Contents

Purpose ................................................................................................................................................... 2
Definition of a Student Assistant ................................................................................................................. 2
Expectations ............................................................................................................................................... 3
  Hiring Policy .......................................................................................................................................... 4
  Report To Work On Time ...................................................................................................................... 4
  Report the Reason for Your Absence .................................................................................................... 4
  Record Your Work Hours Daily On Your Timecard .......................................................................... 4
  Making Up Missed Work Time .......................................................................................................... 4
  Work Periods ......................................................................................................................................... 5
  Making Telephone Calls During Work Time ...................................................................................... 5
  Cell Phones ........................................................................................................................................... 5
  Conducting Personal Business on Work Time .................................................................................... 5
  Personal Visits from Friends and Family ............................................................................................ 5
  Visiting With Coworkers During Work Hours .................................................................................... 5
  Remaining in Your Work Area ............................................................................................................. 5
  Maintaining Your Work Area ............................................................................................................... 5
  Leaving the Building During Work Hours .......................................................................................... 6
  Disciplinary Action .............................................................................................................................. 6
  Using Library Equipment ..................................................................................................................... 6
  Working During Intersessions ............................................................................................................. 6
  Demonstrate Courteous Behaviors at Work ....................................................................................... 6
  Demonstrate Courteous Telephone Skills ......................................................................................... 6
  Enjoying Snacks at Your Work Station ............................................................................................... 7
  Answering Patron’s Questions ........................................................................................................... 7
  Breaks .................................................................................................................................................... 7
  Salary .................................................................................................................................................... 7
  Computer Use ...................................................................................................................................... 7
  Dress Code ............................................................................................................................................ 7
  Confidential Information ...................................................................................................................... 7
  Title IX Responsibility .......................................................................................................................... 8
Theft Procedures ....................................................................................................................................... 9
Library Security Log Policy ..................................................................................................................... 11
Emergency Procedures .......................................................................................................................... 12
Library Staff and Hours ........................................................................................................................... 14
Purpose

Student employment is a significant way that students can enhance their academic experience by applying practical learning on the job in a supportive and challenging setting. Linscheid Library is committed to supporting part-time, on-campus student employment to benefit both the library and the students they employ. Our students play an integral role in the library. In return for their service and assistance, the library provides student employees with an opportunity to gain valuable office and technology skills, perform work that may connect to future career plans, and have flexibility in the scheduling of work hours.

This document is intended to give the student employee information on policies, procedures and privileges and does not serve as a contract between the employee and the library. Employment with, and compensation from the library is not guaranteed and may be ended by the employee or the library at any time.

Definition of a Student Assistant

A student assistant is a part-time hourly employee who is concurrently enrolled in at least six hours (three during the May intersession/summer semester) at East Central University with the primary goal of achieving a degree and therefore, must be degree seeking. Thus, the employment is interim or temporary in nature and is incidental to the pursuit of an academic program.

Students may not perform any work or subsequently be paid for work performed before all steps in the hiring process have been completed. Many students work on campus either as regular student employees, or on the Federal Work Study program. The only difference in the two programs is that to qualify for the Federal Work Study Program students must meet eligibility criteria. To determine eligibility for Federal Work Study, students must complete a Free Application For Federal Student Aid (FAFSA). For more information on applying for student employment, go to the How to Apply for Financial Aid site on the Financial Aid Office home page.

Student positions at the library vary in terms of skills necessary to complete the job, number of hours of work offered per week, schedule of workdays and pay. Some departments have more flexibility than others do in meeting the changing schedules of students.
Expectations

As a student assistant, you will be assigned duties and responsibilities as part of your job that will demand a certain standard of performance on your part. This manual will be a partial guide to what is expected of you.

Your supervisor will assign tasks to you and will see that you receive proper instructions for completing those tasks. Be sure to consult your immediate supervisor if you have questions or concerns.

The efficient performance of each department in the library depends upon responsible, well-trained individuals such as you.

