

# **The Work Study Guide to Blake Library**



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# The Work Study Guide to Blake Library

## Introduction

Blake Library staff strives to provide the best services, resources, and that personal touch to the UMFK community. We welcome you to our work force and hope you find working here rewarding and educational. Work-study students are essential to the running of the library, and we want you to know we value your time with us.

The following is a guide to help you understand the needs of the library and what we expect of you as you work with us. We expect you to communicate clearly with your supervisor and read and refer back to this guide. Do not ever hesitate to ask questions of your supervisor or other library staff. We prefer you ask than to be uncomfortable in doing your tasks.

## Expectations

One of the first things you should remember as a work-study student for Blake Library is when you work here, you are working as an employee of the University of Maine at Fort Kent. As an employee, you work with different guidelines and expectations than as a student on campus.

The following are five principles to work by (from the Covenant College Library Student Assistant Guide, 2005):

1. Listen carefully to instructions with enough attention to understand them the first time (but don't hesitate to ask questions).
2. Do a complete job, and do it better than your supervisor expects you to do it.
3. Work diligently without interruption.
4. Complete all tasks in a timely manner, meaning as soon as possible.
5. If you run out of assigned tasks, look for other jobs to do that help others and the organization.

Following these principles will not only help you in your tasks and working relationships at UMFK they will help you well beyond these boundaries as you pursue your choice in careers.

## General Guidelines

- You are expected to consistently show up for your job on time.
- If for any reason you cannot work your scheduled time, it is your responsibility to contact your supervisor or other library staff (if the supervisor is not available) prior to when you need to be at work. You must call the library and make voice contact. You may also email but only as a backup.
- Employees are expected to be **pleasant and helpful** to every library patron. When you work at the library, you represent the library and all that it entails. Our goal is to be as helpful as possible. If you don't know the answer to a question (e.g.



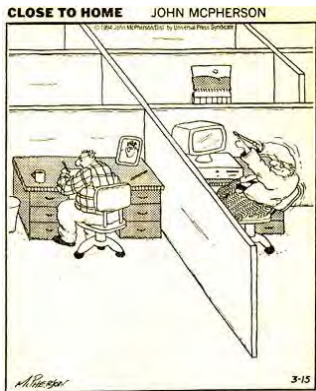
where are the bathrooms) you either find the answer or find someone else who can answer the question.

- Do not allow library patrons into restricted areas. Exceptions are:
  - faculty who need to see what they have on reserve or other reason necessitating their coming behind the counter.
  - a patron may sit in the chair by the circulation staff desk while waiting for staff.
- Employees are expected to monitor their email regularly. Email will be the primary form of communication between employee and supervisor (with the exception of contacting your supervisor regarding your ability to work your shift).
- We expect employees to perform their duties responsibly, thoughtfully, and satisfactorily.
- In general we prefer that you do not take phone calls here at the library while on duty. However, we know there are some exceptions. When you take a call, please make it brief and if you use a cell phone, lower the volume of your cell phones (or put them on vibrate) while using your phones in the library. Also, either take the call elsewhere (after letting your supervisor know) or speak quietly if you remain in the library. Please help us set an example for Blake Library Patrons.

## **Responsibilities**

### **Circulation Guidelines**

- The circulation counter is meant for patron transactions. Conversations with friends, though not against the rules, need to be brief.
- Occasionally, you may have the opportunity to study or play on the computer. But this is a privilege, not a right. Your first priority is to the library. Please refer to principle number five above before you start homework or other non-library activity.



Based on the computer calculations he had run, Lowell needed to hit the ceiling at an angle of 37 degrees in order to land his rubber band in Milt's coffee.

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- While monitoring the circulation desk, please keep an eye out for patrons. Do not get so wrapped up in a task or your studies that the patron is ignored for more than a few seconds.
- You are expected to answer the telephone when circulation staff is not available. When you answer the phone, please do so by saying: **Blake Library, may I help you?**

Occasionally, both reference and circulation staff is away from their desks. Please answer the phone for both when they are away. If you are unable to help the patron, please take their name and number.

