

John B. Coleman Library
Reference Department

Student Worker
Handbook

Updated 2009

STUDENT EMPLOYMENT OFFICE/HUMAN RESOURCES

All students, whether new or re-hired, are required to attend a state mandated Equal Employment Opportunity orientation before the first day of work. If you have any questions, contact the Student Employment Office at x1793.

ABOUT THE REFERENCE DEPARTMENT

The Reference Department is located on the first floor of the Library, to the right after entering the building. There is a change machine in Room 126D. There are three copiers in the department. Two take PantherBucks, but students must have money placed on their account specifically for the copiers in the Library. The third copier takes cash. The Reference department does not provide refund money for the card operated copiers, but has a limited supply for the cash copier.

Reference materials include anything from dictionaries, atlases, phone books and other non-circulating books which contain information on a variety of topics. The depth of coverage ranges from a general overview to more detailed documentation. The Reference Department also has a large legal collection, with both federal and Texas laws.

Increasingly, reference material takes the form of electronic data; databases and screened websites hold a vast number of articles and facts; reference librarians are entrusted to understand these as well.

Reference materials do not leave the building, but they may be taken to other parts of the building; the patron is requested to bring the material back. Office supplies (white-out, scissors, etc.) behind the reference desk may be loaned out, but must be returned. Once lost, these are not replaced.

Reference Department Hours Fall and Spring Semesters

Monday-Thursday	7:00am – 12:00am*
Friday	8:00am – 5:00 pm
Saturday	8:00am – 5:00 pm
Sunday	1:00pm – 12:00 am*

Summer Semester

Monday-Thursday	8:00am – 9:00 pm
Friday	8:00am – 5:00 pm
Saturday	8:00am – 5:00 pm
Sunday	Closed

* = Student workers are not expected to work past 9:00pm on any evening, or before 8:00am on any given day.

Specific Reference Department Duties

There are five Reference Librarians that rotate time at the Reference Desk assisting patrons in the use of the Library's resources. **Service to library patrons is primary.** If the student worker cannot answer a patron's question, they should seek assistance from the Reference Librarian on duty. Student workers help in this process by being responsible for the following:

Monitoring printers and copiers for jams and print errors.

Ensuring print trays and copier are kept fully stocked with paper.

- This is important; keep checking the tray volume and restock the paper under the desk when we are down to a few packs of paper.

Clean up around reference area computers (paper, trash, chairs pushed in, etc.)

Answering telephone calls.

- Should a Reference Librarian not be able to answer the phone for any reason, students are responsible for answering the telephone. Take messages where applicable, and transfer calls where possible. Do not give answers unless you know they are correct!

Answer basic directional questions (Reserve area, bathroom, etc.)

- Refer any question that you cannot answer to a Librarian.

Be able to help in locating books in the online catalog.

Understand and apply ready reference loaning procedure.

Keeping accurate statistics regarding questions answered, ready reference items used and any reference books shelved.

- This task is very important; the number of questions answered helps justify hiring students and the books that are shelved help us keep track of which areas in Reference are used the most.

Shelving reference books on re-shelf cart.

- Each student worker is assigned at least one (usually two) areas in the Reference Department to shelf read- this is to be continually done; not just when reminded. Books are to be replaced with the spine facing out, and the right side up.

Other clerical duties as periodically assigned.

Should there be any times when you are not busy, inquire if Circulation needs any help with shelving or dusting; this is not a time for homework or Internet use.

HIRING/TRAINING OF STUDENT WORKERS

Initial interviews are to be done with the scheduling supervisor and should include information on duties and possible working hours. An approval from Financial Aid/Work Study (Human Resources) and a class schedule are required at the initial interview. ***A Certificate of Completion is required before you will be allowed to start work.*** Working hours for students cannot exceed 80 hours per pay period. Pay periods

run approximately two weeks in length. Student worker's schedules are created in consultation with the scheduling supervisor. There will be no more than one student scheduled at the desk at any given time.

The scheduling supervisor makes the final hiring decision. If the student is approved for hiring, the library administration office handles the final paperwork.

The training coordinator will provide the initial orientation and training as close to the student's first day of work as is possible. The initial orientation and training time will be considered work time. Additional on the job training will be given by a variety of staff members as new duties are introduced.

The initial orientation and training will include:

- 1) Overview of department policies and rules of conduct.
- 2) Orientation to the staff area and introduction to existing staff.
- 3) Description of the basic responsibilities and workflow of the department and a review of the department's opening and closing routines. Included in this is ensuring that the work area is prepared for the next day.
- 4) Explanation of the other service areas of the library.
- 5) Orientation to the shelving arrangements of the various materials.
- 6) Explanation of the Reference Department's collection.
- 7) Explanation of how to lend materials that are shelved in the Ready Reference section (behind the Reference Desk) to borrowers and an overview of circulation policies.
- 8) Orientation to the copiers, printers and computer equipment in the department (including how to load papers, where the supplies are stored in the department and how to refund patrons for poor photocopy machine printouts).
- 9) Hands-on training in the use of the library's webpage, online catalog and electronic databases.
- 10) Orientation to Reference Department statistics.
- 11) Instruction on filling out time sheets.

