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Welcome to Wiggins Memorial Library!

A Message from the Dean

Dear Student Assistant:

It is my pleasure to welcome you to the Wiggins Memorial Library family! You are a valued member of our team and the work that you do as a library student assistant is crucial to the fulfillment of the library’s mission. Your efforts directly impact the quality of library collections, services, and facilities. As we continue to enhance Wiggins Library as a user-focused, service-rich learning environment, we trust that you will embrace the challenge with us.

I look forward to serving the Campbell community with you!

Borrée Kwok
Dean of the Library/Assistant Provost for Administration

Mission Statement

The mission of Wiggins Memorial Library is to facilitate access to information resources that support learning, teaching, and research; to provide training for effective and ethical use of these resources; and to support the Campbell community through a state-of-the-art academic environment.
Working at Wiggins Memorial Library

Student Assistants

Wiggins Memorial Library employs approximately 20 faculty/staff members, 4 graduate and 60 undergraduate student workers. You play a critical role in the smooth functioning of the library, as you are often the first face patrons see when visiting. As long as you work here, you will be considered part of the staff; many of the policies and procedures pertaining to the permanent staff also apply to you.

We rely on student workers to help patrons locate and borrow materials, find misplaced materials in the stacks, keep the library organized and accessible for patrons, and even help other students with their research! In return, we will provide you with an opportunity to:

- gain valuable customer service, office, research, and technology skills
- create a work schedule compatible with university breaks and exam periods
- add to your resume
- save you the time and expense of commuting to an off-campus job
- get the inside scoop on Wiggins Memorial Library.

Institutional and Work-Study Student Assistants

The Office of Financial Aid determines student eligibility for Work-Study.

College Work-Study Student Workers are paid by the Federal Work-Study grant, a federally funded program available to full- or part-time matriculated undergraduates who demonstrate financial need. Priority is given to full-time students, and continued eligibility is based on satisfactory academic progress. A Federal Work-Study grant is good for one academic calendar year; you must re-apply each year. Your supervisor will notify you of the total number of hours you can work in a semester using the available work-study funds, and will update you on your remaining hours during the semester. Federal Work-Study students may only work when school is in session.

Institutional Student Workers are those students who are not eligible for a college work-study grant. As a result, they are paid with funds from the Wiggins Memorial Library budget.
Setting up your Schedule

Students may sign up for five to eight hours per week. You and your supervisor will create a schedule of weekly work hours at the beginning of each semester. Please respect the schedule! Since other assistants are awaiting your arrival so they can get to class, you are expected to ARRIVE PROMPTLY. Frequent requests for time off to study or for extracurricular or social commitments may jeopardize your job. Since a major role of the library is to serve patrons, it is vital that we have a dependable staff.

Logging your Hours
When you arrive for your shift, you will clock-in electronically at the Kronos box near the Technical Services office. Then, you also will record your clock-in time on a paper slip in your department. Upon employment at the library, each student is assigned a number they will use to log their hours on these slips, kept in an expandable file folder in each department. (Please check with your supervisor to make sure you know where these are kept.) You will find and store your timesheet in the compartment in front of the tab with your number on it. The timesheets are collected weekly; in the back of each folder are blank timesheets. If your slot is empty, get a new sheet, write your assigned student number (NOT your name), and record the hours for the work week (Wednesday-Tuesday), as shown.
Keeping Track of your Semester Hours (Federal Work-Study Students only)

Once a month, you will receive a form from your supervisor showing how many of your allotted work-study hours you have worked. This will help you plan ahead for the rest of the semester.

<table>
<thead>
<tr>
<th>WIGGINS MEMORIAL LIBRARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal COLLEGE WORK/STUDY</td>
</tr>
<tr>
<td>Dept.</td>
</tr>
<tr>
<td>C= Contract</td>
</tr>
</tbody>
</table>

| Name: | Smith, Betsy |
| C-HRS: Contract Hours | 85 |
| U-HRS: Used Hours | 40 |
| R-HRS: Remaining Hours | 45 |
| A-ABS | |
| U-ABS | |

<table>
<thead>
<tr>
<th>Month</th>
<th>HRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEP</td>
<td>17.25</td>
</tr>
<tr>
<td>OCT</td>
<td>22.75</td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
</tr>
<tr>
<td>NOV</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
</tr>
<tr>
<td>DEC</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>40</td>
</tr>
</tbody>
</table>

This report was generated in October – roughly halfway through the semester. Betsy Smith has 85 hours allocated within her Federal Work Study contract. Betsy Smith has already worked a total of 40 hours this semester. Betsy Smith has 45 remaining hours for this semester.

