Student Employee Manual

2019

CLEMSON
LIBRARIES

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INTRODUCTION

This manual provides a summary of student employment policies in the Clemson Libraries. Please read it carefully and familiarize yourself with these guidelines.

The library area to which you are employed may have additional guidelines, which your supervisor will share with you.

This student employee manual cannot anticipate every situation or answer every question about employment; however, we feel it is helpful with daily circumstances.

If you have questions that are not answered here, please discuss with your supervisor, contact the Human Resources Manager at 656-3026 or visit the AskHR portal at www.clemson.edu/employment/contact_hr/.

Clemson University is an Equal Opportunity/Affirmative Action Employer. Clemson University does not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation or veteran's status. http://www.clemson.edu/campus-life/campus-services/access/documents/policies/aa-eeo.pdf

OUR BRANCHES

Library Depot

Special Collections & Archives

Tillman Media Center

R.M. Cooper Library

Charleston Architecture Center

Gunnin Architecture Library

VISION

The vision of the Clemson University Libraries is that we will be a national leader in providing access to information and in educating individuals for effective, lifelong learning.

CLEMSON LIBRARIES PHONE NUMBERS

Administrative Offices	656-0229
Architecture	656-3933
CCIT	656-3494
Circulation	656-1557
Facilities	656-5172
Information & Research Services	656-3024
Interlibrary Loan	656-5186
Library Depot	656-0288
Library Technology	656-3622
Special Collections	656-3031
Technical Services & Collection Management	656-1114
Tillman Media Center	656-3741

Clemson University Libraries hours of operation can be found at http://www.clemson.edu/library/hours.html

HISTORY OF UNIVERSITY LIBRARIES

The Clemson University Libraries consists of R.M. Cooper Library (main), the Emery A. Gunnin Architecture Library, the Special Collections & Archives Library in the Strom Thurmond Institute, the Tillman Media Center in Tillman Hall, and the Library Depot at the Research Park in Anderson.

Robert Muldrow Cooper Library, more commonly known as Cooper Library, was built in 1966. The building was dedicated during homecoming on October 14, 1966, and is named for Robert Muldrow Cooper, a member of Clemson's Board of Trustees for 44 years and president of the Board for 15 years. The building has 184,839 square feet and seating for over 1,600 people. The building also holds over 1.5 million items including books, periodicals, monographs, and microforms. Cooper Library houses a coffee shop, Java City, and a P.O.D. convenience store.

FUN FACTS

- The Cooper Library building won a first place award from the SC Chapter of the American Institute of Architects.
- The Clemson Libraries have access to more than 100,000 ebook titles.
- The Special Collections & Archives Library contains 362 processed manuscript collections including the papers of John C. Calhoun, Thomas Green Clemson, James F. Byrnes and Strom Thurmond.
- 12,581 questions were answered by Reference staff in the R.M. Cooper Library last year.
- The Gunnin Architecture Library is the only library on campus with self check-out and Radio Frequency Identification for books and equipment.
- R.M. Cooper Library is open 24 hours a day, five days a week in addition to weekend hours.
- A new one day attendance record of 10,585 was set on Monday, September 23, 2013.
- There is a secret book available for check out at the circulation desk of Cooper Library. Students have been searching for the hidden call number on campus for decades, and those lucky enough to figure out its location can present the call number at the circulation desk and check out the secret book for two hours. Hundreds of seniors have signed the book before graduation. Underclassmen are said to be inflicted with a curse of not graduating if they sign the book before their senior year.
- The Special Collections & Archives Library holds a copy of the "Heisman Bible," a Bible that belonged to Clemson cadet B.H. Lawrence, Class of 1903. Lawrence played football for John Heisman when he was head coach at Clemson. He wrote Heisman's advice and football plays in the back of his Bible and would study them during Chapel.
- The Library Depot is the University Libraries' offsite shelving and storage facility. To number the aisles at the depot, the Libraries borrowed the 6 ft. tall stencils used to paint the numbers on the football field in Death Valley!
- The fountains in the library reflection pond are turned off when the area is facing drought-like conditions. They are often turned back on for events like football games and graduation.
- The library provides part time employment to approximately 70 Clemson University students.
- Tillman Hall was originally built in the 1880s and served as the main administration building for many years; the current Tillman Media Center equipment room was once the University vault.

