Introduction

This Handbook is a guide for all personnel hired to work in the University Library and Learning Resources of the Levi Watkins Learning Center (LWLC). The purpose of this Handbook is to inform personnel of the policies and procedures to be followed during their work tenure in the library. Policies and procedures of the library are designed to insure that the Library functions efficiently and effectively as an organization. These instructions insure a successful work experience for all staff within the organization.

Please note that all policies and procedures of the LWLC are in keeping with those outlined in both the ASU Non-Academic Staff and Faculty handbooks and do not supersede or replace those of the University. The policies and procedures of the Library and Learning Resources should be followed in accordance with those in effect for all personnel at Alabama State University.
## HOURS OF OPERATION

Online resources available 24/7 at www.lib.alasu.edu

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<th>General Hours</th>
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The Library will be open during the weekends of Spring Holidays and Easter Holiday weekend as noted.

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### Regular Semester Hours
(Fall, Spring, Summer) begin and end on the first day of classes and the last day of final exams.

### Interim Hours
(Mon-Fri 8am – 5pm; Sat-Sun closed) begin on the day after the last day of final exams and end on the day before the first day of classes.

### Schedules

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Staff schedules are assigned by supervisors in accord with the administration of the LWLC. Please note that schedules are fixed and any changes must be approved by supervisors together with the Coordinator of Public Services. Please see the Non Academic Staff Handbook governing schedules and work responsibilities.

Night and weekend Shifts

Librarians and Library Assistants in both Public Services and Technical Services are required to work one week night and weekends in rotation. Schedules for nights and weekends are made by the Coordinator of Public Services.

Adjustment in Schedules

Evenings

When scheduled for an evening, you may be given the option of working a split (two four hour shifts) or a full shift (eight hours), depending on the amount of staff coverage that is needed at various times during that day. The split shift for librarians is 8:00 a.m.-12:00 p.m. and 6:00 p.m.-10:00 p.m.; the full shift is 1:00 p.m.-10:00 p.m. (including a lunch hour). The split shift for library assistants is 8:00 a.m.-12:00 p.m. and 7:00 p.m.-11:00 p.m.; the full shift is 2:00 p.m.-11:00 p.m. (including a lunch hour).

Your schedule for the following work day will be 9:00 a.m. – 1:00 p.m. and 2:00 p.m. – 6:00 p.m., except those individuals who are scheduled for a Thursday night. These individuals will work a seven hour (9:00 a.m.-1:00 p.m. and 2:00 p.m.-5:00 p.m.) shift that Friday, and the following Monday, they will work a nine hour (8:00 a.m.-1:00 p.m. and 2:00 p.m. - 6:00 p.m.) shift.

Weekends

For the weekends, your assignments will alternate between the weekend days (Sat. & Sun.). For example, if you are scheduled for a Saturday, your next scheduled weekend assignment will be on a Sunday.

When scheduled for the weekend, you should take off the number of hours that you are scheduled to work on the weekend within that week. This adjustment in your schedule should be approved by the Coordinator of your department at least 1 week in advance.

When working a schedule less than 8 hours on weekends, you do not have the normal one hour lunch period. Lunch must be taken during the 15 minutes breaks you are entitled to as per the Non Academic Staff Handbook.

Please note that on weekends, workers are encouraged to take official lunches and breaks.
onsite, in the Library.

Note:

- Staff scheduled for front service desk should report to work 15 minutes before the hour in the morning and will leave 15 minutes earlier for the day.

- Staff scheduled to work until closing should stay 15 minutes later and take 15 minutes off next day.

**Exchanging Evenings and Weekends**

In case of an unforeseen problem, a staff member may exchange their night or weekend assignment with another peer staff member. A peer staff member is defined as one that has the same job classification. For example, all librarians are peers; all library assistants are peers; all part-time staff are peers. It is your responsibility to coordinate with a peer staff member to work for you, in the event you are unable to do so. The “Staff Work Assignment Exchange” form (in Administration Office) must be filled out and signed by both staff members and given to the Coordinator of Public Services for approval.

**Interim Hours**

Interim refers to that period of time between the end of one semester and the beginning of next semester. Hours of operation during the interim are 8:00 am -5:00 pm, Monday – Friday. Lunch breaks are to be taken at the regular time a staff member would ordinarily take his/her lunch hour during the regular semester. This allows for adequate desk coverage during the normal 12:00 o’clock lunch hour.

**Standard Procedures Regarding Schedules and Reporting to Work**

Staff must contact both the administrative office and their immediate supervisor when they are unable to report to work due to illness or some other urgent matter. You should leave messages on the telephones of the administrative office and your supervisor if the office staff and/or your supervisor are not available when you call.