Student assistants must be committed to providing friendly, courteous, responsive, quality service to our patrons by fostering a respectful, positive, and welcoming environment for all. Student assistants are expected to exemplify high standards of customer service.

- **Dress Code:** Although there is no formal dress code, apparel and deportment should be appropriate to working with others in a public setting. Such personal habits as hair style, wearing jewelry, etc. are a matter of individual choice, so long as they don’t inhibit performance on the job. Footwear is required. If needed, the Library Dean will act as arbitrator.
- **Attitude:** A businesslike attitude should be maintained at all times.
- **Visiting:** Visiting with others, either in person or on the phone, should be limited to brief periods. Be aware that voices carry quite well in the library, and keep your tone low.
- **Breaks:** Students are eligible for a 15 minute break only if they work a minimum 4-hour shift.
- **Computers:** Computers can be used for the purpose of completing course assignments, but must not interfere with the duties of the job.
- **Errands:** Students are often asked to run errands necessary to the functioning of a department. They should not run personal errands for staff.
- **Work Hours:** Work hours are limited to a maximum of twenty hours per week during the fall and spring semesters, and twenty-nine hours per week during intersessions and the summer semester. Students should not work more than six hours on any given day during the fall and spring semesters (seven during intersessions and the summer semester), and never seven or eight. Hours may not be accumulated in one week and submitted in another week. Student timecards should reflect accurate work hours and be completed on a daily basis.
**Hiring Policy**

To be eligible for student employment at the library, a student must be enrolled in at least six hours in the spring and fall semesters and three hours in the May intersession/summer semester. The library hires both regular and work-study positions. Students are hired on a semester basis. Student employees are employees at will and are hired on an as-needed basis. This means that the student's employment can be terminated at any time. If at any time the student or supervisor feels the situation is not working out, the student may be discharged or choose to terminate their employment. Changes in budget and work load may result in staff cuts. The library is under no obligation to rehire a student.

Once a student is hired, they must obtain a valid work permit from the Financial Aid office. The maximum number of hours per week that a student may work during the academic year is 20, with a maximum of 29 per week during intersessions and the summer semester. Employment during the breaks is not a requirement and is contingent upon the needs and budget availability of the library.

**Report To Work On Time**

The responsibilities of the job require regular attendance and punctuality. If you are to be late for any reason, call your supervisor and explain. If you are early for your assigned work hour or hours do not enter any work area unless you are prepared to begin work. Do not disturb students who are working.

**Report the Reason for Your Absence**

If you must be absent, call your supervisor. If your immediate supervisor is not available, speak with a librarian or full-time library assistant. Do not leave a message with another student. You are responsible for reporting your absences, not a coworker or friend. If at all possible, be sure your absence is reported before your work shift. Please note: three consecutive days of absence without prior notification to the supervisor constitutes a voluntary resignation and will result in an automatic dismissal.

**Record Your Work Hours Daily On Your Timecard**

You might lose work hours if you do not carefully enter hours worked into your online timecard. Timecards are processed on the last day of each month (your supervisor will alert you if this changes). Be sure that your timecard entries are completed, and that the timecard is finalized on or before the last day of each month. Pay day is the 12th day of each month via direct deposit. It is solely your responsibility to ensure that your timecard is complete and ready on time. Failure to do so could result in not getting paid for the hours you have worked.

**Making Up Missed Work Time**

Consult with your supervisor about making up missed work time. If your supervisor agrees, you may make up missed hours. The following are some reasons you may make up missed hours: personal illness, emergency medical appointments and
required school functions (field trips, ceremonies, etc.). Hours that the library is officially closed may not be made up.

**Work Periods**
You are expected to work the first week of the semester through the last week of the semester, including finals week. You are responsible for adhering to your assigned work hours. Any changes in your work hours must be approved by your supervisor.

**Making Telephone Calls During Work Time**
Personal and business calls should not be conducted on library telephones. Ask your supervisor for permission if you need to make an emergency telephone call during your work time.

