



Hamilton

Library & Information Technology Services

Student Employment Handbook

Table of Contents

Welcome	3
Introduction	4
LITS Culture	4
Customer Service	5
Emergency Services	6
Workplace Safety	8
Information Security	9
Confidentiality	9
Time Entry	10
Disciplinary Procedures	10
Who's Who in LITS	Coming soon!

Welcome!

As a member of LITS you are an important part of an incredible service organization, one that supports the work of Hamilton faculty, staff and students. Every member of LITS brings a set of information and technology skills to their jobs, but the most important thing they bring is a willingness to help others – the rest can be taught.

Your work is critical to our success. We depend on you, and what you learn on the job will complement what you learn in the classroom and help prepare you for life beyond Hamilton. Our staff are excited to work with you and if you continue to work for us you will likely see them as mentors, advisers, colleagues and friends.

Whether you are keeping our printers stocked with paper, retrieving reserve materials, providing a sound system for a campus lecture, solving a difficult research or technology question, supervising your fellow students, or any of the many other jobs in LITS, keep striving to do your job better. We will give you opportunities to assume more responsibility as you demonstrate you are ready for it. Of course, we pay you, but more importantly you will derive satisfaction from helping others succeed at Hamilton.

I look forward to meeting you,

A handwritten signature in blue ink that reads "Dave". The signature is fluid and cursive, with a large initial "D" and a trailing flourish.

Dave Smallen

VP for Libraries and Information Technology

Welcome to employment in LITS. This handbook serves to familiarize student employees with the organization's culture, expectations, policies, and procedures. In alignment with the following mission statement, LITS members encourage growth and skill building for the transition into future occupations.

“The mission of LITS is to empower students, faculty and staff to use information and technologies to engage in intellectual exploration, make informed decisions, and create and share knowledge.”

Our Culture

The LITS culture honors clear communication, courteous and respectful interaction, and professionalism. Strong focus is placed on customer service and stewardship of resources. Employees and student employees are encouraged to share ideas, listen actively, and seek the expertise of others.

Customer Service

Our organization consistently strives to provide an excellent level of service to our customers (users, patrons, etc.). We expect that students employed by LITS will do the same. Below are some general guidelines to follow. Please keep in mind that these may vary from position to position and your supervisor will provide more information.

- Communication is key! If you will arrive late to work or cannot come in due to illness or another reason it is your responsibility to contact your supervisor as soon as possible to let them know.
- While there is not a uniform or formal dress code, you should dress neatly while you are working. Good personal hygiene is encouraged.
- You should be attentive to customers at all times. If someone walks up to you or is standing near you looking confused, stop what you are doing and ask if you can help them.
 - If you can't help them please do your best to direct them to someone who can. Never simply say, "I don't know." Say, "I'm not sure but I can find someone who can help you."
- Smile when greeting a customer, even if answering the phone. A smile can be "heard" by your caller.
- Computer/personal device use for things other than work tasks may be prohibited while working. Please check with your supervisor for further clarification on this as it relates to your specific team/job.
- Eating is prohibited at public facing service points. Please plan meal times accordingly.
- If something goes wrong in the course of your work, please notify your supervisor immediately so action can be taken to minimize the impact to customers.

Emergency Services

Campus Safety:

Emergency: x4000 Non-Emergency x4141

*Note—dialing 911 from on-campus phones directs you to the x4000 ext.

Campus Safety is the first point of contact for the communication of all emergencies. They maintain a close working relationship with various external emergency responders (fire, law enforcement, EMS services), and provide “First Responder” services to the community.

Fire/Emergency Alarms:

“Muster Point” for Burke Library: North Quad lawn across the street from the front steps of Burke Library.

EVACUATION PROCEDURE:

Immediately following an evacuation or fire alarm signal:

Go out the closest exit of Burke Library and gather on the North Quad lawn to await further instructions.

GENERAL EMERGENCY PREPAREDNESS GUIDANCE:

- Know the location of the muster point. *If you work in a location outside of Burke, please review that building’s fire safety plan [here](#).*
- Always respond to an evacuation signal (fire alarm) as if it were an actual emergency.
- If you discover an actual emergency, immediately leave the area, alert others to do the same by verbal commands or a fire alarm pull station, and immediately report it to Campus Safety at x4000. Be sure to give the dispatcher as much information as possible regarding the emergency type/nature/location.
- If a building evacuation is required, report to your muster point to await further instructions.

Emergency Procedures - Shelter in Place:

In certain emergency situations, seeking interior sources of shelter are more desirable actions than building evacuations. A shelter-in-place command may be given for several incident types, such as a severe weather emergency (tornado), an environmental emergency (chemical release/plume), or a high severity law enforcement emergency (active shooter/hostile intruder).

Should such a command be given, take the following actions:

- Stay inside the building you are in, even if you do not normally work or reside in that building. If you are outdoors, proceed to the nearest accessible building.