DETAILS OF ELIGIBILITY

Clemson Libraries Student Employment Eligibility

To be eligible for student employment, you must be a registered student at Clemson University. You will need to provide documentation to accompany an I-9 form (see List of Acceptable Documents for Form I-9 at http://www.uscis.gov/sites/default/files/files/form/i-9.pdf).

Application Process for Student Employment

To apply for a Student Assistant position in the University Libraries, please complete the following steps:

- Check our Position Availability located on the Libraries' website under "Jobs": http://www.clemson.edu/library/lib_overview/jobs/students/index.html.
- If you are interested in a posted job, please complete the Online Application attached to that particular job listing. The application will be submitted to the hiring supervisor for review. If you are selected as a final candidate, the supervisor will contact you for an interview. If chosen, you will be contacted by the supervisor to complete necessary paperwork (Form I-9, Student Employee Acknowledgment Form, and Receipt of Manual) prior to starting work.

Hours of Work per Week

- Effective January 1, 2014, Clemson University will not allow student employees to work more than 28 hours per week at any time or for any reason. A Clemson workweek begins on Sunday and ends on Saturday.
- Student employees at Clemson Libraries cannot work at any other Clemson University funded job while employed within the Library budget center/department *unless granted a special exception by the Dean.*

Summer Employment

Although work is not guaranteed, all eligible student employees may work up to 28 hours per week during the summer as long as they are enrolled the spring semester before and the fall semester after.

DETAILS OF ELIGIBILITY

International Student Employment

International students may only work up to 20 hours per week during the fall and spring semesters. During the official school holidays and summer break, while maintaining valid status, he/she may work up to 28 hours per week on campus.

Federal Work-Study Program

The Library hires many student employees who have received a federal work-study (FWS) award. The Federal Work-Study program provides jobs for undergraduate students who have established financial need through the submission of the FAFSA. The FAFSA must be received by the federal processor by March 1 for freshmen and April 1 for upperclassmen to receive priority consideration. Students who wish to continue as FWS employees must reapply annually. Students must be enrolled <u>full time</u> and maintain satisfactory academic progress to receive such financial assistance.

Students are paid semimonthly, and paychecks are automatically deposited into students' bank accounts. Since Work-Study earnings are paid directly to students, the money cannot be credited to student accounts for satisfaction of University charges.

If employed in the Federal Work-Study program, a referral letter from the Financial Aid Office is required each new Work/Study period (Fall & Spring semesters). With your supervisor's approval, you may continue to work after exhausting your Work Study allotment, but it is ultimately your responsibility to contact the Financial Aid Office to learn if continuing to work will risk your future financial aid.
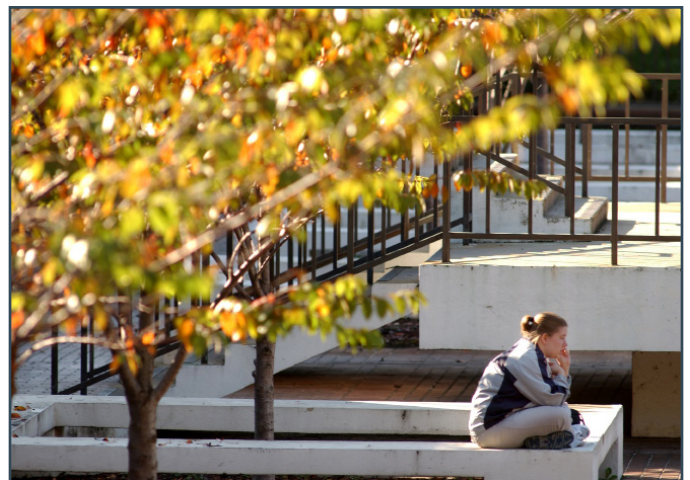
GENERAL GUIDELINES FOR STUDENT EMPLOYEES

Student employees represent the University Libraries and it is imperative to represent in the best way possible. We expect student employees to maintain professional, cooperative, and efficient working environments. The following guidelines are intended to assist in this goal.