**Cell Phones**
Cell phones are permitted when their use is work related. Check with your supervisor for further details.

**Conducting Personal Business on Work Time**
Studying for tests and doing homework may be permissible in some departments. Consult with your supervisor for more information. Leaving work to go to the bank, keeping medical appointments, enrolling in and dropping classes are examples of things that should be completed on your own time.

**Personal Visits from Friends and Family**
Please ask your family and friends to visit you away from your work place. In the event of an emergency, you can be reached through your supervisor.

**Visiting With Coworkers During Work Hours**
Mistakes are costly and time consuming. Protect yourself from having to redo a job because you were distracted. Limit your conversations with coworkers to times when they will not affect your work.

**Remaining in Your Work Area**
You will be assigned a work area. Remain in your work area and do not enter other work areas unless you have been given a specific task to perform. If you enter another work area on assignment, complete your work there and return to your assigned area promptly.

**Maintaining Your Work Area**
Keep your work area as tidy as possible. Always put away tools and equipment when you have completed a task. Do not leave food, soft drink cans/bottles or trash in your work area, or in any other areas of the library.
Leaving the Building During Work Hours

Be sure to check with your supervisor and obtain approval before you leave the building during work hours. The library is accountable for you in case of emergencies (fire, tornado, bomb, etc.). At night and on the weekends, your supervisor is the Circulation Assistant. Your secondary supervisor is the reference librarian on duty.

Disciplinary Action

The intent of disciplinary action is to eliminate problems in the workplace, and to allow for the retention of the student employee. You will be disciplined for poor quality work, excessive tardiness, excessive absences, and violation of the work rules of the library and your specific department. Action generally takes the form of a discussion of the problem followed by a written record of the problem and a description of the solution to be employed (see Appendix: Strike Form). Receipt of one written record of disciplinary action can serve as notice of termination. However, the rule of thumb is three strikes and you’re out. Immediate termination is warranted when an employee commits a crime such as theft or is insubordinate to a supervisor, library staff or library patron. In addition, termination is warranted when an employee knowingly misuses date due stickers or periodical barcode stickers or library equipment.

Using Library Equipment

Use only your department’s materials and equipment when you are working. Do not use library equipment at any time without the express permission of the person in charge of that department. Never remove equipment from any area of the library without proper clearance. If you are unsure about the proper use of a piece of equipment, ask your supervisor for instructions before you attempt to use it.

Working During Intersessions

Speak with your supervisor about working during the fall, spring, and summer intersessions.

Demonstrate Courteous Behaviors at Work

Always enter your work area quietly. Take time to straighten chairs and remove clutter from your work area and other areas of the library, as needed. Speak to your supervisor if you have any concerns about your work or work environment.

Always speak courteously to library patrons. Contact your supervisor or a librarian if a patron becomes angry or upset. Ask your supervisor or a librarian for assistance if you are unsure of any policy or procedure.

Demonstrate Courteous Telephone Skills

Offer to take a message if the person being telephoned is away from his/her desk. Make sure you get the caller’s name, telephone number, time and date of the call when taking a telephone message. Promptly place the message on the desk or at the work area of the recipient with your name initials on the note.
The library respects each employee’s right to privacy and confidentiality. **Never give out the home telephone numbers, work hours or any other personal information about library employees (students, librarians and staff personnel). Transfer the call to your supervisor if the caller is persistent.**

**Enjoying Snacks at Your Work Station**
Drinks with proper covers are allowed at all work stations. Food should only be consumed in designated work areas. Check with your supervisor.

**Answering Patron’s Questions**
When asked by a patron who is looking for directional information, such as the location of the restrooms or Media Services Department, politely point out these areas. Do not attempt to answer patrons’ detailed requests for help using computers, looking up books or periodicals, or using databases. Please refer these questions to the Reference Librarian on duty.

**Breaks**
Students working four consecutive hours are entitled to a 15 minute break. Breaks may not be taken later than 1 ½ hours before the end of your shift or closing time. Check with your supervisor before going on break. You cannot use your break to leave work early. Breaks that are not taken at the proper time will be lost.

