II. GETTING THE JOB...AND KEEPING IT

HOW YOU BENEFIT FROM WORKING IN THE LIBRARY

--flexible hours to fit your class and study schedule
--experience in working with people
--experience in being part of an organization
--enhanced ability to utilize library resources for personal needs
--future job recommendations

A GOOD STUDENT EMPLOYEE

--is responsible
--follows through on assignments
--doesn’t skip problems
--asks questions
--takes assigned tasks seriously

AN UNDESIRABLE STUDENT EMPLOYEE

--fails to show up for work without notification or arranging for a substitute
--cheats on time cards
--has a negative attitude regarding work in general
--does too much socializing on work time
--cannot be trusted to work unsupervised

A. HIRING: If you are reading this manual, congratulations! You have been hired as a Regular Payroll, Work-Study, or in some cases, Temporary Biweekly student employee. If you have any general questions regarding your employee status that your supervisor cannot answer, you can check with the Library Administrative Office.

Although you normally will be assigned to a specific job, you may be asked to help from time to time with some other job--perhaps even in a different department. You will not be employed in a department in which a member of your family is a staff member.

B. EVALUATIONS: Individual departments establish performance evaluation procedures for student assistants. Usually you are evaluated at the end of your first three months, and at the end of each semester thereafter. During your training period, your supervisor should review the department’s evaluation forms with you so that you will be aware of the characteristics that constitute acceptable work performance.

C. PROBATION & DISMISSAL [University Policy]:

1. All student assistants are on probation for the first three (3) weeks of employment in the Library.

2. After the completion of that first probationary period, a student may be put on probation again for reasons determined by the supervisor. If this is the case, the student is put on
probation for another two (2) weeks. Initiation of a probationary period will be accompanied by a counseling conference between the supervisor and the student. A written notice will be given to the student explaining the reason for the probationary period. Repetition of the offense(s) after the probationary period is a cause for dismissal.

3. Students may receive warnings that could then be followed by probation for such infractions as the following:

- unsatisfactory work performance;
- disrespect for fellow employees or library users;
- use of work time for something other than work; i.e., phone calls, socializing;
- excessive breaks, homework;
- minor insubordination;
- repeated tardiness for work;
- one unexcused absence for scheduled work-time.

4. In all departments, two (2) unexcused absences are considered cause for immediate probation.

The University’s Warning-Probation- Dismissal procedure has three steps and optional solutions.

They are:

Step 1: Verbal warning to student from employee:

- Option A: Situation is resolved, no further action necessary;
- Option B: Any further offense is cause to proceed to Step 2.

Step 2: Written warning from supervisor to student listing specific problems and necessary behavior changes. A copy is forwarded to the ISU Human Resources. This will place the student on probation. The student employee should be given five (5) working days to show significant improvement. If the situation has not been resolved, two options are recommended. They are:

- Option A: Dismiss -- The student is dismissed by notifying the student in writing and by completing a Payroll Notification, checking the box for TERMINATION.
- Option B: Proceed to Step 3.

Step 3: Students can be employed on probation for a period not to exceed the close of the current semester. During that time it is recommended that the student and supervisor agree to specific expectations and changes. If necessary, ISU Human
Resources can facilitate a discussion between the supervisor and student employee to help resolve the problem. The student may be dismissed at any time during a probationary period of employment for either continued offenses or unresolved problems.

**More serious violations justify IMMEDIATE DISMISSAL.** These violations include:

- theft of any kind;
- extreme insubordination;
- unauthorized use of University or employer property;
- communication of confidential information;
- committing any violation while on probation;
- false reporting of hours worked on time sheets.

Supervisors will notify ISU Human Resources immediately if a situation resulting in immediate dismissal occurs. A report will be filed in the Library Administrative Office and a copy of the report will be sent to ISU Human Resources.

**D. DEPARTMENTAL TRANSFERS WITHIN THE LIBRARY:** Once employed by a Library department or unit, it is possible for a library student assistant to transfer to another Library department. Also, it is sometimes possible to schedule work hours in more than one library department. However, there are specific guidelines and policies which govern such internal transfers. Check with your immediate supervisor or department head for details of these guidelines.

**E. NOTICE BEFORE LEAVING JOB:** If you plan to quit or change jobs, two weeks notice, when possible, should be given to your immediate supervisor.

**F. LETTERS OF REFERENCE:** During or after your employment in the Library, you may request a letter of reference, or the completion of a recommendation form that the Library might receive from an outside agency or company. If you wish a letter of reference, you must first fill out a Request for a Letter of Recommendation and Waiver of Right to Inspect and Review Records Pursuant to the Family Educational Rights and Privacy Act of 1974, as amended. Your supervisor will give you a copy of the form. Please sign it and give it to your supervisor. Once completed, the form will be kept in your personnel file in the department where you work(ed) for a period of seven years. The Library will not supply any recommendations or references (whether in writing or by telephone) without the completed form.
G. STUDENT ASSISTANT RECOGNITION AWARD: The ISU Library presents an annual award to outstanding library students. Supervisors nominate the students. A maximum of two students per department per academic year may be nominated. A student may receive this award more than once, but not two years in a row. Not more than two students from those nominated will receive the award. Students are eligible after they have worked for the library at least two full consecutive semesters, including summers (1 full summer = 1 full semester), and are currently employed. The award consists of a reception in the library, at which the Dean presents a letter, a certificate, and a monetary gift. A book (or other appropriate library item) based upon the students’ academic major and/or interests will be selected and added to the ISU Library, with a bookplate commemorating the event.

CRITERIA FOR STUDENT RECOGNITION NOMINEES include:
- has consistently high ratings on evaluations
- is punctual
- is able to prioritize work
- works without direct supervision
- is able to work at a pace to complete the assigned amount of work
- displays appropriate conduct for the workplace
- works with precision and neatness
- is able to apply training knowledge to situations and consequently determine the correct course of action when making decisions
- constantly strives to gain more in-depth knowledge of the library resources in general for his/her job in particular
- works well with staff
- works well with other student assistants
- interacts well with library users (is friendly; helpful; polite; patient)
- knows when he/she doesn’t have the answers and will refer library users to someone more knowledgeable

H. MYRL O. WILKINSON SCHOLARSHIP: Awarded annually by Friends of the Cunningham Memorial Library to one or more qualified students employed in the Library, the Myrl O. Wilkinson Scholarship recognizes students who exhibit scholarly achievement while maintaining high-quality work in the Library. To be eligible, a student must have completed at least two semesters with a minimum GPA of 3.25 while working successfully for at least two consecutive semesters. Members of the Board of Directors select one or more recipients, using the application fact sheet See Appendix. Please submit your application through your
supervisor, whose signature will indicate that he or she supports your candidacy. Application should be forwarded to Friends of the Cunningham Memorial Library no later than February 1st every year.

Myrl Wilkinson was a longtime member of Friends of the Cunningham Memorial Library who served as its chairperson, providing leadership and inspiration to the members. The cash award in his name is generally given at the Honors Day ceremony occurring in April.