All staff must obtain approval from their supervisor if they need to leave the library/campus for any reason, and must notify the administrative office when leaving.

If your work duties require you to work in other areas of the library, your supervisor or departmental colleague should know where you may be reached.

Official breaks should be taken in the Staff Lounge, Internet Café, or outside of the library. Please do not disturb other employees who are not taking breaks.

Staff members are not allowed to keep their children at their work station. Visitation of family members and friends for long period while the staff member is at work is
discouraged. Please note that children under the age of sixteen will not be permitted in the library unless accompanied by a parent or an adult.

**Library Employee Update Calendar (available in your g-mail account)**

Create events on the calendar to share with your co-workers and supervisors for following individual activities:

- Meetings/Trainings outside the library
- Away from your work area for 30 minutes or more
- Off for working at weekends
- Annual & Sick Leaves approved in advance

**Parking**

All staff should follow the parking rules created by the campus Public Safety Department.

**Payroll Time Sheets for Staff**

Bi-weekly and monthly payroll time sheets are located in the Library’s Administrative Office. Payroll time sheets must be properly completed by the employee and signed by both the employee and the employee’s immediate supervisor prior to submitting to the Library’s Administrative Secretary. Please refer to pages 34-35 of the Non Academic Staff Handbook for additional information regarding time sheets.

**Staff Annual Leave/Sick Leave**

Annual leave/Sick leave request forms are located in the Library’s Administrative Office and also available on the University Homepage. See the Non Academic Staff Handbook for instruction.

**Annual Leave Request Form Procedures:**

- The annual leave form should be filled out completely and then signed by the employee, along with his/her immediate supervisor.
- The employee will take the approved annual leave request to the Library’s Administrative Office.
- The Library’s Administrative Secretary will initial the annual leave form verifying that the requested leave has been documented in the office.
• The requester will keep the approved request form and attach the original copy to his/her payroll certification.

Additional information on the University’s annual leave/sick leave policy can be found on 3.0 of the Non-Academic Staff Handbook 2012 version.

**Staff Entrance**

In reason of security, all staff should use the front door to enter and exit the Library. The back doors leading to the loading dock and the service elevator are for service only. Please notify your supervisor and/or the library administration if there are service or delivery needs.

**Staff Use Copiers**

• There is one copier located in Copier Room on 2nd floor designated for staff official work needs.

• Each staff member has a distinctive code to use with the copiers in the library. Your code should be kept confidential. After you finish copying, press the “Clear modes” and “Clear/Stop” buttons simultaneously to exit your account.

• Only staff members are allowed to use the copier in the Copier Room on 2nd Floor. Please do not give your code to your work students. You will need to accompany your student(s) to the Copier Room to enter your code for them to begin copying. Students assigned to use the copier must have their work study ID badges on all the time.

• Staff members can use the copiers in Public Services areas solely for the purpose to refund patrons (your code works on those machines too).

Please be aware that all usages will be tracked for budget purposes

**Staff Dress Policy (includes Fridays, weekends, and nights)**

Workplace attire & appearance is an important factor in providing good customer service. Workplace Attire: Attire should be appropriate to tasks and working conditions. Please discuss the dress code with your supervisors to guide your decisions regarding what
constitutes appropriate attire for the department. Business casual attire is appropriate for this position, which includes: dress pants, skirts, solid shirts, sweaters, polo/golf shirts, are also appropriate. Avoid tight or baggy clothing; business casual is classic.

Here are examples considered inappropriate:

- tank tops, halter tops, muscle shirts, or T-shirts
- clothing with foul language or obscene images
- torn clothing
- sweat pants or sweat suits
- hats
- blue jeans except interim period or approved exceptions
- tennis shoes
- flip flop shoes
- Man shirts worn outside

**Staff Name Tags**

- Library staff members should wear assigned name tag while working in the Library.

**Public Service Desk Behaviors & Policies**

- Library staff should conduct themselves in a Professional manner while in the library
- Library staff members should turn their cell phones on vibrate and limit personal calls while on duty
- No food or drink are allowed at public service desks
- Ear plugs should not be worn while working at public service desks
- Extended visitation is not allowed at the public service desks
- Library staff should keep their voice at a non-disturbing level while working in public service areas

**Staff Offices**

Offices are assigned to accomplish work responsibilities. The library administration may at any time change office assignments as needed to accomplish work flows in the LWLC. No office is considered to be a final space for work during the job tenure of any employee. The following policies should be followed:

- All office walls should remain clear of any signage. Approval must be granted in advance to hang or attach any item to the walls.
• Offices should be kept in a professional manner without the appearance of large amounts of personal artifacts that have no relevance to the job. Some personal items are acceptable.
• Because most of office spaces have windows, spaces should be kept as neat as possible due to viewing from the public.
• Storage spaces for departments on each floor will be assigned by supervisors with instructions.
• Eating meals is not allowed in offices or at desk; only snacks (i.e. chips, cookies, energy bars, candy) are permitted.
• Messy or strong smelling foods (i.e. Pizza, French fries, tacos, burgers, tuna, smelling popcorn, and any type of sandwiches) should be eaten in Staff lounge or the internet café.
• No refrigerators, coffee pots, microwave, fans, or heaters are allowed in office spaces.
• Additional instructions may be given by supervisor or library administration.
• Library staff should not wear ear pieces while on duty. Please note that ear pieces are allowed during webinars and supervisor approved work activities.

Staff Lounge

Please refer to the policies for staff lounge

Travel Requests Procedures for LWLC Personnel

All requests for professional travel funded through the library budget must be submitted no later than April 1, of the fiscal year in order to be considered for the current budget year. Your request should be made by submitting a cover memo of justification to your supervisor, together with a completed form: Request for Expense-Reimbursement Travel attached. The travel request form must be signed by your supervisor indicating their initial approval for the travel request. The final approval must be granted by the Administration, in conjunction with the appropriate university officials, to include the Provost/Vice President for Academic Affairs, Vice President for Fiscal Affairs, Title III Director, and, in the case of out of state travel, the University President. Please note that the University requires that travel requests be submitted to Fiscal Affairs at least two weeks prior to travel. For this reason, it is important that you begin the travel approval process far in advance of your anticipated travel date. Procedures of the university must be followed for approved travel.
In some cases, library assistants or other staff may be approved for travel if the conditions listed below are met. For this reason, library assistants or other LLR staff may check with their supervisors to determine if they are eligible for travel. Subject specialists should consult Deans of the subject discipline (early in the fiscal year or as soon as possible) to determine if their travel can be supported outside of the library budget due to library budget constraints. The appropriate approval form must be submitted and approved by supervisors before subject specialists can proceed to obtain discipline specific travel approval.

After the date indicated above, requests for travel will be denied unless funds remain available or if persons are asked by their supervisors to attend professional meetings or workshops.

All requests must be received by your supervisor by the above date for consideration. Consideration and decisions for approval to travel will be based on the following factors:

- Funds available
- Priority of travel
- Type of meeting and job relationship to meeting
- Approval of travel request by supervisors
- Offices held in professional association relative to the meeting
- Presentation(s) at professional meeting
- Tenure in current library position
- Job assignment or duties in the library
- Travel assigned by supervisors in support of job duties
- Research area with prior approval

In some cases, partial payment for registration or food, etc., may be given to requestor if total funding is not available to support the travel request. You may estimate the amount needed to travel in order to complete the travel forms, however, the estimate given is the amount that is used to determine if travel will be approved. Expenses incurred above the estimate may not be approved for reimbursement. Upon return from approved travel, reimbursements must be in accord with University procedures. A report of your travel and information from meetings attended may be required by your supervisors.

**Governing Student Assistants At Night & On the Weekend**

The library relies heavily on the employment of student assistants. Each individual department has the authority to hire student workers based on the need and budget. Student worker time sheets should be completed each month in accordance with the Financial Aid Office guidelines. Student assistants who work at night are treated the
same as those students who work during the day. They should be working at all times and monitored frequently. They must adhere to the same rules and regulations as all other assistants, i.e., dress code, telephone restrictions, etc. Supervisors are expected to leave assignments for their student assistants. Assignments should be available for weekend and night supervisor to monitor.

At night, you will be responsible for making sure that all assignments left by the student assistants’ supervisors are carried out. **Do not hesitate to correct any inappropriate behavior. “Remember you are in charge.”** Always inform the student assistant’s immediate supervisor(s) the next day of any problems that may have occurred. If there is a question of what to do next, refer to the student workers handbook which is located on the Library Intranet. If there was not enough work left for the student assistants to perform, report this as well. **Please make sure that the student assistants are taking the daily statistics while they are on duty.** Before leaving an area, it is the student assistant’s responsibility to make sure that the work area is left neat for the next day. All books and materials should be removed from the tables, and placed in their proper place before leaving the area at night.

**Departmental Information**

Because each staff member may be called upon to work in a different area of the library, it is important to be as familiar as possible with other areas. A staff member does not always work in their respective area when scheduled for night duty; therefore, you will find located at the main desk of each department a Policy and Procedures manual. These manuals should be up-to-date and in sync with the current policies of the library. When in doubt about the department’s policies and procedures, it is always a good idea to refer to their manual.

**For more information on each department, please refer to the Library Homepage and the Library Intranet.**