- Your physical <u>appearance</u> and dress matters. Please dress appropriately for your position. Always maintain a neat, clean appearance. Avoid wearing torn, short, tight-fitting, or revealing clothing or that which bears inappropriate messages or images.

- <u>Customer service</u> is an important part of your job. You are a customer service representative whether you are in the forefront or in a supporting role, and your job is to ensure that students, faculty, staff, and the public are served well. Please welcome our patrons and attend to their needs. If you are unable to assist with a request or need, please seek someone who can immediately help.

- <u>Punctuality</u> is very important. Reporting for your shift on time is expected. If an unplanned absence, illness or accident occurs, please contact your supervisor as soon as possible. You must discuss any other schedule changes in advance with the supervisor.

- You are required to <u>stay on task</u> in your assigned area while on duty. As an employee of the Libraries, you are expected to maintain professionalism at all times while working. This includes responsible use of cell phones and other devices, limited visits from friends, and proper use of office computers, as they are university property. Your supervisor will notify you of other related guidelines.

- If the Library activity's pace is slower than usual, please notify your supervisor when you have free time so that you may help with <u>additional tasks</u>. Your willingness to assist in other ways is appreciated.

- Keep your <u>work area</u> neat and clean at all times. Eating/drinking in your work area should be minimized. Your supervisor can provide more specific guidelines.

WHAT CAN BE EXPECTED OF THE LIBRARY?

Student Workers will be treated with fairness, honesty and respect at all times. Constructive feedback regarding work performance will be shared. A safe and comfortable work environment will be provided. The Library will equip workers with tools, skills and training to benefit in career pursuits. Supervisors train, inspire, lead, evaluate, and communicate with their student employees. Supervisors are intended to represent reliability, collaboration, integrity, and productivity so that employees will also produce successful work habits.
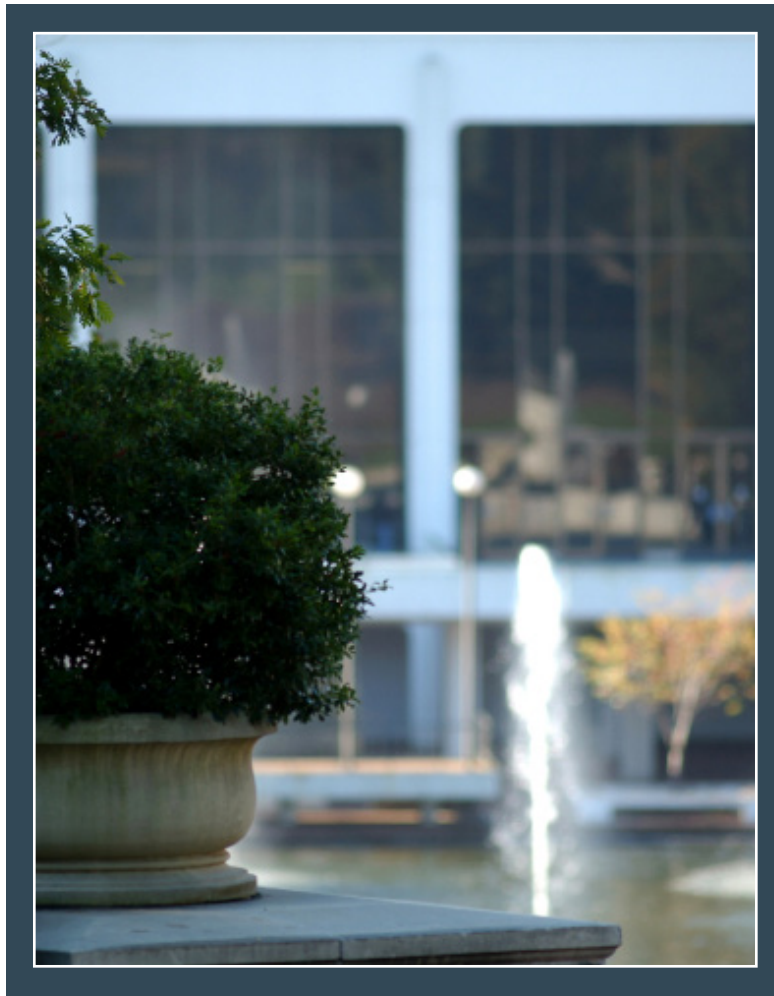
COMPENSATION INFORMATION