- Each time you report for work, if you don't already have assigned duties, check the task list on the bulletin board and make sure these tasks are completed before the end of your shift.
- If you run out of tasks, and cannot think of others to do, ask your supervisor if there are any other projects for you to do. If your supervisor is not available, ask other library staff.
- You are responsible for knowing such things as library hours, how to get onto the online catalog and other resources, checking in and out Blake Library, requestor, and interlibrary loan items, and answering basic questions such as location of materials (**not what** materials). We also ask that you become familiar with the library web site, which will not only help you do your work at the library, but will help you answer questions patrons might have.
- You are **NOT** responsible for helping students find materials for their studies. Please refer all questions (called reference questions) to the reference librarian or other staff if the reference librarian is not available. When staff is not available, such as on weekends or the last hour of the weekday, do the best you can to help, but refer the person to the times when library staff will be available.
- The first time you start to work as a new employee you will to use a program on the work-study computer called LC Easy. You must practice and then take the test, scoring no less than an 80, to continue onto the next step of shelving.
- Shelving is extremely important. Materials misshelved can be lost for days, months, and in some cases years, before they are found again. You must take extreme care in shelving library materials. If you don't know where the materials go, or are unsure of a procedure, please talk to your supervisor or other library staff.
- For more detailed procedures see the procedures manual for each task.
- At the end of each semester, the supervisor is required to fill out a student evaluation for each student employee. While there is a fair amount of flexibility in this job as far as school and personal issues are concerned, please keep in mind the evaluation will be based on the student employee's ability to meet the library's criteria as presented in this booklet.

## Confidentiality

Working at the library gives you access to a lot of sensitive data. You have a responsibility to keep this information confidential at all times. You have already signed an agreement while applying for or receiving work-study funds. Because you have done so, signing another agreement with us is not necessary. The following is information specific to Blake Library **you cannot give to individuals**. This includes faculty as well as staff not associated with the library. If any individual asks for information on other individuals, please get a staff person:

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*Information you cannot give out:*

- what books and/or materials others have checked out
- social security number, address, telephone number or any other personal data
- what books others may have on hold either in the computer or on the requestor/hold shelf
- where the student is in the library who has an item out (specifically for in-house reserves)

*Information you can give out:*

- when an item is due back

## Emergencies

- Disgruntled, belligerent, confrontational, or overly aggressive patrons:
  - If you are in a situation during regular library hours where you are confronted with a patron with the above mentioned behaviors, please get a library staff member. Do not argue with the patron or try to reason with him/her especially if they show no signs of being reasonable.
  - If you are working when no staff is available, please ask the patron to come back at a later date to discuss the problem with staff. Make sure the patron is aware there is nothing you can do at this time and get as much information from the patron such as name, phone number, problem, etc. and leave a note for staff about the patron. **A word of advice:** when you commiserate with the patron, they usually calm down, so don't be afraid to say something like "Oh, I understand completely" or "I am so sorry you're having such trouble with this". Whatever fits the situation.
  - If the patron continues to cause problems and does not leave the library, then do one of the following:
    - if during regular library hours, but staff is out (to a meeting for example), call Fran Picard in Physical Plant.
    - if during the weekend or after staff leaves in the evening, call Sofia Birden, Leslie Kelly, or Debra Durkin (in that order). One of us will come down to the library to handle the situation.
  - If the situation becomes dangerous, call the police at 834-5678. Then call Sofia Birden, Leslie Kelly, or Debra Durkin and let one of them know what is happening.
- In case of fire when staff are not around:
  - If you feel you can safely make sure patrons get out of the library without endangering yourself, then you may go through the library to make sure everyone gets out.
  - If you do not feel safe staying in the library, please vacate the library immediately.



- If you are able to ascertain where the smoke/fire is coming from without endangering yourself, this knowledge will be helpful to the firefighters when they show up. However, do not put yourself in danger to find this information out.
- Use your best judgment to assess the situation and act accordingly.
- In case of fire when staff are in the building:
  - Get out immediately. Staff will take care of the rest.

