Library Student Assistant Handbook & Training Manual

Florida State College at Jacksonville
Kent Campus Library & Learning Commons

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I. Introduction and Welcome

- Congratulations on your employment at FSCJ Kent Campus Library & Learning Commons! Library Services is one of the three sections of the LLC. The other two are the Learning Center and the Academic Success Center. Your job deals with Library Services only.

- The library staff consists of the Associate Dean, the librarians (one full-time, several part-time), the career staff (two full-time, several part-time), and the student assistant.

- We depend heavily on our student assistant to help in the day-to-day operations of the library. Your role as a student assistant is an important one, and we value your contributions.

- While this manual serves as a guide for students, this document is just one of the tools used to train our student assistants. Hands-on training and practice is a must. Therefore, this guide is only a component of your training.

II. The Mission of the LLC & How the Building is Organized

- The mission of the Library & Learning Commons is to offer academic support services within an optimal learning environment by providing a variety of learning, research, and teaching resources – both physical and virtual – to students, faculty, and staff of the College. Our focus is to provide library services and resources, academic tutoring, discipline-specific instruction, student-centered facilities, and innovative technology. LLC team members are committed to facilitating positive, accessible student experiences which lead to distinctive success in the global knowledge economy.

- Library Services is found on the upper level of the LLC: the Circulation Desk, the Reference Desk, the “stacks,” the Digital Learning Center, and the Faculty Resource Center are our territory. The rest of the building is dedicated to the Learning Center.

III. Expectations of Public Service

- As an employee of FSCJ and the Library & Learning Commons, it is important that you demonstrate excellent public service skills. Our main goal is to assist patrons (e.g. students, staff, faculty, etc.) in a friendly, helpful way.

- Greet the patron with a friendly smile. 😊
• Be willing to go the extra mile to assist a patron. This doesn’t mean that you should perform tasks that are outside of your position description, but it does mean that you should be willing to perform the tasks that you are trained to in a competent and complete manner.

• If you do not know how to help someone, take the time to direct them to a staff member who can assist them.

IV. Work Schedules and Guidelines

Guidelines
• You will fill out a work schedule every semester. We can only give you the hours that we need you to work. We need you to be flexible, but for the most part your hours will remain the same throughout the semester. We expect that you will work the hours that you are scheduled to work. Please don’t depend on someone else to pick up your duties. We really do depend on our student assistant.

• In addition to filling out a timecard, you will need to sign in and out each day using the Time Management System (TMS). It’s as easy as swiping your finger. You will be added to the system on your first day of employment.

Calling Out of Work

• We would prefer that you didn’t call out. But if you have an occasion when you are not feeling well and cannot be at work, please do the following:
  1) Call Allen (381-3598) before your shift starts so we can plan for your absence.
  2) If you do not speak to Allen directly (i.e. you leave a message), you should call the Circulation Desk (381-3482) and let someone there know.

• Please follow the same procedure if you are running late.

Timecard Maintenance

• You will account for your hours on a timecard. You will receive an email reminding you when it is due, and you will print it off using the link in the email. Leave your completed timecard in the file folder, in the bottom drawer behind the circulation desk.

• First and foremost, make sure you sign your timecards. Please make sure you have filled out and signed your timecard by the deadline set each pay period (2 weeks).

• Record only the total amount of hours worked per day. Your timecard will be compared to the output of the TMS, so please be accurate.

• Record total hours in 15 minute segments (e.g., .25, .50, .75).

• Check your math, please! Correcting errors on timecards is a pain.
• Use black or blue pen, not pencil, on timecards.
• Timecards submitted late or not signed may cause payment to be delayed.

V. Training
You will be trained on the following:

• How to give courteous service
  o Assist a patron in a friendly, attentive manner.
  o Use good listening skills when helping a patron. Do not interrupt the person speaking!
  o Ask questions, repeating to make sure you understand what a patron wants.
  o Try to be helpful, but if you don’t know the answer, refer the patron to a staff member.

• How to answer the telephone with the proper greeting
  o “Kent Campus Library & Learning Commons. This is ___________. How may I help you?”

• How to put calls on hold, transfer calls, etc.
• How to assist a patron with printing
• The Library of Congress Classification System
• How to perform a search for books, eBooks, etc. in LINCCWeb
• The privacy of patron records
• How to shelf read
• How to re-shelve materials
• How to use the DVD storage cabinet
• The print collection
• The audio-visual collection
• Newspapers & magazines
• Upkeep of the FRC & DLC
• Surveys/Suggestions boxes
• How to update book displays
• How to mark withdrawn items
• How to desensitize and sensitize a book
• How to assist with processing in Library Technical Services (if needed)
• Whom to contact in case of an emergency
Shelf Reading 101

What is shelf reading?

- Shelf reading is checking the order of materials on the shelves. All materials (except for periodicals and popular DVDs) should be ordered according to the Library of Congress Classification Number (LCCN).

- Shelf reading is what we do to ensure that our patrons and library staff can find materials on the right shelves and in their proper order. When books and materials are shelved incorrectly, they are as good as lost to the patrons and the library staff.

- By properly shelf reading, you are making sure that the library is in proper order and that all the materials are neatly arranged with all spines pushed to the edges of the shelves (blocking).

What to watch for when shelf reading

- Any materials that are shelved improperly should be re-shelved properly. Stray materials should be scanned for in-house use, then re-shelved.

- Books are meant to stand upright at a 90-degree angle. Books leaning towards the left or right can be damaged as this produces a strain on their bindings.

- Books should not be shelved too loosely or too tightly. If they are shelved too loosely, they will lean; books shelved too tightly will force patrons to grab them by the top spine. Patrons should be able to use their thumb and forefinger to release a book from the shelf.

- Look for books that may need mending, rebinding, or replacing, and bring them to the attention of a supervisor.

- All books should be upright to the edge of the shelf for clear viewing. (This is called blocking.) Push books from behind to avoid wear & tear on the spines, and to sweep for books that may have fallen behind others.

- Each shelf should also have a bookend of some sort. If you find a shelf without a bookend, please retrieve one from the circulation desk or the supply closet.