Pay

The starting salary for a University Library Student Assistant is $7.25 per hour. Pay for undergraduate students is based on the student job classifications.

Pay periods are the 1st-15th of each month and the 16th through the last day of the month. Paydays are on the 15th of every month and on the last day of each month (or the Friday before).

For new hires and rehires, there is a lag between the end of a pay period and the issue of a paycheck. The first paycheck will be deposited 3-4 weeks after the first day of work.

Pay Increases

Student workers may be eligible for a pay increase after working for the Libraries for one year. Raises are not automatic, but are dependent upon budgetary factors and work performance.

Timekeeping in Kronos

All student workers are responsible for clocking in at the beginning of a work period, out for a break, in after a break and clocking out at the end via Kronos: https://kronos.clemson.edu/wfc/navigator/logon. (Mozilla Firefox and Internet Explorer are preferred browsers. Google Chrome is not supported.)

It is recommended to bookmark the Kronos link. The user name and password are the same Clemson user name and password that is normally used. Note: Kronos is lower-case sensitive (for user name). Hours will be rounded to the nearest quarter hour. Students working over 6 hours are required to take a 30-minute break off the clock.

It is required that a "Record Timestamp" IN is completed upon arrival at work, timestamp OUT upon leaving for lunch, timestamp IN upon returning from lunch, and timestamp OUT upon leaving from work. If there's a missed in/out punch, notify the supervisor immediately so time can be edited.

COMPENSATION INFORMATION

Time Clock Instructions

There is a touch screen time clock installed on the 3rd floor of Cooper Library by the elevators. This time clock can be used to punch in and out to record time worked. Instructions for using the time clock are as follows:

To clock in:
- Press **Punch In**
- Use your badge (swipe TigerOne card/badge with magnetic strip side toward machine)
- Scroll down to locate **Enter Job** (<u>not</u> *Job*)
- When job is located (at top toward the right side), press that job
- Press Submit
- If successful, light will turn green and a tone will sound. Time will then be collected.

To clock out
- Press **Punch Out**
- Swipe TigerOne card/badge
- If successful, light will turn green and a tone will sound. The screen display will read "Accepted Punch."

Other information that may be viewed on the time clock:
- Time totals
- Leave
- Messages

Direct Deposit

Direct payroll deposit service is required for all employees receiving pay from Clemson University. All employees are required to have 100% of their net pay directly deposited into a bank account. As a new employee, you are responsible for entering your correct bank account information into the HR database via ESS. Direct deposit for newly hired employees should be established within 10 days of your start date.

You can split your net pay in up to five (5) distributions. The distributions can be a mix of multiple financial institutions, as well as multiple checking and/or savings accounts. The policy and step-by-step instructions on how to access ESS to input direct deposit information can be found at http://www.clemson.edu/humanres/compensation/direct_deposit.html.