**Salary**
Salary is the current minimum wage.

**Computer Use**
Non-work related computer use is never a priority over patrons and work assignments. However, what is and isn’t allowed is at the discretion of each supervisor. Check with your supervisor to see what is permissible.

**Dress Code**
The personal appearance of students while on the job is important and reflects the library’s image. Students are expected to dress appropriately for their position and be clean and neat at all times. Dress appropriately, be dependable and prompt, and conduct yourself in a businesslike manner. Jeans and knee length shorts are appropriate. What’s not appropriate: (1) short shorts; (2) bare midriff tops or extremely low cut tops; and (3) clothing displaying inappropriate language. Please make sure your stomach and backside are covered if you wear hip hugger or super low jeans. Footwear is required at all times.

**Confidential Information**
All library records and information relating to its patrons or its employees are confidential and students must, therefore, treat all matters accordingly. Students must not disclose any confidential information, purposefully or inadvertently, to any unauthorized person inside or outside of Linscheid Library. This includes but is not limited to the
materials or topics printed, researched or checked out, and personal information about
library employees. If a patron asks for personal information about an employee,
including schedule or availability, refer them to a full-time staff member or the librarian
on reference. If neither of those options are available, politely inform the patron that it is
against policy to provide employee information. Librarians’ reference schedules are an
exception to this policy. Student employees who are unsure about the confidential nature
of specific information must ask his/her supervisor for clarification. All employees will
be subject to appropriate disciplinary action, including termination, for knowingly or
neglectfully revealing information of a confidential nature.

Title IX Responsibility
Title IX federal law prohibits discrimination on the basis of sex in any federally funded
education program or activity, as well as sexual harassment. Any employee that is told
of, has knowledge of, or witnesses a violation of this has the responsibility to report it
within 24 hours.

1. Student assistants should inform a full-time library employee about the situation.
2. A full-time library employee is responsible for notifying appropriate authorities
   as soon as possible.
3. If necessary, the full-time library employee may choose to call Campus Police.
4. A full-time library employee should make an entry in the Incident Log.
Theft Procedures

Personal Property:
Although the library cannot be held responsible for lost or stolen property, we will cooperate with the appropriate authorities in the event of personal property theft.

Student assistants should tell their supervisor if they have witnessed, experienced, or been told about a theft in the library. The supervisor will then contact Campus Police and make an entry in the theft section of the Linscheid Library Incident Log.

Library Property:

Security Gates
When the security gates are activated, student assistants should follow these procedures:

1. Ask the patron, “Excuse me, do you have any library materials?”
2. If the patron says “no,” ask them to walk through the security gates again. If the patron says “yes,” make sure that the materials are properly checked out.
3. If the alarm is activated on the second walk-through, the student assistant should get a supervisor.
4. The supervisor will then ask the patron to show the contents of their bag or empty their pockets (if applicable). If the patron does not have a bag or pockets, or refuses to comply with this request, the supervisor may choose to call Campus Police.
5. In the case of repeat offenders, the supervisor may opt to fill out the Library Security Log Form.
   - The supervisor should ask for the student’s ID card and reference it while filling out the form to ensure that all information is accurate.
   - If the patron is a community patron, the supervisor should write the social security or driver’s license number instead of a student ID number.
   - The supervisor should ask the patron to sign the sheet. If the patron refuses to sign the sheet, write on the signature line that the patron refused to sign the sheet.
   - If the patron asks, there isn’t any “action” taken because the security alarm was set off. However, if more than one Library Security Log Form needs to be filled out on any particular student, the forms should be sent to the Dean of Student Services. If more than one form needs to be filled out on any particular community patron, Campus Police should be notified.
   - If a Library Security Log Form is filled out, the supervisor should record the incident in the theft section of the Linscheid Library Incident Log.
Incident Log (K:\Library\Library\Committee Work\Safety Committee\Linscheid Library Incident Log).