Orientation and Training

At the start of each academic year, Wiggins Library will host a Student Worker Orientation for all new and returning student workers. This is a time to get to know library faculty, staff, and returning student workers. We will review WML policies and facilitate training exercises at these meetings. Each department will also train new student workers on the procedures specific to their job. New student workers will be given a tour of the library, and all student workers will have training checklists that cover beginner to advanced training relevant to their department. They are expected to seek out assistance from their supervisor, staff, and graduate students as needed to gradually learn new concepts during their time at WML.
Expectations on the Job

Workplace Conduct

As members of the Campbell University community, student assistants assume an obligation to act in a manner consistent with the University’s Core Values.

- As representatives of Wiggins Memorial Library, you should behave professionally, just as you would at any job. This covers everything from answering the telephone or greeting visitors to the integrity and honesty with which you perform your work.
- Professional conduct also means remaining mindful that you are here first and foremost to do a job. Once you clock in and report to your department, make it standard practice to see what tasks need to be done (for example, shelving in Circulation or CMMC, and checking book carts for materials to Mark Used and shelve in Reference) BEFORE taking out homework or a book to read! Also check with your supervisor to see if there is a project/task that needs your attention.
- When you work at a public service desk, you should project an attitude of welcome, availability, and professionalism. That means:
  - Refraining from using social media at any service desk, especially sites such as Facebook and Pinterest. Some limited use of LinkedIn and job boards is allowed.
  - No personal laptops/tablets out at the desk.
  - Shopping and playing games or videos on a service desk computer is prohibited.
  - Silence your cell phone and keep it out of sight during your shift. Do not leave it out on the desk! (Also see Personal Telephone Usage, page 7).
  - No food is allowed at the desk; covered drinks are OK, if kept out of sight.
  - IF you pull out homework during a slow shift, don’t spread it out all over the desk; if someone else has to step in to do something, it shouldn’t be in their way.

Attendance/Punctuality

- Student workers are expected to arrive at their scheduled start time and complete their regularly scheduled shift. Remember that the student you are relieving needs to get somewhere!
- If circumstances prevent you from arriving to work on time, or if you need to leave early, please notify your supervisor well in advance.

Absences

- If you plan in advance to miss a shift (>24-hour notice), it is your responsibility to make sure the shift will be covered. Follow your department rules to get a replacement.
  - In Circulation, post your shift to your department’s Blackboard thread to find a replacement. Once you post the shift, you are no longer responsible for it.
  - In Research Assistance, post your shift to your department’s Blackboard thread to find a replacement, and monitor the thread to see if it gets picked up. If no one picks it up 24-hours prior to the shift, notify your supervisor.

1 Also read Appendix E, “Success at Work” for tips that will prove valuable in any career path you pursue.
In the CMMC, email Ms. Darden (dardenl@campbell.edu) or the Graduate Assistant with whom you work, as far in advance as possible, to let them know you will have to miss a shift.

- If a last-minute illness or emergency causes you to miss a shift, call your department as soon as possible to let them know of your absence.
- Accumulated absences in excess of 15% of your allocated semester contract hours, including excused absences for illness, emergency, college functions, or another reason, may result in termination.

**Courtesy**

- Excellent customer service to patrons is expected at all times. All patron queries should be handled in a polite, courteous, and helpful manner.
- Limit the amount of time you spend socializing at work! Personal conversations should never be loud or distracting to people studying in the library, and they should not take place at a service desk.
  - Don't allow friends to “hover” and socialize at or near the desk. Plan to talk later; patrons do not feel comfortable approaching if someone is blocking the desk.
  - If you are otherwise engaged, patrons do not feel that you are truly interested in them through your behavior and body language.
  - Only clocked-in employees are permitted behind the desk.
  - End each transaction professionally by checking to see if your customer is satisfied. Remind them you are here if they need further help.
- If you are asked a question and do not know the answer, refer the question to your supervisor or a librarian. It's better to find the correct answer than to make an educated guess; you will know the answer for next time and won't misinform a patron.
- Headphones are not permitted at the service desks. You may, however, listen to a music player with headphones while working in the stacks.

**Personal Telephone Usage**

- Students are prohibited from the use of business phones for personal calls.
- **Cell phones should be silenced while you are at work and kept with your personal belongings, NOT out on the desk.**
- Ask permission to step outside briefly if you need to make a call – never, of course, if you are helping a patron or have a line at the desk.