To view your payroll deposit online:
1. Log into Blackboard using your user name and password.
2. Open the "CU Faculty and Staff Resources" folder and click on Human Resources Self-Service. You will need to enter your user name and password again.
3. Click on "View Paycheck" under "Payroll and Compensation". You can view your net pay and payroll history. If you want to see or print your pay stub, click on the check date. Pop-ups must be enabled for this to work.

W-4 and W-2

For information on how to change your W-4 default exemption or to view a prior year's W-2, please visit: http://media.clemson.edu/humanres/direct_deposit/new_hire_communication.pdf

*If graduating and/or changing address before W-2's are released, it is important to update address at your earliest convenience via http://www.clemson.edu/employment/worklife/change_address.html to ensure timely delivery of W-2.

*When no longer employed, the former employee may not view the online W-2. W-2's for former employees are mailed at the end of each January to the address on file with HR.

WORK SCHEDULE

- When reporting to work, clock in and then check in with your supervisor.

- Before leaving work, notify your supervisor and advise him/her of any uncompleted assignments or other necessary information. If working on a shared project, place a note on the task that states what has been accomplished so that the next student worker may know how to proceed.

- Clock out at end of shift.

Employees may take a 15 minute break when he/she has worked 4 hours or longer. If an employee works for a consecutive 6-hour period, he/she should take a non-compensated (off the clock) meal break for at least 30 minutes. Breaks should be taken mid-way through a scheduled shift. Breaks do not accumulate so if a break is missed or not taken, it is gone. A break may not be used to arrive 15 minutes late or to leave 15 minutes early.

University student workers are not eligible for Paid Holidays nor are they expected to work on a University holiday. They are paid their regular pay for any hours worked on a University holiday. If Student Assistants choose to work on a University holiday, according to their schedule, they must be properly supervised and should not be working unaccompanied.

If unable to report to work due to illness, weather conditions, emergencies or time conflicts, it is imperative to directly contact the immediate supervisor prior to the scheduled shift. If a student worker does not report to work as scheduled, leaves work without approval, continually calls in sick, or fails to inform his/her supervisor of an absence, he/she may be subject to dismissal.

It is understood that school is the primary job of all students; therefore, supervisors are reasonably flexible with student schedules/labs/exams. However, it is the student worker's responsibility to communicate his/her possible schedule changes in advance.

Students may work in more than one unit of the Library at any given time provided total time worked is less than 28 hours per week. International students may work up to 28 hours only during breaks.

CONFLICT RESOLUTION

Occasionally, work-related problems occur. When this happens, the student worker and supervisor should try to resolve the problem. Often, discussion between the two parties generates a resolution. However, many problems can be averted through open communication of realistic expectations on the part of both the supervisor and the employee.

Disciplinary Problems

All employees are expected to comply with University policies and procedures, State and Federal Laws, rules and regulations. While student workers are considered "at will" and no termination process is required, a healthy work setting is encouraged. Constructive criticism, verbal warnings and documentation of deficiencies are beneficial. A supervisor may send a follow-up email to the student after a verbal warning has been given.

Termination Policy

Student workers are "at will" temporary employees and are not guaranteed employment. Student Supervisors may choose to end employment with a student worker if there is no longer a need for their employment or if there are budgetary constraints.

Immediate dismissal may occur if continuation of employment could be detrimental to the Library's operation. Egregious circumstances may warrant immediate termination. Examples include: insubordination, failure to comply with policies and procedures and inappropriate conduct.

Resignation is a voluntary act initiated by the employee to terminate employment with Clemson Libraries. Although advance notice is not required, at least 2 weeks' written resignation notice is encouraged.

EMERGENCY PROCEDURES

In case of any emergency, you should notify your immediate supervisor or the Unit Head. In the absence of an immediate supervisor, any available supervisor should be notified.

