

THE UNIVERSITY OF MICHIGAN

THE LAW LIBRARY

TRAINING SESSION A

Rules for Student Employees

Rev. 6/09

RULES FOR STUDENT EMPLOYEES

Welcome to the Law Library! This session on Work Rules is very important. Knowing and following the rules is an important job skill you should acquire. You can be fired for breaking the rules, even if you didn't know about them—so read carefully!

As your employer, the Law Library has a responsibility to you to provide you with the resources you need to do your job and to pay you for your work. As an employee, you have a responsibility to perform your job within the rules listed below. Check with your supervisor to learn what additional rules may apply to your specific job.

If you decide after learning our Work Rules that the Law Library is not the place you want to work, please tell one of the staff in Library Administrative Services or your supervisor about your concerns, in case there is a misunderstanding. If you still decide to quit, the earlier you tell your supervisor, the easier it is on all of us.

Now, on to the Rules!

1. **PLEASE NOTE:**

Failure to observe the following rules can result in disciplinary action, up to and including discharge.

2. **Time clock rules**

- You must have your M-Card to clock in and out.
- See instructions at the time clock for full details, including what to do if you do not have your M-Card or the clock is malfunctioning.

3. **Employment Rules**

Do not clock in or out for another person. Both employees are subject to immediate discharge.

Do not leave the Library while clocked in, unless on Library business or a scheduled break.

4. **More**

- When you are clocked in, you must be at work and working a scheduled shift.
- Do not tamper with the time clock or treat in a destructive manner.

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5. Employment Rules

- After you are trained, you must be able to perform your job competently.
- Do not work more than 40 hours in a calendar week.
- Honor the commitment you made when you were hired!
- Follow supervisor's procedure for covering absences.

6. More rules

- Ask your supervisor about working during exams, and spring and semester breaks.
- When you work 4 or more hours in one shift, you are entitled to a 15 minute break.
- If you accept another job in the University, you must first get your supervisor's approval.

7. Employment rules

- You must obey all posted library rules. You could be fired if you don't!
- You are no longer eligible to work in your student job after you graduate.
- You are expected to present a neat appearance while at work.

8. Limited Access

Please read the full Access Policy, attached to this handout. This policy applies to all employees no matter where they work in the Library.

9. Injuries

- You must report **any** on the job injuries to your supervisor.
- You must inform your supervisor if there is any type of work you cannot do because of previous injuries or illness.

10. & accidents

- You are expected to take reasonable precautions against accidents.
 - Use ladders or stools to retrieve books beyond your reach.
 - Don't overload book trucks.
 - See your supervisor for more information.

11. Do's and Don'ts

- Equipment and material:
 - Do use equipment appropriately
 - Don't use equipment for your personal use
 - Don't let patrons use library equipment
 - Don't take books, binders or other discarded materials for your own use

12. Do's and Don'ts cont.

- **Phones & Booktrucks**
 - Don't make or receive personal calls
 - Circ has book trucks they check out to patrons—ask at Circ Desk.
- **Keys**
 - Don't lend library keys to anyone

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13. More Do's

- Do enforce and follow all library rules
- Do speak quietly
- Do behave with courtesy to everyone at all times
- Do refer irate patrons to the Director, Margaret Leary

14. and Don'ts!

- Don't use iPods or other devices unless ok'd by your supervisor
- Don't allow friends to drop in
- Don't help patrons who ask you things outside of your job responsibility--refer them to the Reference Desk

15. Work behavior

Never tell anyone we don't own a particular title--refer them to the Reference Desk.

16. Respect Privacy

- Don't give information about patrons to anyone.
- NEVER give out home phone numbers or addresses of any employee--student or regular.

17. Non-disclosure

- Don't disclose what material someone has used or what kind of information they were looking for.
- Don't disclose names of people who charged a particular book, or for whom it is being held.

Refer any inquiry to the Library Director no matter who is making the request.

18. Special Note: Food and Drink

- FOOD AND DRINK: Food is prohibited in all Library space, including carrels.
- Drinks in closed containers only—spill-proof strongly encouraged. You may consume food only in the Snack Bar.

Thank you for reading all these rules! You can refer to them here:

<http://www.law.umich.edu/library/info/jobs/Pages/HourlyTraining.aspx>

See attached FAQ for more info!

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ACCESS POLICY

Research access The University of Michigan Law School welcomes researchers to the underground Law Library (the Smith Addition) to use the collection, including U.S. depository materials, for their legal research. This policy assures that seating and assistance will be available to users, and ensures a quiet research atmosphere in the Smith Addition.

General study Anyone is welcome to study in the Reading Room, which is open for general study to all.

Who may enter the Smith Addition

- **By showing identification:**

- U of M Law School Faculty and Students: A current U of M ID which can be verified in the Law Library's database.

- U of M Faculty: A Faculty ID which can be verified in a directory, with status of professor (assistant, associate, emeritus).