Emergency Exit Doors
When the emergency exit door alarms are activated, student assistants should follow these procedures:

1. Point out the emergency exit sign to the patron and ask whether they had noticed it. Inform the patron that the designated library exits are on the 3rd floor across from the Circulation Desk and on the 1st floor.
2. Ask the patron whether they have any library materials.
3. If the patron says “no,” ask them to walk through the security gates at the front door or outside the Media Services Department. If the patron says “yes,” make sure that the materials are properly checked out.
4. If the security gate alarm is activated on walk-through, the student assistant should get a supervisor.
5. The supervisor should follow 4-5 above.

With regard to library equipment that is not in its expected location when attempts are made to retrieve it, the librarian in charge of the equipment should initiate a search of the immediate area, seeking faculty and staff cooperation as necessary. After no more than three business days, the search should be considered unsuccessful. At this point, a police report should be filed with Campus Police for equipment that has a replacement cost of $100 or more. The librarian should make an entry which includes the police report number in the theft section of the Linscheid Library Incident Log.
Library Security Log Policy

A copy of the Library Security Log Form can be found below or at the Circulation Desk.

In order to ensure that all library materials are properly checked out, library patrons are asked to use the designated library exits on the third and first floors. Alarmed library security gates are located at these exits. The emergency exit doors are also alarmed so that staff will be alerted when unauthorized exits are attempted.

The library reserves the right to record the name and identification number of any patron who triggers any alarm. Repeat or gross infractions may result in disciplinary action.

I have read this policy statement and understand it.

Signed: __________________________________________

Print Name: _______________________________________

ID #: ___________________________

Date: _______  Time: _______

Comments: _______________________________________

______________________________________

______________________________________

______________________________________

Full-Time Library Employee Signature: ___________________________

______________________________________
Emergency Procedures

The following procedures are taken in part from the *ECU Tornado, Fire, and Bomb Threat Safety Handbook*. For safety procedures, consult the Safety Procedures module found on the Student Employees webpage.

[http://ecok.libguides.com/library_employees](http://ecok.libguides.com/library_employees), Student Employment, Student Training Materials]

**Someone stuck in elevator**
Contact the Reference Librarian or the full-time employee on duty, or the Library Dean’s office – they will call the physical plant or security. Stay close enough to the elevator so the person(s) inside can yell to you if need be. Help the person to stay calm until help arrives.

**Evacuation procedures**
See below for Tornado evacuations. All other emergencies, direct patrons to the nearest exit and go with them. Locate your supervisor as soon as possible so they know you’re safe. NEVER leave campus until you have checked in with a supervisor.

**Tornado Warning**
The City of Ada maintains a city-wide civil defense warning siren network that is used to signal imminent danger from tornadoes. If you hear the tornado warning or hear a radio report of a tornado warning, immediately notify the Reference Librarian or the full-time employee on duty. They will notify the Library Dean (daytime) and order the evacuation procedure.

Everyone should go to the 2nd floor in the main Library. Stay near the west wall just outside of the elevator (on the left side as you get off the elevator), close to the wall with the stair case at your back. This area is underground. **No one is to leave until dismissed by his/her supervisor.**

**Bomb Threats**
We have no reason to expect bomb threats. We do, however, believe in being prepared for every eventuality. Bomb threats should be taken seriously.

If a suspicious object or package is found, contact the Library Director, or the Reference Librarian or the full-time employee on duty at once.

*Anyone receiving a call about a bomb threat should be calm and attempt to get the exact location of where the bomb is or is going to be planted, and when it’s supposed to explode.*

 Attempt to get as much information as possible about the caller (vocal idiosyncrasies, gender, group affiliation, young, old, male, or female, etc.) Listen for noises in the background or for other clues that might indicate caller’s identification and location.
Carefully record all information (date, exact time of call, exact words of caller) received, and give to the police or the Safety Coordinator who will contact the proper authorities.