Safety and Injury Reporting

All Clemson University employees are covered by workers' compensation insurance. It is imperative to report any injury (no matter how small) immediately to your supervisor. If your supervisor is unavailable, contact Kristy Snider (Libraries' HR Manager) at 656-3026 or klsnide@clemson.edu. Your supervisor will call Compendium Services at 877/709-2667 to report the incident before you seek medical treatment. If the injury is considered an emergency, seek medical attention immediately, then contact Compendium. Non life-threatening injuries will be referred to Redfern Clinic on campus for treatment.

Inclement Weather

Updates will be issued via Inside Clemson and on the CU Safety page. Signing up with CU Safe Alert will allow important information to be sent via text and email. To receive these alerts, visit http://www.clemson.edu/cusafety/warnings.html for instructions.

Clemson University outlines Severe Weather here: http://www.clemson.edu/cusafety/situations/severe-weather.html

Medical Emergency

Call 911. Notify immediate supervisor. Keep the victim comfortable and under observation until help arrives, so that pertinent information may be given to EMTs. Administer CPR if trained.

Power Outage

- Report outage to 656-2222, ask for estimated duration
- Notify supervisor and Admin.
- Move patrons and employees

Physical Building Problems

Report any heating/cooling/plumbing problems, or other building and equipment maintenance issues immediately to a supervisor.

Fire or Smoke

Fire Alarms
- If the fire alarm sounds, clear area and then exit immediately through the nearest exit.

Before a Fire Emergency
- Be familiar with your posted evacuation plan.
- Know the locations of fire alarm pull stations.
- Know the locations of 2 exits from your building.

Upon Discovering a Fire
- Remove any persons from immediate danger
- Close the door of the room/area where fire is present.
- Activate the building fire alarm system at the fire alarm pull station.
- Exit the building and remain at least 500 feet away from the structure.
- Call 911—give the building name, location and description of the fire.
- DO NOT USE ELEVATORS.

Bomb Threat by Telephone

- Keep the caller on the line.
- Write a note to a nearby co-worker telling them to call 911
- Record information (on BT check list if one is available) such as:
  - Male/female
  - Voice characteristics
  - Threat language
  - Background noises
- Be polite, show interest and listen carefully.
- Upon termination of call, do not hang up. Dial *57 to initiate a trace.

EMERGENCY PROCEDURES

Armed Robbery

- Cooperate with request
- Protect self; get to safe area
- Call 911
- Notify Admin.

Nuclear Emergency

- Staff follow instructions for home
- Be prepared to respond
- Evacuate

Flood

- Call 911
- Notify Admin.
- Move patrons and employees
- Protect materials

Suspicious Activity

- Do not confront
- Call 911
- Notify Admin.

CLEMSON
HUMAN RESOURCES

Student Employment Policy Summary
For all Clemson University student workers (graduate and undergraduate)

The following information is intended to familiarize student workers with an important Clemson University employment policy that affects graduate and undergraduate students. This document is an overview of the Student Employment Policy and its timekeeping requirements. Please watch your Clemson.edu email address for additional information. Also, you may contact the Office of Human Resources (OHR) at (864) 656-5609 or visit www.clemson.edu/employment for more information.

To ensure that those of you who have chosen to work while pursuing your studies have a positive experience, OHR recommends that you become familiar with the following employment policy requirements and the related, ongoing timekeeping responsibilities.

- **Student Employment Policy:**

    Policy Summary:
    All student workers at Clemson University are subject to work hour limitations. Student workers may work up to 28 paid service hours per week. International student workers are limited by federal law to 20 paid service hours per week.

    Paid Service Hours:
    A paid service hour is defined as each hour you are paid or entitled to payment for the performance of your duties as directed or assigned by your supervising faculty or staff member.

    "Paid service hours" do not include your independent, unpaid efforts required to maintain your academic progress, your professional development, or to complete your dissertation or thesis. (Hours devoted to academic progress are not capped.)

    Working Multiple Jobs:
    If you are working multiple jobs at the University, hours from all of your jobs will be totaled and counted towards your maximum weekly hours.

