

**“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**

**STACKS MANAGEMENT  
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 office on second floor, 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 filling out and signing your own timesheets on time, and for keeping your KRONOS time records current. Failure to do so may result in a two week delay of your paycheck. You will be trained to use the KRONOS online system. This system requires an identity number and a password; try to keep these on hand so you can keep your records current. If you do forget your identity number, your supervisor can help you.

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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 substitute when you are sick or need time off. (For Stacks Management, it isn't always necessary to find a sub, 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 and updating your KRONOS record 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 a subunit of Circulation Services, along with Circulation and Reserves. Circulation Services itself is a unit of COLLECTIONS & ACCESS SERVICES, with Interlibrary Loan as the other unit. Some of you will be working in one or both of these as well as working in Stacks Management.

For 2010-2011, the Head of Collections & Access Services is Ron Hardy. The Head of Circulation Services is Crystal Buss. Eric Graczkowski is the Lead Worker (days) in Circulation/Reserves, and he is also the overall student supervisor; he is responsible for setting up your work schedule and approving your KRONOS records. Mary Luebke also works in Circulation/Reserves, with her primary responsibility being Reserves; her schedule is set to cover the supper hour. For 2010-2011, the responsibilities of Lead Worker (nights) in Circulation/Reserves will be one or two Limited Term Employees. Sara Stichert 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, Leisure Reading (Browsing Room), Newspapers, Current and Bound Periodicals, and the microform collection. We shelve returned materials; 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 next to my desk, 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.

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The Stacks Management work area officially starts just past the Reserves processing area, moving toward the south wall. The Stacks Management storage unit, however, is on the interior wall to the other side of the Reserves processing area. The outdoor newspaper drop, where the Oshkosh Northwestern and Appleton Post-Crescent are delivered, and one of the outdoor bookdrops, are located on the south wall opposite to the storage unit, next to the fire door into Access Services. No booktrucks should be parked alongside the vents next to the drops unless I have specifically approved it because of excessive unshelved books.

Further down the south wall, past the bookdrops, is the Stacks Management 'office' – my work area. Against the divider, just past my entrance, is a 3-shelve wooden unit for problem items; each shelf has a label identifying what kinds of materials should be left in that location. Just past this divider is the Stacks Processing area. On the south wall is the Stacks Management bulletin board, which includes the erasable Daily Duties Chart, and the Assignment Priority List. Notices will change periodically, so be sure to check every time you come into work. You will be held responsible for reading everything that is posted on this board.

Beneath the bulletin board is a wooden truck, again with labels identifying what materials are to be left where, including microforms, current periodicals, bound periodicals and reference items that need to be reshelved. To the west side of this truck is the processing table, which holds a desk divider unit with slots for signs, booktruck ID tags, blank accuracy checklists, an envelope for completed checklists, and, on the top, the Search Box and a basket for documents to be shredded. The table also holds newspaper processing supplies. To the east side of the wooden truck is the Stacks Management counter/shelving unit. This unit holds logs, manuals, signs, Self-Training Guides, a calendar, shelf-reading records, the Additional Projects folders, and various other files. On the counter is the binder with several logs you will need to record information in. The first log in the binder 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. Again, you are expected to read any signs posted upright on this counter. On the opposite side of the unit, the shelves are used for Overflow, books that temporarily cannot be shelved upstairs due to lack of room in the stacks.

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Just past the Overflow shelves is a divider that marks the "booktruck corral", where empty booktrucks are parked. Next to this area is the Circulation Supervisor's office, and a breakroom with a small refrigerator. You may use this room for your 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. Just past the breakroom door are several coat hooks that are specifically for student employees; you can leave your things here during your shift, but, PLEASE, remember to turn off your cell phone. The door out of this area leads to the AV area; this door opens only from inside, so you can use it for exiting, but not entering Access Services.

Next to that door is the storage area for photocopy paper, again marked with dividers. Beyond that are the Access Services storage lockers, and a section of cabinets with a sink. Older paper copies of the Oshkosh Northwestern and Appleton Post-Crescent are stored in one of the cabinets, until we receive those issues on microfilm. In the middle of this area is where full booktrucks waiting to be shelved should be parked, and then there is the staff conference table. Past that, you are back at the Reserves processing area, and the door out of Access Services.

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 bulletin board, or upright on the Stacks Management counter, either reviewing the change in full or referring you to the amended section of the manual.

Using the Daily Duties Chart and the Assignment Priority List, 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; I will do my best to make sure everyone is made aware of the situation, and gets the appropriate training to accomplish each project. Again, this makes it very important for you to always read the Notices posted either on the bulletin board, on upright on the Stacks Management Counter.

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!

Roberta Stuemke  
Stacks Management  
Polk Library