Additional notes:

- Schedules for student workers are posted in the department (Schedules changes will be made at the discretion of the scheduling supervisor). You are not permitted to change your schedule whenever you wish.
- You will be required to work one evening per week, and one weekend per month.
- Sign-in sheets for each student worker will be provided to log the hours worked.
- Students are to fill in the start time *with the exact time they arrive* and fill in the end time *with the exact time they leave* (If a regular staff member is on-duty, have them place their initials by those times listed on the sign-in sheet.)
- Students should not fill out the sign-in sheet in advance of working their scheduled hours (Placing a signature on the form in advance is permissible, and

useful, if the student does not work the day the time-sheet must be turned in to the Library Administration Office.)

- Students working 4 hours or more are permitted a 15 minute break.
- Staff should be notified before taking a break.
- Students must report any and all absences to departmental staff by calling (936) 261-1535.
- For planned and approved absences, hours may be made up **at the discretion** of the scheduling supervisor.
- There may be instances when you are asked to help out at either the Periodicals desk, or the Circulation desk.
- Frequent tardiness, excessive absences, failure to report to work as scheduled, or failure to notify the department of your absence can result in termination.
- A written warning, copied to the Student Employment Office, will be issued to allow the student to understand and correct the problem. Failure to correct the problem, after the written warning is given, will result in termination.

DRESS CODE, MEALS AND SNACKS

- 1) Student workers must dress appropriately for a business setting and demonstrate a good work ethic.
- 2) Student workers should have a courteous and respectful attitude, as this is a public service setting.
- 3) There is a dress code that each student receives during training; it is expected that you adhere to it.
- 4) Punctuality, dependability, and cooperation are essential factors in a successful work experience.
- 5) Meals and errands are to be handled before or after scheduled work periods.
- 6) No food or drinks are allowed in the library.

COMPUTER EQUIPMENT USE, TELEPHONES, STUDY TIME

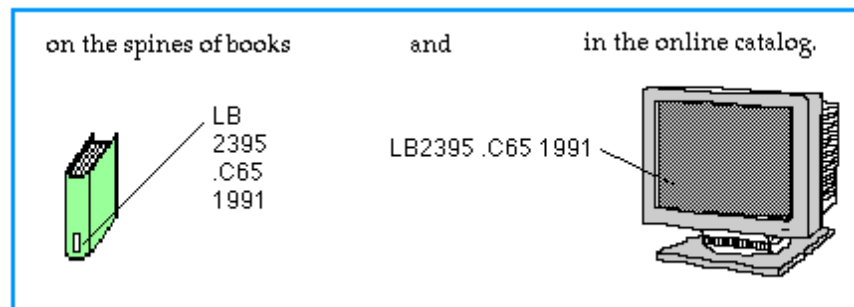
- 1) Telephones, computer equipment and software in the department are intended for business purposes and not for use by students who are not employees.
- 2) ***Personal use of equipment, such as typing up class assignments, playing games, sending instant messages, chat rooms and checking e-mail is not allowed. This is a work environment, not a place to study. Failure to follow this will result in your termination.***
- 3) Computer settings are not to be changed.
- 4) Personal phone calls for student workers are not allowed.
- 5) Cell phones, iPods, and other personal computing items are not permitted while on the job.

UNDERSTANDING THE LIBRARY OF CONGRESS CLASSIFICATION SYSTEM FOR SHELVING, SHELF-READING AND RETRIEVING BOOKS

What is the purpose of call numbers?

Each book in the Coleman Library has a unique call number. A call number is like an address: it tells us where the book is located in the library.

How call numbers appear



Note that the same call number can be written from top-to-bottom, or left-to-right.

Prairie View A&M University's Coleman Library, like many academic libraries in the United States, uses **Library of Congress Classification** for call numbers. This system uses a combination of letters and numbers to arrange materials *by subjects*.

Shelf Reading Call Numbers

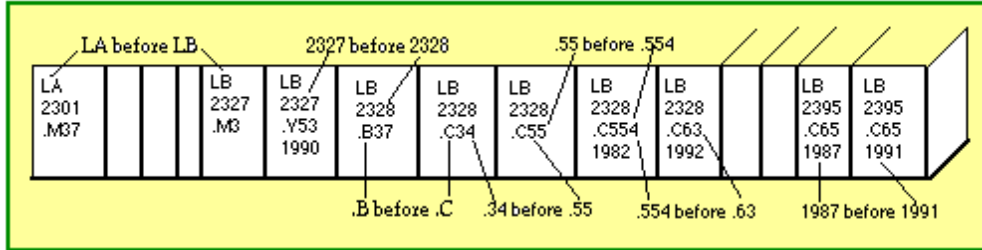
Read call numbers line by line:

The diagram shows a yellow rectangular background with the call number 'LB 2395 .C65 1991' printed on it. Four arrows point from the text on the right to each line of the call number. The text on the right explains how to read each line: the first line is alphabetical, the second is a whole number, the third is a letter-number combination read as a decimal, and the fourth is the year of publication.