- **Recording Your Paid Service Hours Weekly:**

    While all student workers are required to record paid service hours, resident assistants and graduate assistants (RA's and GA's) have the additional responsibility of recording their paid service hours and time off within the online **Time Capture System**. Please be sure to become comfortable with this process of reporting your hours. Procedural details will be sent to your Clemson email address and are copied below.

    The Importance of Recording and Monitoring Your Hours:
    Student workers who 1) do not record their paid service hours or 2) exceed their work hours limitation are subject to disciplinary action up to and including dismissal from employment with the University. **This may lead to a loss of your assistantship.**

    How to Record Your Paid Service Hours Each Week (RA's and GA's):
    - Visit workgroups.clemson.edu/TIME_CAPTURE
    - Enter your **Clemson user ID** and **password**. If you are unsure of your user ID and password, please contact the CCIT helpdesk at (864) 656-3494 or at ITHELP@clemson.edu.
    - Bookmark this webpage for future use, as you will be recording your paid service hours weekly.
    - Within the Time Capture System, **click your student employee ID number** to **select your profile**.
    - Enter your paid service hours for each day worked in the applicable week.
    - If you did not work during a certain week, **click** the **"I certify that I did not work this week"** button.
    - Click **submit**.

    OHR celebrates your success and your professional growth at Clemson.

    Congratulations on joining the Clemson family, and Go Tigers!

CLEMSON

LIBRARIES

Student Employee Acknowledgment

Clemson University and Clemson Libraries' Employment Policy

- Effective January 1, 2014, Clemson University will not allow student employees to work more than 28 hours per week at any time or for any reason.

    *International students may not work more than 20 hours per week while school is in session. (While school is not in session, they may work no more than 28 hours.)

- There will be no exceptions and no allowance for any flexible work times outside the normal seven-day, Sunday through Saturday workweek.

I, _____ , have read and understand Clemson University's policy stating that all student employees work no more than 28 hours per week (no more than 20 hours if I am an international student). I acknowledge that failure to comply with this policy at any time may jeopardize my ability to continue as a student employee.

I, _____ , have read and understand Clemson Libraries' policy stating that I cannot be employed in any other university-funded job while I am a Library employee *unless a special exception is granted by the Dean of Libraries.* I acknowledge that failure to comply with this policy will jeopardize my ability to continue as a student employee at the Clemson Libraries.

_____
Printed Name

_____   _____
Signature   Date

Library Confidentiality/Non-Disclosure Statement

The Clemson Libraries is committed to protecting every individual with whom it comes into contact against improper disclosure of information. Student employees in the Library may have access and/or exposure to certain confidential information. Confidential information can include all information, materials, or conversation provided to the student employee and is to be used appropriately and only with proper authorization. No information or conversation should be shared outside of the Library, regardless of the method of communication/information transmission.

Confidentiality/Non-Disclosure Agreement

Under these laws, I may not disclose information about university employees or university students/alumni unless I am certain that a provision of the law allows disclosure in particular circumstances. If in doubt about the confidentiality of any record or my ability to legally disclose information, I agree to consult with my supervisor, who may, in turn consult with legal counsel, before disclosing any student or employee information.

I understand that as a condition of my employment in the Library I will not communicate or reproduce any or all confidential information, materials, or conversation that would become known to me during my employment. I hereby agree to preserve the confidentiality of any and all records that I view or have access to during the course of my employment and will take all reasonable and necessary steps to safeguard private information from disclosure. I am aware that failure to follow this policy may result in denial of employment and/or dismissal from employment, and/or further action as appropriate.

Acknowledgment of Receipt of Manual

I hereby acknowledge that I have received and read my copy of the Library Student Employee Manual & Guidelines regarding student employment at Clemson University Libraries.

I agree to abide by all policies and procedures in the manual. I understand that violation of any of these university policies may result in termination of my employment with the university.

Student Employee Name _____ Date Hired: _____

Student Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____