- U of M Regents: A picture ID which can be verified in the UM Board of Regents webpage at www.umich.edu/~regents/

- Attorneys: A valid Bar card from any state or country. Attorneys from jurisdictions without bar cards should apply for a Collection Use Pass.

- **By obtaining, or showing one of the following passes:**

- Visitor Pass: to look around the building for a short time.

- Seven-Day Pass: to use the collection for seven days; you may obtain up to two in a semester. To use the collection for a more extended period of time, apply for a Collection Use Pass:

- Collection Use Pass: to use the Law Library collection for research for a semester.

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Director and Librarian
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Further Explanation and Procedures, Over

Last Revised December 20, 2005

PASS APPLICATION PROCEDURE

Visitor Pass

We welcome visitors to look around our building for a short time. Please pick up a Visitor Pass at the Reference Desk and ask for the “About the Law Library” bookmark. This pass does not allow you to use our books or to study here. If you need to use the collection for research, please apply for one of the passes described below.

Please remain quiet; noise travels and disturbs others.

Seven-Day Pass

If you have a short-term research project or if you first arrive to use the collection evenings or weekends, apply at the Reference Desk for a Seven-Day Pass. You may obtain up to two Seven-Day Passes during a semester if you have not already obtained another type of pass. If you need to use the Law Library for a more extended period of time, you must apply for a Collection Use Pass.

Collection-Use Pass

This pass is valid for one semester.

You may be eligible for a Collection Use Pass if you:

- Need to use material in the Law collection not available elsewhere on campus, and
- you need to use the collection for course work, class assignments, writing a paper or honors thesis, personal research, research for a professor or law firm, or in-depth research such as for a PhD.

You may also be eligible for a Collection Use Pass if:

- you are a full-time law student at another law school; or
- you are an attorney from a jurisdiction that does not issue bar cards.

An instructor who has made previous arrangements with us may obtain Collection Use Passes, but individuals may also apply at the Reference Desk. We ask for documentation of your need. Please apply at the Reference Desk. If you have questions, call 764-9324.

See other side for Access Policy

FAQ: Time Clock, Pay Checks, etc.

1. Time clock:

Clock in and out on the time clock as described on the instructions posted at the clock, and the Time Clock Policies and Procedures page in this handout.

2. How often do we get paid and how do I get my checks?

Pay days are every other Friday. They cover a two-week period that ends at midnight the Saturday before pay day. You may arrange to have your checks directly deposited into your bank account, or sent to you via US Mail. You may pick them up in person at Wolverine Tower. If you pick them up in person, you will need to take ID with you. Staff in S-180 can track down checks and help you initiate or cancel any of these arrangements via Student Business in Wolverine Access.

3. When am I paid at time-and-one-half?

You are paid at time-and-one-half any time you work more than 40 hours in a calendar week (12:00 a.m. Sunday through 11:59 p.m. Saturday) or if you work when the library is open on an official University holiday. Reference and Circulation Desk staff are usually scheduled on July 4th, Labor Day, and the day after Thanksgiving. No one is allowed to work when the library is closed.

You must not work more than 40 hours in a calendar week unless your supervisor specifically asks you to. You are responsible for arranging your schedule and sub commitments so that you do not exceed this limit. Include all jobs you hold elsewhere in the University when you add up your weekly hours. Your supervisor may ask you to work overtime for special projects, or to cover staffing shortages, but employees may not authorize their own overtime.

4. If you want to use us as an employment reference:

Among the forms you completed when you were hired is a release form that allows us to provide employment references for you in the future. Without a signed release, we can provide only your title and the starting and ending dates of your employment. When you leave, your supervisor will complete an evaluation for your file, which we use to provide references to potential employers, bar associations, etc. We keep your employment file for 5 years after you stop working here. After 5 years, we can't provide references. If you signed the release form and change your mind later, just let us know and we will remove it from your file. If you didn't sign one and would like to, see us in Administrative Services.

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Time Clock Policies and Procedures **Applies to: all Law Library Temporary and Student Employees**

Approved by Law Library Leaders, 6/18/09, and effective immediately.

General Policies:

1. You must have your M-Card available for clocking in and out.
2. If you do not have your M-Card, follow the steps for Time Clock Malfunction, posted next to the time clock. This should be a rare circumstance.
3. M-Cards must be in good working order. Employees must promptly replace cards that are broken, lost or stolen so they can continue to use the time clock.
4. Instructions for using the time clock are posted beside it.
5. Clock in and out at the beginning and end of every shift.
6. There is no “grace period” between the times you clock in and actually begin work. Wait for the beginning of your shift to clock in and then begin work immediately. Do not clock in several minutes early to allow time to get coffee, for example. This also applies at the end of your shift: clock out as soon as you finish doing actual work.
7. Brief breaks: you may take a 15 minute paid break for every 4 hours you work, when the workflow permits. Breaks should be taken near the middle of the 4 hours. Do not clock in and out. Desk workers should coordinate break times with co-workers to ensure adequate coverage.
8. Lunch breaks: clock in and out for breaks of 30 minutes or longer.
 - a. A work shift of 8 hours or longer will usually include a lunch break of at least 30 minutes near the middle of the shift.
 - b. When you sign sub slips that cause you to work for 8 to 12 hours in a day, you should arrange to take at least one 30 minute lunch break near the middle of the shift.
 - c. You should not sign sub slips that will cause you to work more than 12 hours in one day. On a very rare occasion where this might come up, you must have prior approval from your supervisor.
9. You must not work more than 40 hours in a calendar week (from midnight Sunday through midnight Saturday) unless your supervisor knowingly schedules the hours. This includes hours worked in any other jobs you have at U-M. You are responsible for planning your schedule(s) accordingly and you must not 1) sign sub slips or 2) increase your hours at another UM job if your total hours in a week will exceed 40.
10. Only CDA’s and RDA’s may work on official University Holidays. CDA’s and RDA’s are required to work as scheduled on university holidays when the Library is open. The Law Library may be open on the following holidays: Memorial Day, July 4, Labor Day, the day after Thanksgiving.
11. Administrative Services staff or your supervisor will show you how to clock in and out. Please check with them if you have any questions.

Failure to observe the following rules can result in disciplinary action, up to and including discharge:

1. Do not clock in or out for another person. Both employees involved are subject to immediate discharge.
2. When you are clocked in, you must be at work and working a scheduled shift.
3. Do not leave the Law Library while clocked in unless you are on Law Library business or on a scheduled (15 min) break.
4. Do not treat the time clock equipment in a destructive manner or tamper with it.

QUIZ: Rules Training Session

for Student Employees

Name _____ Date _____
(please print)

Please circle your answers on the True/False and multiple choice questions. You may refer to your handout entitled, “Rules for Student Employees” to answer the questions.

1. I could be fired for not following one of the work rules described in the handout..
T F

2. During exam periods, spring break, and the semester break:
 - a) I can do whatever I want about working, and I don't need to tell anyone.
 - b) I do not have to work at all.
 - c) I must work my regular schedule
 - d) I should ask my supervisor about working these times.
 - e) None of the above.

3. I must present a neat appearance at work and always be courteous and respectful.
T F

4. If three friends drop in to chat with me while I am at work, I should:
 - a) Chat with them while I keep working, so as not to offend them.
 - b) Tell them I could be fired for chatting and quickly arrange a non-work time to meet them.
 - c) Refuse to acknowledge their presence.
 - d) Call my supervisor for help.
 - e) None of the above.

Quiz continues on other side

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5. Complete the following sentences:

- a) I must report to work _____ and as _____.
- b) I must use the _____ _____ to punch in and out.
- c) Only ___ and ___ may work on University Holidays.
- d) I may work no more than _____ hours a week total in all my University jobs.

6. Since I am a Law Library employee, the limited access policy doesn't apply to me and I may study in the underground addition.

T F

7. Your roommate, a law school student, asks you for your library key so s/he can use the Library Seminar Room to study. What is your answer?

Yes No

8. Same as above, only your roommate just asks you to unlock the door to the Library Seminar Room. What is your answer?

Yes No

9. A very angry patron approaches you as you are walking through the underground addition. The patron shouts complaints about the Library, and demands your help. What should you do? (circle all the apply)

- a) Ignore the patron and continue on your way.
- b) Direct the patron to the Reference Desk.
- c) Shout back, telling the patron to "Get out of here if you don't like it here."
- d) Ask your supervisor what to do.
- e) Refer the patron to Library Director, Margaret Leary.

I certify that I have read and understand the printed "Rules for Student Employees" and attachments

(signature)

(print name)

PLEASE RETURN THIS QUIZ TO YOUR SUPERVISOR

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The Law Library
The University of Michigan

TRAINING SESSION EVALUATION

Please complete this form and give it to your supervisor along with the quiz from this training session. ***Please be as complete and thoughtful as you can.*** We use these evaluations to improve the sessions and you, the trainees, are the best people to tell us whether our training program is effective.

Name of Training Session _____

Date you read handout, viewed or listened to the tape, or date of group session _____

The format of this session was (check one) handout video audio live

Please circle the number that best describes your response:

	Agree	Neutral	Disagree
This topic is relevant to my job	1	2	3
I understand the library's philosophy on this topic.	1	2	3
I learned enough about this topic to perform this part of my job competently.	1	2	3
I know how to find information on this topic when I am on the job.	1	2	3
The quiz helped me be sure that I understood the material in the session.	1	2	3
The presentation was clear.	1	2	3
The handouts are useful.	1	2	3
Too much material was presented.	1	2	3
I need more information on this topic.	1	2	3

We use recorded sessions because: new employees can be trained as soon as they are hired and at their convenience; and recorded training sessions can be complete and consistent.

The best format for this session is (check one) handout video audio live

Please use the back for comments on any aspect of the training program. Or, give suggestions to your supervisor, or to someone in Library Administration.

2/03 revision