- Read the first line in alphabetical order:
A, B, BF, C, D ... L, LA, LB, LC, M, ML ...
- Read the second line as a whole number:
1, 2, 3, 45, 100, 101, 1000, 2000, 2430 ...
- The third line is a combination of a letter and numbers.
Read the letter alphabetically.
Read the number as a decimal, e.g. .C65 = .65 .C724 = .724
(Some call numbers have more than one combination letter-number line.)
- This is the year the book was published.
Chronological order: 1985, 1987, 1991, 1992 ...

Correctly Putting Call Numbers in Shelf Order

To understand how call numbers are put in order in Library of Congress Classification, again look at each section of the call number.



What is the meaning of a call number?

Remember that Library of Congress Classification arranges materials by subjects.

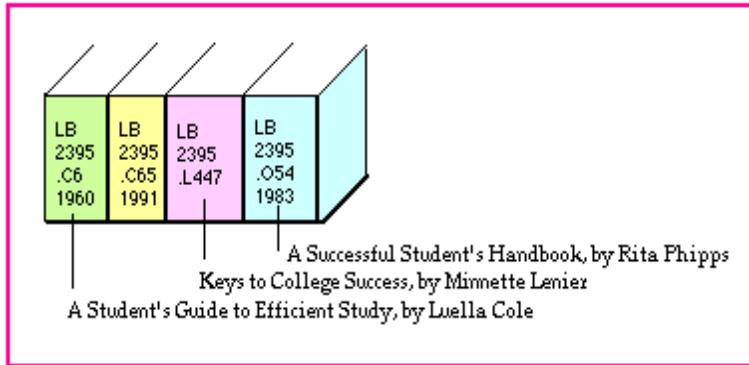
- The first sections of the call number represent the subject of the book.
- The letter-and-decimal section of the call number often represents the author's last name.
- And, as you recall, the last section of a call number is often the date of publication.

example:

	<p>Title: <i>What You Need to Know About Developing Study Skills, Taking Notes & Tests, Using Dictionaries & Libraries</i></p>	<p>The first two lines describe the subject of the book.</p>	<p>LB 2395 .C65 1991</p>
<p>Author: Coman, Marcia J.</p>	<p>LB2395 = Methods of Study, in Higher Education</p>	<p>This line often represents the author's last name.</p>	
<p>Call number LB2395 .C65 1991</p>	<p><u>.C65</u> = <u>C</u>oman</p>	<p>The year the book was published.</p>	

Why is this significant to know?

Because books are classified by subject, you can often find several helpful books on the same shelf, or nearby. For example, within the same call number LB 2395, there are other guides for college study.



Since Library of Congress Classification arranges materials by subjects, knowing the letter(s) for your subject area gives you a place to start browsing the shelves. Which letters represent your subject? View the following [Library of Congress Classification System](#):

- | | | | |
|-----|------------------------------|---|-----------------------------------|
| A | General Works | B | Philosophy/ Psychology/ Religion |
| C | Auxiliary Science of History | D | History-General & Old World |
| E-F | History-Western | G | Geography/Anthropology/Recreation |
| H | Social Sciences/Business | J | Political Sciences |
| K | Law | L | Education |
| M | Music | N | Fine Arts |
| P | Language & Literature | Q | Science |
| R | Medicine | S | Agriculture |
| T | Technology | U | Military Science |
| V | Naval Science | Z | Bibliography/Library Science |

Location Prefixes

When a call number looks like the examples above, (e.g. LB 2395 .C65 1991), the book is shelved on the third floor of PVAMU Library. Some call numbers, however, are preceded by a **location prefix**.

example:

Ref BS 185 1978 G73

The Ref prefix indicates that this book is shelved in the Reference Collection. Location prefixes mean that book is shelved in a special place, and may have loan restrictions.

Books are found based upon the call numbers that they begin with. The Library uses the following Stacks Guide for assisting you with finding library books and other materials:

First Floor

Circulation
Reference & Periodicals
Government Documents
Interlibrary Loan
Lost & Found
Reserves & Videos

Second Floor

Stacks: A-H

Third Floor

Stacks: J-Z
Juvenile Collection

Fourth Floor

Wilhelmina Delco Collection
African Art Collection

Fifth Floor

Special Collections
Archives