Emergency Procedures - Shelter in Place, Cont'd:

SHELTER IN PLACE LOCATIONS & PROCEDURES - BURKE LIBRARY

BUSINESS HOURS (Mon-Fri, 8am-5pm)

Basement: PRIMARY LOCATION: Shipping/Receiving

First Floor: PRIMARY LOCATION: North side of Technical Services, to left of photocopiers

Second Floor: Must exit to either the 3rd floor or Basement using main or west stairwells

Third Floor: PRIMARY LOCATION: Third Floor Office Suite

Procedures:

- Front doors are to remain unlocked.
- Last one in a location locks the door
- Research Librarian on duty will go to 2nd floor to move people to third floor or basement using main or west stairwells
- Circulation Staff on duty will move people from first floor to primary location
- 3rd floor staff will move people on third floor to 3rd floor primary location
- Basement staff will move people in basement to basement primary location

OFF HOURS (evenings and weekends)

PRIMARY LOCATION: Shipping/Receiving in Basement

Procedures:

- Circulation staff will unlock and lead people on all floors to Shipping/Receiving
- Keys to both Shipping/Receiving and Mechanical Room are hanging on the wooden end panel behind the Circulation desk.
- Additional Door key to Shelter in Place Locations can be found at the Information Desk – Research desk drawer, on a Blue plastic key ring.

DESIGNATED PLACE OF REFUGE

- Mechanical Room from Shipping/Receiving in Basement
- Circulation Staff will lead people to basement and unlock Shipping/Receiving
- Northeast corner of Mechanical Room has door to east stairwell, leading outside. Circulation Staff will lead people through Storage Room to Mechanical Room.

PLEASE NOTE: Bathrooms and stairwell doors do not lock.

Workplace Safety

Physical Safety

Reporting Hazards-

Use common sense. If you see water spilled on a floor, ice on the outside steps or any other potential hazard, please report to your supervisor.

Lifting Heavy Materials-

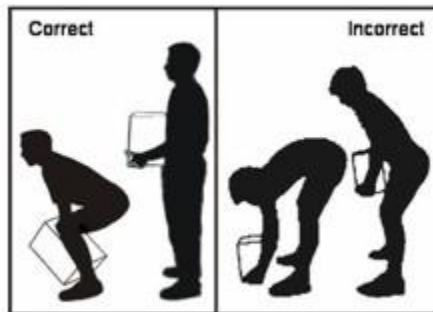
Use your knees, not your back:

Manual Handling of Materials: Low-Back Injuries – Prevention and Recovery (continued)

Tips for a Healthy Back

Lifting

- Test weight
- Plan route
- Wide stance
- Bend knees
- Get close
- Best hold
- Stable position
- Tighten stomach
- Use legs
- Keep back straight
- Lift smoothly



Avoid or minimize:

- Bending and twisting
- Reaching out with weight

Source: [U.S. Department Of Labor, MSHA, National Mine Health and Safety Academy](http://www.msha.gov/InteractiveTraining/MaterialHandlingSafety/man02/31man02.htm)
<http://www.msha.gov/InteractiveTraining/MaterialHandlingSafety/man02/31man02.htm>

Information Security

Each student employee needs to be familiar with the policies in these areas:

[Appropriate Use of Information Technology Resources](#) and

[Access to Information Technology Resources](#)

While LITS is responsible for monitoring the use of computer systems, it is the responsibility of all individuals in the Hamilton community to use information technology resources in accordance with these policies. Each member of the community is responsible for using only those accounts or computers for which he or she has authorization and is responsible for protecting all passwords. Individual responsibility includes respecting the rights of other users. Individuals are urged to report unauthorized use of computers, networks, or other LITS facilities on campus by calling the LITS Help Desk or notifying the Vice President for Libraries and Information Technology.

Confidentiality

It is imperative for ethical, moral and legal reasons that we protect the privacy of all persons using LITS materials. Privacy is essential to the exercise of free speech, free thought, and free association. Therefore, the following information is not to be revealed to anyone other than Hamilton College LITS staff, or the relevant patron. It is not to be revealed to other patrons, faculty, administrators, other students, police, credit bureaus, boyfriends, girlfriends, parents, etc.

If anyone asks you for this information, immediately refer them to your supervisor:

- Patron names, addresses or telephone numbers
- Employee home addresses or telephone numbers
- Student employee work and/or class schedules
- The name of the person who has an item checked out
- What items a person has checked out
- Internet sites or online databases used by a patron
- A patron's ID number, login or password information
- A patron's fines or bills (If a question is received by the Business Office, refer the inquiry to your supervisor.)

Security System

In no way should you compromise or subvert the security or check-out systems for books and other library materials.

VIOLATION OF CONFIDENTIALITY OR COMPROMISING THE SECURITY SYSTEM ARE GROUNDS FOR IMMEDIATE DISMISSAL.

Time Entry

Hamilton College student employees are required to submit work time to their supervisor electronically using [WebAdvisor Web Time Entry](#).

Web Time Entry can be accessed remotely from any location with internet access.

Students are responsible for submitting an electronic time sheet, with detailed time in and time out entries (e.g. 8:00 AM-12:00 PM), to their supervisor no later than the close of business on Monday following the end of the bi-weekly pay period. Students will submit a time sheet for each position every pay period that they work, and will be paid bi-weekly. (Training is available, and supervisors may answer questions about the process as needed.)

[Step-by-step Student Time Entry Instructions](#)

Disciplinary Procedures

With regard to your job performance, you should expect ongoing communication from your supervisor. Periodic performance review meetings/evaluations are typical. Most supervisors within the organization use a 3 warning system before termination of employment. Please keep in mind that based on the severity of the performance issue, your employment may be terminated without previous warnings.