## Other

- During your shift, please make a habit of walking the library several times to pick up books lying around, push in chairs, clean up trash, and monitor patron activity. Please make library staff aware when you leave the circulation area, and leave the bell out on the circulation desk. Do this during quiet times.
- If you are working on the weekends with a partner, take turns moving around the library. You should be aware at all times, roughly what is happening in the library.
- If your shift ends with the closing of the library, you are responsible for closing or helping to close the library. Use the closing procedures list to make sure all areas are closed properly.
- Work-study students are not allowed to handle money transactions. Please get a staff person to help with fine payments, library services payments, getting change, or any other money related transactions. If patrons approach you on the weekends or after staff hours when staff will not be around, please inform them of when the next time library staff will be available to help them.
- If you are expected to open or help open the library, get familiar with the opening procedures. If you arrive at the library to work and to help open the library and there doesn't seem to be anyone there, check the board by the main entrance with the hours posted to make sure we are supposed to be open. If we are, knock on the doors. We may have forgotten to unlock them. Otherwise if no one has yet to arrive after 15 minutes, please find a janitor or other person on campus to help you get into the library and/or call Sofia Birden, Leslie Kelly, or Debra Durkin. If you are unable to find anyone or a phone, please do everything in your power to contact one of the above mentioned people. You may have to go elsewhere to find a phone. If you have exhausted all possibilities, check the library one more time to see if anyone has arrived yet. If not, you may go home.



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- At the beginning and end of each shift enter your time into PeopleSoft. Enter the exact time you come to work and the exact time you leave work. Do not enter time ahead of schedule unless your supervisor or the student employment office has asked you to do so. When you leave for a lunch break, enter the time you leave and the time you come back. For instructions on how to use PeopleSoft, please ask your supervisor.

## **Quick Reference**

### **Contact Information**

Library Staff:

Sofia L. Birden  
Electronic & Information Resources Librarian (reference)  
[sbirden@maine.edu](mailto:sbirden@maine.edu)  
wk: 834-7527  
hm: 834-2240

Debra Durkin  
Library Assistant I  
[debra.durkin@maine.edu](mailto:debra.durkin@maine.edu)  
wk: 834-7526

Leslie Kelly  
Associate Director of the Library and Distance Education  
[lesliek@maine.edu](mailto:lesliek@maine.edu)  
wk: 834-7528  
hm: 834-5815

### **Library Hours**

Typical fall and spring library hours:

Monday through Thursday:	8 AM – 10 PM
Friday	8 AM – 4:30 PM
Saturday	1 PM – 5 PM
Sunday	1 PM – 9 PM

Get familiar with where the library hours are on the Blake Library web site. Closed and shortened days are listed by month. Vacation/holiday hours are also posted on the board outside the main entrance.



## Library Services

Full-Service	Self-Service
<p>Faxing:</p> <ul style="list-style-type: none"> <li>\$2 for 1<sup>st</sup> pg. \$1 per pg. thereafter (receiving is free)</li> <li>800 numbers and local calls are free</li> </ul> <p>Color Printing and Photocopying:</p> <ul style="list-style-type: none"> <li>\$.30 per side for all size paper.</li> </ul> <p>Laminating:</p> <ul style="list-style-type: none"> <li>\$1 per full sheet (8.5x11)</li> <li>\$.50 per card pouch (3x5)</li> </ul> <p>Transparencies:</p> <ul style="list-style-type: none"> <li>B/W is \$.30 per page</li> <li>Color is \$1.50 per page</li> </ul>	<p>B/W Photocopying:</p> <ul style="list-style-type: none"> <li>\$.05 per side</li> <li><b>Staff and Faculty:</b> may make copies on the copier in the office and charged to their department by filling out the clipboard information in the library office.</li> </ul>