Any person receiving a letter or card announcing a bomb threat will notify his/her supervisor. They will notify the police and Safety Coordinator. Such letters, cards, or notes should be “handled” by as few people as possible.

Once the Library Director has been informed of the threat, a decision regarding the evacuation of the building will then be made.
# Library Staff and Hours

<table>
<thead>
<tr>
<th>Librarians</th>
<th>Position</th>
<th>Ext #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Patrick Baumann</td>
<td>Media Services Librarian</td>
<td>373</td>
</tr>
<tr>
<td>Ms. Dana Belcher</td>
<td>Library Directory</td>
<td>564</td>
</tr>
<tr>
<td>Ms. Megan Hasler</td>
<td>Technical Services Librarian</td>
<td>229</td>
</tr>
<tr>
<td>Ms. Marla Lobley</td>
<td>Public Services Librarian</td>
<td>308</td>
</tr>
<tr>
<td>Ms. Casey Lowry</td>
<td>Collection Services Librarian</td>
<td>842</td>
</tr>
<tr>
<td>Ms. Calantha Tillotson</td>
<td>Instructional Services Librarian</td>
<td>370</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assistants</th>
<th>Position</th>
<th>Ext #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Sam Baker</td>
<td>Media Services Assistant</td>
<td>588</td>
</tr>
<tr>
<td>Ms. Kaylie Coleman</td>
<td>Outreach Assistant</td>
<td>565</td>
</tr>
<tr>
<td>Mr. Barry Hardwick</td>
<td>Technical Services Assistant</td>
<td>374</td>
</tr>
<tr>
<td>Mr. Miles Klupenger</td>
<td>Circulation Assistant</td>
<td>636</td>
</tr>
<tr>
<td>Mr. Gabe Piper</td>
<td>Instructional Services Assistant</td>
<td>372</td>
</tr>
<tr>
<td>Ms. Brandi Schur</td>
<td>Assistant to the Director</td>
<td>280</td>
</tr>
<tr>
<td>Mr. Trevor Spradling</td>
<td>Collection Services Assistant</td>
<td>369</td>
</tr>
</tbody>
</table>

## Helpful Telephone Numbers

- Library: 559-5376
- Campus Switchboard: 332-8000 or Ext 0
- Campus Security: 559-5555 or Ext 5555
- Campus Nurse: 559-5713 or Ext 5713
- Ada Police Department: 332-4466
- Ada Ambulance Service: 332-1334
- Ada Fire Department: 332-1313

## Library Hours

### Fall & Spring Semesters

- Monday-Thursday: 8 am to 10 pm
- Friday: 8 am to 5 pm
- Saturday: Closed
- Sunday: 2 pm to 8 pm

### Summer Semester

- Monday-Thursday: 8 am to 8 pm
- Friday: 8 am to 5 pm
- Saturday: Closed
- Sunday: 4 pm to 8 pm

### Holidays and Intersession
Please check the hours posted at the library's entrances and on the webpage, [http://library.ecok.edu](http://library.ecok.edu).
Library Departments

Each department in the library has an integral part in the overall workings of the library. Each department is listed below with a short summary of its activities. To see a physical layout of the departments, consult the online library Maps.

Director's Office
The Director's Office, located on the 4th floor, acts as a liaison between the East Central University administrative offices and the library. The Director's Office handles questions of library policy and budget, and provides equipment and supplies for the library.

Director's Office - Acquisitions
The Acquisitions is located on the 4th floor. It is a public services unit specializing in a full range of activities associated with materials procurement and receiving. The department is responsible for maintaining the materials budgets, preparing monthly reports on academic department accounts for the library liaison program, and making recommendations for purchase.

Collection Services - Periodicals
The Periodicals Department is located on the 2nd floor. It is a public services unit specializing in a full range of activities associated with periodicals procurement, receiving, bibliographic control, and serial holdings maintenance in the library's online catalog. You can find current subscriptions, bound periodicals, and microforms on the 2nd floor. Also, there are two photocopiers (one color) and three microform reader/printers.

