

**“THE ULTIMATE
USEFULNESS OF ANY
LIBRARY DEPENDS ON
THE ABILITY OF THE
STAFF AND THE
PUBLIC TO FIND
BOOKS ON THE
SHELVES WITH EASE
AND ASSURANCE.”**

JENNIE FLEXNER, 1927

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STUDENT EMPLOYEE MANUAL
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**ENROLLMENT AND INFORMATION SERVICES
STUDENT EMPLOYEE INFORMATION AND RULES**

ALTHOUGH EACH AREA HAS ITS OWN POLICIES, THESE ARE RULES THAT ARE STANDARD THROUGHOUT POLK LIBRARY.

The person in charge of your work area is your supervisor, even if this person is not the one designated to set up your schedule. Your supervisor will train you, assign tasks, evaluate your work, and approve and/or sign your timesheets.

Before you begin work at Polk Library, a work authorization must be obtained. This is secured through the EIS office, and an I-9 form will be completed there if necessary. (You will not receive a paycheck until these have been done.)

**Disregard for any one or more of the following
rules is grounds for immediate dismissal:**

1. Failure or refusal to carry out assignments as instructed, insubordination, falsifying logs or timesheets, sleeping, abusive language, or socializing on work time are all grounds for dismissal.
2. You are to report to work on time. If you are going to be absent or late call your supervisor as early as possible with this information. In some areas you are expected to provide your own substitute. Any flex-time is at the discretion of each individual supervisor.
3. Telephones are for library business ONLY. You may not make personal phone calls, except in an emergency.
4. No alcoholic beverages should be consumed while at work or prior to coming into work.
5. No smoking is allowed in any library building.
6. Unauthorized possession or removal of University property, failure to be courteous in dealing with fellow employees or the general public, inappropriate dress, and lack of personal hygiene will not be tolerated.
7. You are responsible for your own timesheets. These must be completed and signed by you, approved by your supervisor, and turned in on time. Failure to do so may result in a two week delay of your paycheck. Timesheets and printouts may have to be completed in advance during the second week of the pay period so that the paperwork can be turned in on time, but the computer printout should be dated the last day worked in that pay period. Supervisors will check for accuracy and make any adjustments necessary. Timesheets should be filled out in pencil, but must be signed in ink. Unsigned timesheets will not be submitted.

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ACCESS SERVICES STUDENT EMPLOYEE EXPECTATIONS

We expect you to:

- provide **quality** patron service as a representative of Access Services.
- show **reliability** by getting a sub when you are sick or need time off. (For Stacks Management, it isn't always necessary to find a substitute, but if you don't you **must** notify me or the Circulation/Reserve Desk as soon as possible. Makeup may be arranged on a case-by-case basis depending upon the reasons for missing work, and certain budget constraints.)
- show **good judgement** by minimizing your socializing while working.
- show **initiative** by undertaking the jobs listed on the daily duties list, the assignment priority list, or asking a staff member for a project.
- show **promptness** by turning in your timesheet before noon on Thursday of the second week in the pay period.
- show **professionalism** by refraining from swearing or using inappropriate language while working.
- show **honesty** by refraining from accepting money from patrons for performing unauthorized database searches or other library services while working.
- show your **knowledge and understanding** of Access Services by taking the mid-semester random quiz and student evaluation.
- show **good sense** by refraining from making or getting personal phone calls while working.
- show your **trustworthiness** by refraining from tampering with the Voyager database and patron records, including your own, which would result in your immediate termination.
- show **responsibility** by refraining from doing homework, reading newspapers, or staring into space, etc., during work time.

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HELLO, AND WELCOME TO STACKS MANAGEMENT

My name is Roberta Stuemke. I have been Polk Library's Stacks Manager since 1987. Periodicals Management was merged with General Stacks in 1996, and some responsibilities for shelving in the EMC were added in Summer of 2002. I am looking forward to working with all of you, and hope you will enjoy working with me.

Stacks Management is one of several subunits in ACCESS SERVICES. The other subunits are Service (combining Circulation and Reserves) and Interlibrary Loan. Some of you will be working in one or both of these subunits as well as working in Stacks Management.

The overall Coordinator of Access Services is Jeanne Foley. _____ is the Lead Worker (days) in Circulation/Reserves. Mary Luebke also works in Circulation/Reserves, with the primary responsibility for the Reserve collection; her schedule is set to cover the supper hour. Eric Graczkowski is the Lead Worker (nights), and he is also the overall student supervisor; he is responsible for setting up your work schedule, and for turning your timesheets and printouts in to the Library Office. Erin Czech is the Lead Worker in Interlibrary Loan, and Lin Shcrottky is the second Interlibrary Loan staff person.

