWAL POLICY (Financial Aid only)

Students are generally appointed from September 1 of each year to August 31 of the following year (the period covered by the student's Financial Aid Award Letter). Students are appointed only for the period they indicate they will be enrolled. If a student indicates in his application he will not be enrolled in the Summer, the appointment will be only for the Fall and Spring semesters. If the student decides to attend Summer, a new appointment must be processed. Students who do not register for the summer session will be terminated at the end of the spring semester (May 31). Therefore, it is crucial that departments are aware of each student's enrollment plans and authorized appointment dates.

All Work-Study employees must have their employment authorizations renewed by the Financial Aid office by the end of August of each year to insure continued employment. The Financial Aid office will notify departments during the month of July of the procedures to be followed and will specify a deadline for employment renewal authorization.

Eligibility Requirements For Undergraduate Student Employment:

Good academic standing (GPA of 2.0 or better).

Currently enrolled in an undergraduate program.

Enrolled at UTEP for a minimum of twelve (12) semester hours during the fall and/or spring.

Enrolled at UTEP for a minimum of six (6) semester hours during the summer, or enrolled in the previous spring semester for a minimum of twelve (12) hours.

Eligibility Requirements For Graduate Student Employment:

Good academic standing (GPA of 3.0 or better).

Currently enrolled in an graduate program during student appointment.

Enrolled at UTEP for a minimum of nine (9) semester hours during the fall and/or spring.
Enrolled at UTEP for a minimum of three (3) semester hours during one of the summer semesters. They do not need to be enrolled in each summer session to be eligible for employment the entire summer.

*Note: The above applies to hourly work study students. For Financial aid students please see Work Study Employment Regulations for Financial Aid work study below.

* **REMEMBER:**

Financial Aid applications must be completed each year for the next fiscal year (Sept.- Aug.) awards. New forms are available in the Financial Aid office each January. The application deadline for all forms to be in the Financial Aid office for each school year is March 15. Award letters must indicate a College Work-Study award and satisfactory academic progress criteria must be met.

**EVALUATIONS**

*(revised 12-5-14)*

**Mandatory:**

A basic monthly evaluation done by your supervisor on your time sheet of your job performance indicating whether if the job was done in a "satisfactory" or "not satisfactory" manner.

**Voluntary:**

An evaluation performed by your supervisor when a student decides to transfer to another department within the library or a student resigns.

**Involuntary:**

An evaluation performed by your supervisor when a student is dismissed or terminated by the Financial Aid Office.

**Also,** one requested by your supervisor after a student has gotten two unsatisfactory evaluations on his/her time sheet.
SCHEDULES

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PLEASE INDICATE OTHER COMMITMENTS WHICH WILL TAKE ANY OF YOUR TIME:

PLEASE INDICATE ANY PREFERRED WORKING TIMES. WHEN POSSIBLE, YOUR PREFERENCES WILL BE CONSIDERED IN PREPARING YOUR WORK SCHEDULE:
THE DEADLINE FOR COMPLETING AND TURNING IN THIS FORM TO YOUR SUPERVISOR OR DEPARTMENT HEAD IS:

- FOR CLASS SCHEDULED: THE DAY BEFORE LAST DAY OF REGISTRATION
- FOR EXAM SCHEDULES: 3 DAYS PRIOR TO LAST DAY OF CLASSES

YOU ARE RESPONSIBLE FOR PICKING UP YOUR NEW WORK SCHEDULE ON THE DAY BEFORE CLASSES OR EXAMS BEGIN.

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WORK-STUDY EMPLOYMENT REGULATIONS

(Financial Aid Work Study Students Only)

(revised 12-5-14)

The Federal College Work-Study Program was designed to provide employment opportunities for college students who are in need of part-time employment earnings to pursue a course of study at an institution of higher education. This program enables students to earn money during the academic year to help defray their college expenses.

The Director of the Office of Student Financial Aid is the appointed institutional representative of the program and is responsible for its administration in compliance with federal and institutional regulations and policies. All students employed under the program must be cleared for such employment by the institutional representative or by the designated coordinator (Work-Study Officer).

- Work hours per week
  - Work-study students are allowed to work a maximum of nineteen (19) hours per week when school is in session (this includes the week of finals) and a maximum of forty (40) hours per week between sessions. Departments wishing to employ students at forty (40) hours per week between sessions must first:
    - Determine if the student has sufficient eligibility to work more than the nineteen hours per work (allowed earnings).
    - Determine if the department has sufficient Work-Study allocation to cover the additional hours.