Collection Services – Interlibrary Loan
Interlibrary Loan, located on the 2nd floor, is responsible for sending out materials the library owns that other libraries want, and retrieving materials other libraries own that ECU patrons want. For items the library owns, Ill will search for it on the shelf, check it out, and send it to the requesting library. For requests from ECU patrons, Ill will research the request using the largest catalog in the world, ask for it from other libraries, and send it to the patron upon receipt.

Instructional Services - Instruction
The Instruction Department, located on the 3rd floor, has two goals: 1.) to support classroom instruction by helping students find and use information related to course assignments and 2.) to foster lifelong learning in students and faculty by teaching information literacy skills and research techniques. These goals are accomplished through information literacy instruction in classes across all disciplines, discipline-specific online research guides, and online research skills tutorials.

Instructional Services - Reference
The Reference Department, located on the 3rd floor, makes sure that students have everything they need to do their research, including one-on-one assistance, research materials, computers, and study space. The Reference Collection contains
encyclopedias, dictionaries, and other research materials which may only be used in the library. The computers next to the Reference Collection offer access to the internet, Microsoft Office, and the library’s research databases. The Group Study Room can be reserved by study groups or individuals at http://ecok.libcal.com/reserve/groupstudyrooms. At the Reference Desk, a trained reference librarian, staff member, or Peer Reference Assistant is available to assist students with their research almost every day that the library is open.

**Media Services**
The Media Services Department, located on the 2nd floor Annex, sets up and picks up equipment to support classroom instruction, as well as, presentations and events under university sponsorship/affiliation. Services provide by this department include laminating, wire binding, scanning, videotaping, and video transfer to DVD. They also print posters and digitize materials for the library.

**Public Services - Circulation/Reserves**
The Circulation Department, located on the 3rd floor, has many duties and responsibilities. These include: checking out/in of books and other materials, shelving, pick-up, statistics collection, sending overdue and billed notices, conducting searches for missing books and materials, and adding materials to the reserve collection for faculty. In addition, the Circulation Department is also responsible for the hourly gate count, the security system and the maintenance of the copy machines.

**Public Services – Outreach**
The Outreach Department, located on the 3rd floor, distributes information about the library, and creates posters and handouts for events and marketing. Special events held in the library are planned through the department. Outreach is also responsible for displays both inside and out of the library.

**Technical Services**
Virtually all library materials (books, DVDs, etc.) go through the Technical Services Department, located on the 2nd floor Annex, where call numbers are assigned, barcodes are added, and catalog records are created. Materials can come from the Collection Services Department, the state or federal government, or donations. Items are labeled with call number and date due stickers and then sent to the Public Services Department for shelving.

**Technical Services - Special Collections**
The Special Collections area is home to a variety of materials, including rare books, early videotapes, photographs, manuscripts, letters, scrapbooks and business records. Most items relate directly back to ECU, like letterman sweaters, yearbooks,
and photos from the early days of the university. Some are national or global in scope, including personal papers from historic figures. Because of the unusual and fragile nature of the materials, they are housed in the Thompson Room on the fourth floor of the library.
Appendix

Student Disciplinary Action

In the event of problems occurring with any students (tardiness, slovenliness, poor work attitude, etc.) the strike form should be used to address the situation. The purpose of this form is to help educate students on proper work ethics so that they can become a positive contributor to any organization.

The strike form works like baseball. Three strikes and you’re out. However, supervisors can terminate student employment at any time, with or without strike forms.

Once the form is filled out, a meeting will be called with the departmental librarian, student’s supervisor, and the student. The problem will be discussed, and suggestions for improvement will be made. The student’s concerns will be addressed, and he/she will then sign the form. The form should then be signed by both supervisors and placed in the student’s personnel file.

X

Date: ______________________
Student’s Name: ____________________________________________
Reason for strike: ____________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
Student’s Signature: ____________________________
Supervisor’s Signature: ____________________________
Supervisor’s Signature: ____________________________