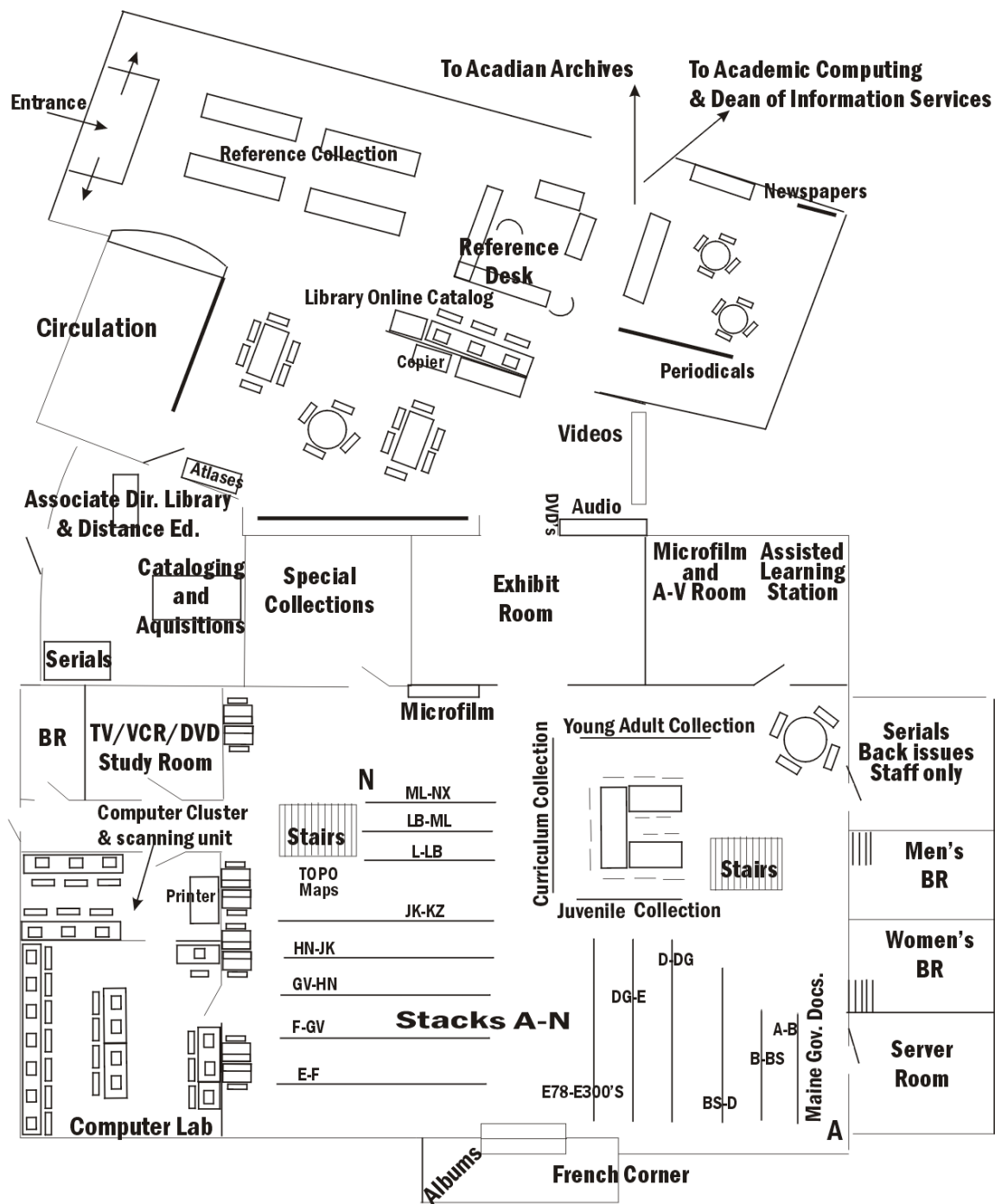
Though you can't actually provide these services on your own due to the involvement of money, you can be aware of these services for when patrons ask.

Other:

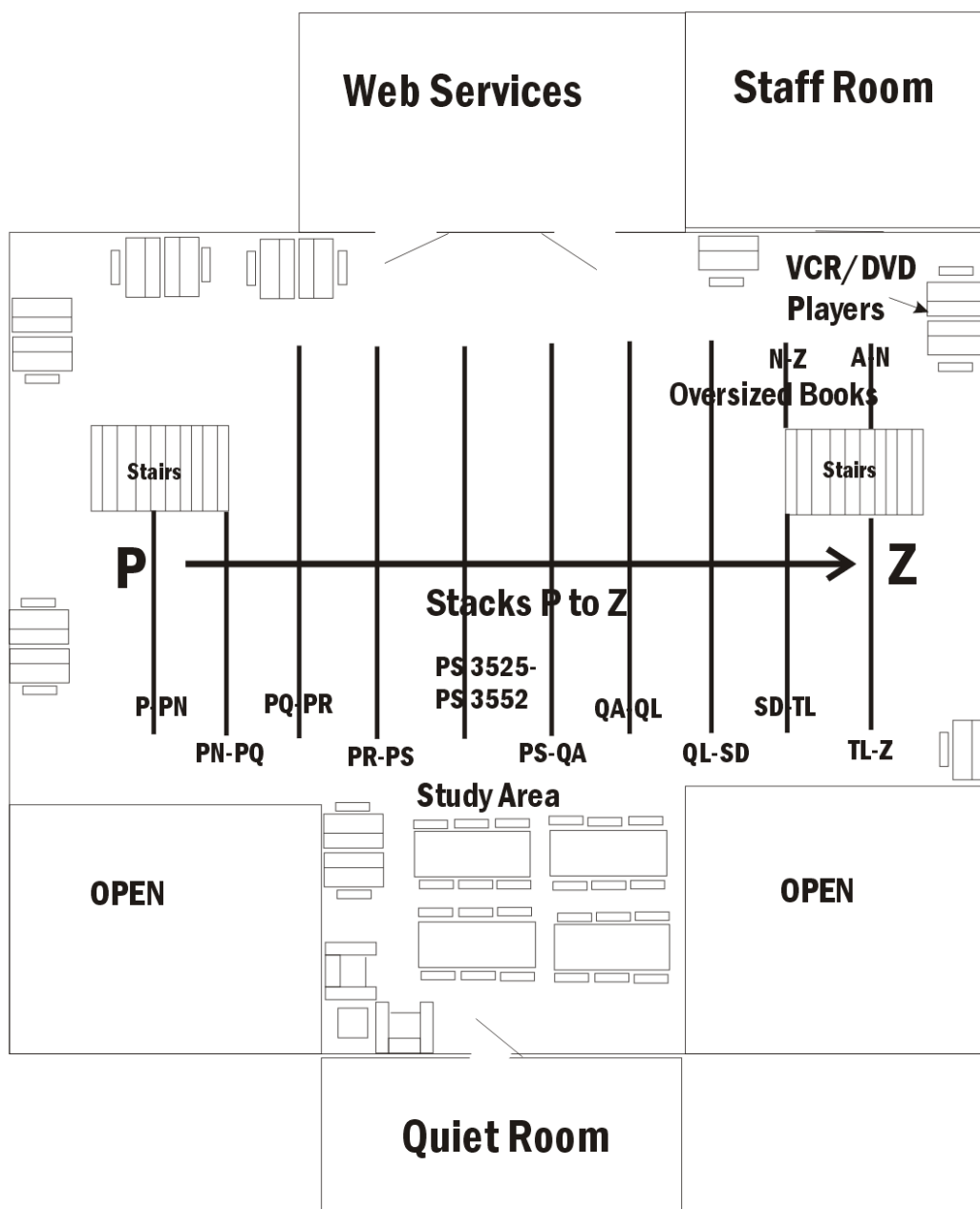
- People can put printing money on their account by using the computer in the video section. Get familiar with how it works so you can help patrons.
- A television with a VCR/DVD player is available in a room by the computer labs for students to review materials in the library. There are also two televisions each with VCR and DVD units upstairs by the staff room. These require the patron to checkout headphones and remotes.
- There is a quiet room upstairs, which patrons may reserve and/or check out a key at the circulation desk.
- Get familiar with other equipment in the library by knowing where they are and how they work. Other equipment includes the printers for the labs and reference desk, the copier, the microfilm machine and computer, and the telephone systems located in the work-study spaces and the lab with the printers.



## Downstairs Map



## Upstairs Map



### Image Citations:

1. <http://www.silverbulletcomics.com/~editor/tommy/flash%20v3%2083.jpg>
2. <http://magliery.com/37/images/closetohome.jpg>
3. <http://www.safetyinfo.com/>
4. <http://www.leonardstarr.com/comics/images/unexpected9.jpg>
5. Unable to retrieve URL citation at time of printing
6. [http://www.grimmy.com/images/MGG\\_Archive/MGG\\_2005/MGG0919.gif](http://www.grimmy.com/images/MGG_Archive/MGG_2005/MGG0919.gif)

(Elements of this document were drawn from the Covenant College's Kresge Memorial Library Student Assistant Guide version 2.1)