**Taking Breaks**

- For a 3-, 4-, or 5-hour shift, you may take a 15-minute break, not at the end of your shift.
- If you work for 6 hours or more, you must clock out for a minimum of one half-hour break; you may take up to a full hour.
- Be sure to coordinate breaks with your supervisor.

**Questions**

- Always ask if you are not sure how to proceed with a task or project. Experienced student workers and staff/librarians are more than willing to answer your questions.
Workplace Attire

Professionalism on the job means dressing appropriately for your workplace. The appearance of library faculty and staff, including student assistants, should project the image of the University and a respectful attitude to all patron constituencies, including faculty, students, university administration, co-workers, and campus visitors.

- Employees are expected to be neat, well-groomed, and appropriately dressed. Remember that you may be asked to deliver or pick up from another office on campus.
- Do not wear any of the following:
  - Short shorts (anything above mid-thigh)
  - Athletic wear, including athletic shorts and sweatpants
  - Bare midriff, strapless, and spaghetti-strap tops
  - Hats with bills or flaps that hide your face (e.g., baseball hats)
- If you arrive wearing inappropriate clothing, you will be asked to clock out and change.

Searching for Materials

After unsuccessfully looking themselves, patrons often will request your help finding an item in the stacks. Exhaust all the possibilities by doing the following:

- Check the online catalog for availability information and correct call number.
- If the item should be available, check the holding shelves, book carts, and Reserve shelves at Circulation.
- Search on the shelf where the item belongs; check the shelves above and below.
- Check other likely locations: Reference, tables/carrels, Periodicals Reading Room, or other areas where the book could have been left or incorrectly shelved from a common misreading of the call number.

If you cannot find the item, explain to the patron that it is missing, and that you will have a librarian/staff member search for it as well. Take their personal information if they want to be contacted if the item is found. (Remember not to leave patron information out on the desk.) Also notify Circulation staff so they can mark the item as Missing in WorkFlows.

Telephone Etiquette

Never let a public service telephone call go unanswered. Make sure that you know how to:

- Place a caller on hold
- Transfer a call
- Take a message, containing complete information

Be attentive when answering calls so you understand the caller’s request. Provide accurate and

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2 Also play ‘Dressing for Work’ on the Student Worker LibGuide or Blackboard Base Training, and see the Look Book on the LibGuide.
complete information. If a caller reaches the library by mistake, see if you can switch them to
the right office. Look up the number at campbell.edu, or transfer the call to the operator (ext.
0); let the caller know you are transferring him/her to another extension.

**Sample Greetings When Answering Library Phones:**

- “Hello, thank you for calling Wiggins Memorial Library. This is ______. How
  may I help you?”
- “Wiggins Library Circulation Desk. This is ______. How may I help you?”
- “Wiggins Library Research Assistance ... How can I help you today?”

**Handling Difficult Situations**

Problems won’t come up very often, but we want you to feel prepared and confident that you
can handle them if/when they do come up.

- Realize that most difficult situations stem from people being frustrated with “the
  system,” not with you personally.
- Be positive; don't exhibit confrontational or defensive body language.
- Listen carefully without interrupting the speaker. Once they are finished stating the
  problem, ask questions if you need clarification.
- Try to offer a solution or alternative. Be creative. Call others if you think they can help.
- If the problem stems from misinformation on the library’s part, apologize for the
  mistake and correct it.
- Engage a supervisor if needed; we do not expect you to submit to verbal abuse or
  threats.

**Disciplinary Issues and Procedures**

All disciplinary issues will be documented by your direct supervisor and you will be notified of
them (view sample Student Worker Warning Notice form, next page). After three disciplinary
issues in any given academic year, you may be subject to termination.

Expectations for our student staff should be very clear. If you have any questions concerning
what is expected of you, please consult with your supervisor. Detailed disciplinary procedures
are at the discretion of the student’s supervisor; however, here are a few general guidelines
that apply in every department.

A. All students are employed at the sole discretion of the University Libraries. You may
be disciplined, including dismissal, for irresponsible or inappropriate behavior. Below
are some examples of behaviors which warrant dismissal.