- Pay rate
  - Students are paid at the current minimum wage.

- Work/Class Schedule Conflicts
  - It is the responsibility of the employing department to insure that students do not work during scheduled class hours (even if the student’s class is canceled due to the professor canceling, classes or finishing earlier…the student still may not work).

- Hours Worked on Holidays
  - Work-study employees do not qualify for paid holidays. In the event that a Work-Study employee works on a holiday the Department Head and Supervisor’s signature on the student’s time sheet acknowledges that holiday hours were worked and approved by the department.

- Concurrent Hourly and Work Study Employment
  - University policy prohibits students to be employed under more than one university account. This includes students working for more than one department as well as students working both as a Work-Study and an hourly or casual laborer for the same department. Students found to be working concurrently under two university accounts will be subject to termination from one of the accounts.

- Enrollment Requirements
o Failure to meet the minimum enrollment requirement anytime during the semester/session will be grounds for immediate termination of work study employment.
   Undergraduates – During the long sessions full time enrollment is required (12 hours or more). In order for a student to be eligible for summer work study (June 1 - August 31, 200X) a student must meet the following requirements: Must be enrolled on a half time basis during the Summer session to continue summer work-study employment for the period of June 1 - August 31, 200X.
   Graduates – During the long sessions full time enrollment is required (9 graduate hours or more) with a minimum enrollment of at least 3 graduate hours during any summer session.

TIMESHEETS

(revised 12-5-14)

All LSE (both hourly and financial aid work study) will be required to use time clocks to document time worked. This will eliminate the estimation of hours on the last days of the pay period.

Time clocks will be located in the following locations:

- Special Collections 6th floor
- Collaborative Learning Center 2nd floor
- Circulation 2nd floor
- Acquisitions 1st floor
- Media and Microforms 1st floor

Due to deadlines, time sheets are due in, at the Library Administration Office, on the first working day of the following pay period by 8:30 a.m. Any late time sheets will not be processed until the next payroll period.

The following rules will pertain to the use of the time sheets:

**Students will punch their own time sheets only.**

**Students punching in or out for other students will be terminated immediately.**

Be sure you use BLACK or BLUE ink only on your timesheets.

Write your working schedule on daily in-out and total hours (not to exceed 19 hours per week)

Total the hours at the end of each week (not to exceed 19 hours per week). Total the hours for the month also.
Be sure to sign your timesheet on the line marked "Student Signature" and add the date that you signed your timesheet (failure to do so will result in student not getting paid on time).

**Student Time Sheet Requirements (Financial Aid Office)**

- **Standard Time Sheet**

Use the standard College Work-Study Program Daily Time Record ONLY. Departments are not authorized to make any changes to the standard time sheet.

- **Pay Period Hours**

Ensure that ONLY hours for the current month are included.

- **Signatures**

Time sheets without proper signatures (Department Head, Supervisor, and Student) will not be accepted for payment.

- **Job Performance Certification**

The student’s performance must be evaluated by the supervisor in the appropriate space.

- **Holiday Work Hours Justification**

If the student worked during a legal holiday, the supervisor must justify the hours worked in the appropriate section or the hours will be deleted.

- **Schedule Conflicts**

Departments must indicate the student’s regular work schedule in the appropriate section and must ensure that it does not conflict with the student’s class schedule.

- **Hours Per Week Limits**

Departments must ensure that students do not work more than 19 hours per week when school is in session *(**this includes the week of finals and the beginning of classes**) and no more than 40 hours per week *if approved by the Library* between sessions. When two pay periods fall in the same week, the department must make sure that the student does not work more than the maximum allowed hours for that week. For example, if the student works 4 hours during the last week of the current pay period, the maximum number of hours the student can show for the same week during the next pay period are 15.

- **Minutes Must Be In Quarter Hours**

Minutes worked must be shown in quarter hours only as indicated below.
15 minutes = 0.25
30 minutes = 0.50
45 minutes = 0.75

Any other fractions will not be accepted.

- **Time Sheet Totals**

It is the supervisor's responsibility to ensure all totals are correct and accurate. Student time sheets must match department payroll sheet totals.

- **Department / Student Balances**

Payrolls submitted exceeding the departments’ Work-Study Allocation balance and/or Student Allowed Earnings will not be accepted for payment.