Stacks Management is the subunit of the library that is responsible for maintaining the condition of the stacks in the Main Collection, Browsing Room, Neumann Collection, Putney Collection, Newspapers, Current and Bound Periodicals, and the microform collection. We shelve returned materials, including EMC items; pick up, organize, and reshelve materials that were used in the building; keep the stacks areas neat, with books and bound periodicals upright and bookends pushed in, current periodicals and newspapers properly placed on the shelves, and microforms filed into the appropriate cabinets in the correct order; maintain proper shelf order; locate missing materials; and shift materials to relieve overcrowding. The work in this area is very active, with few duties that allow you to sit down as you work, so you WILL get a fair amount of exercise! The building sometimes gets hot and stuffy, and the stacks areas are ALWAYS dusty, so be prepared: dress neatly but comfortably, with washable clothing and comfortable shoes.

My own regular weekly schedule is 7:15 AM - 4:00 PM, Monday through Friday. On the room divider that identifies the Stacks Management work area, there is a card pocket. If I have to be away from my office area at any time, I will post a card telling you where I am, in case you need to see me. If you are really desperate to see me, ask the Circulation/Reserve staff to have me paged. You can also leave messages for me, preferably taped to my telephone or to my computer terminal.

The Stacks Management work area officially starts with the row of file cabinets behind the Circulation/Reserves staff desks. The Problem Truck, a booktruck where unsolved Stacks-related problem items are kept until the problems can be resolved, is located at the end of this row of file cabinets. The outdoor newspaper drop, where the Oshkosh Northwestern is delivered, and one of the outdoor bookdrops, are located on the south wall next to the fire door into Access Services. There is also a bulletin board that contains the newspaper processing instructions. No booktrucks should be parked alongside the vents next to the drops; trucks may be parked along the wall past the typewriter further down the wall.

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Further down the south wall are the Stacks Management bulletin board and the white erasable Notice Board. You will be held responsible for reading everything that is posted on these boards. Notices will change periodically, so be sure to check every time you come into work

Parallel to the boards is the Stacks Management counter. This counter holds logs, manuals, signs, newspaper processing supplies, Self-Training Guides, a calendar, and the Search Box. Running perpendicular to this counter are the worktables, which hold more supplies, the Shelf-Reading records, the Additional Project basket, and various other files. Full booktrucks waiting to be shelved will be in the L-shaped area defined by the counter and the worktables.

Just past the worktables is a single row of shelving, where more supplies are stored. Just past this is the "booktruck corral", an area defined by two blue room dividers, where empty booktrucks are parked. Next to this area is Jeanne Foley's office, and a small breakroom with a very small refrigerator. You may use this room for your own breaks as long as no Access Services staff are using it for meetings or their own breaks, but bear in mind that the refrigerator is small, and priority is given to storing staff lunches and beverages, so ask before deciding to store your own lunch here. There is also a line of coat hooks that are specifically for student employees. The adjacent door to the AV area outside Access Services opens only from inside; you can use this door for exiting, but not entering Access Services.

The first log in the Stacks Management Logbook is the ACTIVITY LOG. MAKE CERTAIN THAT YOU FILL OUT THIS LOG PROPERLY AND CONSISTENTLY, OR YOU MAY NOT GET PAID PROMPTLY! Falsifying entries in this log is grounds for immediate dismissal, and repeated failures to properly log in and out is an unsatisfactory work habit for which you may receive a Disciplinary Warning from the Student Supervisor.

My personal work area is along the north wall of this area. If you need to leave a message for me, either tape it to my computer monitor or to my telephone.

In this manual, I try to cover as many details about work in this subunit as I can, but it is inevitable that I will discover things that I missed, and will need to occasionally change routines or procedures. When this happens, I will post a notice on the white Notice Board either reviewing the change in full or referring you to the amended section of the manual.

On the bulletin board next to the Notice Board there is an Assignment Priority List, and the Daily Duties Chart. Using these, you will be expected to figure out for yourself what work needs to be done next, in case I am not available to give you an assignment. Various small projects will be found in the Additional Project basket. Also, over the course of the school year, special projects may override the normal assignment priority order, or temporarily change procedures. When this happens, the details will be posted, and I will do my best to make sure everyone is made aware of the situation, and gets the appropriate training to accomplish each project.

We provide one of the most basic patron services in the library: making it possible for patrons to find the materials they need, when they need them. Stacks Management is also one of the most visible units in the library, in terms of doing work in public access areas, and the quality of our work influences public perceptions and attitudes about the library as a whole, so keep this in mind at all times. LET'S GIVE OUR PATRONS A FAVORABLE IMPRESSION!