1. Refusal to do assigned tasks and/or insubordination.
2. Frequent tardiness without prior permission from your supervisor or three
   unexcused absences.
3. Unauthorized use of University Libraries facilities, materials, and/or supplies.
5. Failure to consistently maintain a positive, service-oriented approach toward patrons, staff, and co-workers.
6. Reporting to work under the influence of alcohol or illegal substances.
7. Disrespectful behavior, including but not limited to unlawful discrimination or sexual harassment. (Also see Title IX, p. 19.)
8. Failure to follow library rules concerning workplace expectations.

B. Failure to comply with one or more of the expectations listed above will generally be handled in the following manner by your supervisor, who should share disciplinary procedures with you and communicate performance concerns early. All disciplinary actions, verbal and written, will be documented as outlined below. A supervisor may proceed directly to step three if circumstances warrant.

1. Students are given a first warning, typically verbally, describing the nature of the complaint(s).
2. This is followed by a second, usually written, warning for similar or more severe behavior.
3. Termination is likely if the student fails to correct the situation.
Evaluations

Your supervisor will evaluate your work each school year or summer session and keep these evaluations on file. Employers occasionally contact us for these evaluations. Please keep in mind that this job will become part of your resume. A sample evaluation is shown below.
Appendix A: Library Materials

Where to Find It

Since books are shelved in many locations at Wiggins Library, it is important to pay attention to location AND call number when shelving materials.

- Items with the prefix **REF**, **JUV**, or **TX**; or the suffix **DIC**, **MED**, or **RTP** are routed to their respective departments/libraries.

- While items with the prefix **REF** belong in the Reference section on the main floor, reference books with a lime green **Theological Reference Collection** sticker are Divinity reference books and belong in the TRC in 3rd-floor Kivett.

- Movies and audio books with a **MEDIA** prefix on the call number belong in the CMMC.

- DVDs, games, and books and language CDs with an orange **OASIS** sticker belong in the Oasis Collection.

- Journals, newspapers, and magazines, both loose and bound, do not have call numbers and are kept in alphabetical order in the Periodicals section of the library. If you find these on a table, please place on a cart rather than re-shelving the item so that usage statistics can be maintained.

- Statistical reports and other government analyses have unique call numbers similar to the one to the right. These belong in Government Documents in Wiggins Basement. (Place any GovDocs returned or found on Pat Davis’ desk rather than reshelving them.)  

- Items with the prefix **OVERSIZE** belong in the Oversize Books collection in Wiggins Basement (opposite search computer).

- Items with a yellow **RESERVE** sticker belong in the Reserves section behind the Circulation Desk.

- Discs with a **SUPPL** prefix in the call number are stored at the Circulation Desk. Discs with a **SUPPL REF** prefix are stored in the librarians’ office behind Research Assistance.
## Library Materials – Checkout Policies