**PAYCHECK DISTRIBUTION**

- Students are paid five (5) working days after the pay period. Paychecks are delivered to the departments.
- *For Direct Deposit arrangements, see Payroll Office, Administration Building, Room 301.*
STUDENT EMPLOYEE REQUEST FOR A TRANSFER

Student requesting transfer: ________________________________

Date: ______________________________

Department of current employment: __________________________

Department proposed for transfer: __________________________

NOTICE: Upon approval, current Supervisor / Department Head and new Supervisor / Department Head will agree on reasonable time for transfer of student employee.

__________________________________

Current Supervisor / Department Head approval: ________________________________

I have discussed this potential transfer with the student named above and with ____________________ (current Supervisor / Department Head).

I REQUEST _______________ DO NOT REQUEST _______________ the transfer be completed.

Signature: ________________________________

__________________________________

New Supervisor / Department Head: ________________________________

I have discussed this potential transfer with the student named above and with ____________________ (current Supervisor / Department Head).

I REQUEST _______________ DO NOT REQUEST _______________ the transfer be completed.

Signature: ________________________________

When all signatures are completed return to:
Library Administration Office
EMERGENCY PROCEDURES MANUAL

A copy of the Emergency Procedures Manual is available in each department in the Library. Check with your supervisor to learn the location of your department’s manual.

A copy is also available online at http://utminers.utep.edu/sdiaz/emergency.htm

Book Handling Guidelines

Shelving and use of book trucks

Books should not extend beyond the edges of the shelf or book truck. They can get caught on objects or people passing by, causing damage to the book or possible injury to the person.

Books can vibrate off the truck when you are moving the truck across a rough surface, such as the tile in front of the elevators. Always check the books on the moving book truck to be sure they do not fall off the truck.

When crossing the gap in the elevator, move the truck at an angle so that only one wheel at a time crosses the gap. If you push the truck straight, the wheels can get stuck, jar the truck and cause the books to fall off the book truck. This is especially true with trucks that have smaller wheels.

When moving a book truck with partially-filled shelves, always brace the books upright with either bookends or a few books lying down.

When loading a book truck, make sure that the load is balanced. If you don't have books on both sides of the shelf, place the books in the center of the shelf. Moving book trucks with unbalanced loads can cause the truck to tip over. Tipping book trucks will cause damage to library materials and may injure you; just move out the way and let it fall. Please be careful!!

Please see PowerPoint Presentation on Book Truck Safety produced by library staff. CLICK HERE

Always place books in an upright position on book trucks and shelves. Never place a book on its fore-edge (the edge opposite the spine). This will cause the hinges to break and the text block will fall out of the book. If a book is too tall for a shelf, place it on its spine. It is best to store oversize books, such as atlases, lying flat.

Don't pack books too tightly on the shelves.

Books should not be shelved so loosely that they lean over. When left in this position for several months, the covers will warp and books will no longer stand upright. Books should be supported with sturdy bookends of an appropriate height.
Use care when using bookends. It is very easy to damage a book by shelving it over narrow edged or wire bookends.

**Removing books from shelves**

Never pull books off the shelf by the top of the spine. Always move the neighboring books with one hand, while grasping the book firmly by its front and back covers with the other. If this is not possible, reach over the top of the book and pull the fore-edge toward you until you can get a good grip on the covers.

Large books, such as dictionaries, should always be supported on a table when being used.

**Book Drops**

Book drops are potentially very damaging to books. A truck with a depressible platform should be under the book drop at all times.

Books returned to the book drops should be put in one at a time and spine first.

Multimedia items as well as books that are old and/or fragile or damaged should be returned directly to the circulation desk. Please ask patrons not to put these items in the book drop when you check them out to them.

**Environment**

Keeping the temperature and humidity at the same levels is important to keeping library materials in good condition. Too much heat and too little humidity can cause books to warp. We try to keep the temperature at a level that will cause minimal damage to the materials. This is why, at times, it may seem cold in the library.

On the other hand too much humidity may cause a mold outbreak. We generally don't have to worry about high humidity in El Paso; damp conditions are more likely to be caused by leaks. If you see moldy books, report it to your supervisor immediately.

Ultraviolet light is very damaging to paper. Books should never be shelved in direct sunlight. In areas where the lights can be turned off when the stacks are not in use, the lights should be turned off.