<table>
<thead>
<tr>
<th>Type of Library Material</th>
<th>Location</th>
<th>Circulation Rules</th>
<th>Lending Period/Renewal</th>
<th>Checkout Limit</th>
<th>Overdue Fine*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INFORMATION COMMONS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reference Books</td>
<td>Learning Commons</td>
<td>Non-circulating</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Interlibrary Loan (ILL)</td>
<td>Research Assistance</td>
<td>Direct questions to Marie Berry.</td>
<td>Varies according to Lending Library (usually 30 days)</td>
<td>No limit</td>
<td>Varies</td>
</tr>
<tr>
<td>Rare Books</td>
<td>Archives</td>
<td>Non-circulating; in-library use w/patron request (librarian access only). Request forms at Circulation.</td>
<td>--</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Popular Films/TV Series</td>
<td>Oasis Collection</td>
<td>Circulates to all card-holding patrons.</td>
<td>3 days/1 renewal</td>
<td>3 discs</td>
<td>$1.00/day</td>
</tr>
<tr>
<td>Video Games</td>
<td>Oasis Collection</td>
<td>Circulates to all card-holding patrons.</td>
<td>3 days/1 renewal</td>
<td>1 game</td>
<td>$1.00/day</td>
</tr>
<tr>
<td>Reserve Materials</td>
<td>Circulation Desk</td>
<td>FOL/Guest members may NOT check out.</td>
<td>2 hours, 1 day, 3 days, or 7 days/0 renewals</td>
<td>3 items</td>
<td>$0.50/hour</td>
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<tr>
<td>Laptops, iPads, Chromebooks</td>
<td>Circulation Desk</td>
<td>FOL/Guest members may NOT check out.</td>
<td>4 hours/1 renewal</td>
<td>1 comp + 1 charger</td>
<td>$10.00/hour (comp) $0.25/hour (charger)</td>
</tr>
<tr>
<td>Tech Accessories</td>
<td>Circulation Desk</td>
<td>FOL/Guest members may NOT check out.</td>
<td>4 hours/1 renewal</td>
<td>2 items</td>
<td>$0.25/day</td>
</tr>
<tr>
<td>COLLECTION</td>
<td>ITEM</td>
<td>LOCATION</td>
<td>CHECKOUT POLICY</td>
<td>RENEWALS</td>
<td>FEE ($)</td>
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<td>------------</td>
<td>------</td>
<td>----------</td>
<td>----------------</td>
<td>----------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>GENERAL COLLECTION</strong></td>
<td>Books</td>
<td>Wiggins Basement; Kivett floors 2-4; CMMC</td>
<td>Circulates to all card-holding patrons</td>
<td>21 days (Semester loan for faculty/DMIN)/2 renewals</td>
<td>No limit</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Periodicals</td>
<td>Kivett floors 2-4</td>
<td>Non-circulating</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td>Magazines/Loose Journals</td>
<td>Periodicals Reading Room</td>
<td>Non-circulating</td>
<td>--</td>
<td>--</td>
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<tr>
<td></td>
<td>Bound Journals</td>
<td>Kivett 1</td>
<td>Non-circulating</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td><strong>PERIODICALS</strong></td>
<td>CD/VHS/DVD</td>
<td>Media Collection Room (CMMC)</td>
<td>Circulates to all card-holding patrons</td>
<td>7 days (30 days Faculty/DMIN)/0 renewals</td>
<td>3 items</td>
</tr>
<tr>
<td></td>
<td>e-Readers</td>
<td>CMMC Desk</td>
<td>Circulates to all card-holding patrons</td>
<td>10 days/1 renewal</td>
<td>1 item</td>
</tr>
<tr>
<td></td>
<td>Audiobook</td>
<td>CMMC</td>
<td>Circulates to all card-holding patrons</td>
<td>21 days/2 renewals</td>
<td>No limit</td>
</tr>
<tr>
<td></td>
<td>AV Equipment</td>
<td>Manipulatives Room (CMMC)</td>
<td>Circulates to all card-holding patrons</td>
<td>Check-out time varies 1 renewal</td>
<td>2 items</td>
</tr>
<tr>
<td></td>
<td>Manipulatives</td>
<td>Manipulatives Room (CMMC)</td>
<td>Circulates to all card-holding patrons</td>
<td>21 days (30 days Faculty/DMIN)/2 renewals</td>
<td>No limit</td>
</tr>
<tr>
<td></td>
<td>Set</td>
<td>Manipulatives Room (CMMC)</td>
<td>Circulates to all card-holding patrons</td>
<td>7 days (30 days Faculty)/0 renewal</td>
<td>3 items</td>
</tr>
<tr>
<td></td>
<td>Education Textbooks</td>
<td>CMMC</td>
<td>Limited to Education majors.</td>
<td>21 days (Semester loan for faculty)/2 renewals</td>
<td>No limit</td>
</tr>
<tr>
<td><strong>CURRICULUM MATERIALS/MEDIA CENTER (CMMC)</strong></td>
<td>CDs/VHS/DVD</td>
<td>Media Collection Room (CMMC)</td>
<td>Circulates to all card-holding patrons</td>
<td>7 days (30 days Faculty/DMIN)/0 renewals</td>
<td>3 items</td>
</tr>
<tr>
<td></td>
<td>e-Readers</td>
<td>CMMC Desk</td>
<td>Circulates to all card-holding patrons</td>
<td>10 days/1 renewal</td>
<td>1 item</td>
</tr>
<tr>
<td></td>
<td>Audiobook</td>
<td>CMMC</td>
<td>Circulates to all card-holding patrons</td>
<td>21 days/2 renewals</td>
<td>No limit</td>
</tr>
<tr>
<td></td>
<td>AV Equipment</td>
<td>Manipulatives Room (CMMC)</td>
<td>Circulates to all card-holding patrons</td>
<td>Check-out time varies 1 renewal</td>
<td>2 items</td>
</tr>
<tr>
<td></td>
<td>Manipulatives</td>
<td>Manipulatives Room (CMMC)</td>
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<td></td>
<td>Set</td>
<td>Manipulatives Room (CMMC)</td>
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<td>No limit</td>
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<td><strong>GOVERNMENT DOCUMENTS</strong></td>
<td>Books</td>
<td>Wiggins Basement</td>
<td>Circulates to all card-holding patrons</td>
<td>21 days (Semester loan for faculty/DMIN)/2 renewals</td>
<td>No limit</td>
</tr>
</tbody>
</table>
Appendix B: Patron Confidentiality

Wiggins Memorial Library respects the privacy of all patrons; we also are obligated under the law to protect this privacy. **Under no circumstances may workers give out a patron’s personal information, including but not limited to contact information, a student’s Campbell ID number, a student co-worker’s schedule or whereabouts, or what items a patron has checked out.**

If/when you are using WorkFlows, close out each transaction once it is complete. If you are called away from the Desk, closing your transaction protects information from wandering eyes. It is Campbell University policy that computers and laptops not be left unattended or unsecured.

If you must write down a patron’s confidential information to research an issue, do not walk away and leave the info out on a service desk. Either pass the request/problem on to the appropriate librarian/staff member or discard it in Circulation’s box of papers to be shredded.

Following is a summary of rules that govern patron confidentiality.

**The NC Library Privacy Act**

In 1985, the North Carolina General Assembly passed the Library Privacy Act, which legally protects a patron's personal information, stating that "a library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library," except in certain cases.

Requests for a patron's personal information should **never** be honored. If someone is insistent about obtaining personal information, let your supervisor address the situation. Personal information includes, but is not limited to,

- Circulation records for any person other than the requestor
- Identification of students who borrowed reserved items
- Circulation records of a student suspected of plagiarism
- Interlibrary loan borrowing records
- Personal information (addresses, phone numbers, etc.) from the patron database
- Non-university-associated library users
- Fines and fees of a student requested by a parent without the student's permission
- The name of a person who has checked out a particular item
- Review of past users of a study room, CD-ROM workstation, etc.
- The nature of a patron's reference request or database search

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• The nature of a patron's reference request or database search
• The names of persons who have used audio-visual materials
• A list of items photocopied for or faxed to a patron
• A list of suggested acquisitions submitted by a patron
• The identity of anyone conducting research on a particular subject

The Family Educational Rights and Privacy Act (FERPA)
(20 U.S.C. § 1232g; 34 CFR Part 99)

FERPA is a Federal law that also protects the privacy of student education records. It applies to all schools that receive funds under an applicable program of the U.S. Department of Education, and applies to patrons’ library records.

FERPA bestows on eligible students the right to have some control over the disclosure of information, including “directory” information.

For more on FERPA, refer to the Registrar's Handbook at:
Appendix C: Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.  

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

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Appendix D: Title IX

As a Campbell student, you should already be familiar with Title IX protections that help to keep our campus safe. Campbell University does not permit discrimination or harassment in our programs and activities on the basis of race, color, sex, sexual orientation, gender identity, age, ethnicity or national origin, religion, disability, genetic information, protected veteran status, and any other characteristic protected by law, except where appropriate and authorized by law. Following is a summary reminder of your Title IX protections and responsibilities.

1. Title IX is not just about sports.
   a. Part of the 1972 Education Amendments, Title IX prohibits sex discrimination in education. It addresses sexual harassment, gender-based discrimination, and sexual violence. including discrimination against pregnant and parenting students and women in STEM programs.

2. Title IX does not apply only to female students.
   a. It also applies to male and gender non-conforming students.

3. Title IX is not just for students.
   a. It also applies to faculty, staff, and third parties not affiliated with Campbell, such as vendors and visitors.

4. Silence does not mean consent.
   a. Consent is defined as explicitly expressed permission demonstrated by clear actions, words, or writings.

5. Title IX includes more than sexual assault and rape.
   a. It includes sexual harassment, stalking, sexuality-based threats or abuse, and intimate partner violence.

6. Campbell will be proactive in ensuring that our campus is free of sex discrimination.
   a. At Campbell, if we know or reasonably should know about discrimination, harassment, or violence that is creating a “hostile environment” for any student, staff, or faculty member, the Title IX office will act to eliminate it, remedy the harm caused, and prevent its recurrence.

7. Campbell has established procedures for handling complaints of sex discrimination, sexual harassment, or sexual violence.
   a. For details, go to: https://www.campbell.edu/policies/title-ix/title-ix-policies-and-procedures/

8. Campbell prohibits retaliation.
   a. Retaliation against any individual reporting, responding to, or investigating allegations is prohibited.

9. Title IX is not just for victims.
   a. It’s up to all of us to create an environment in which sexual assault and discrimination are unacceptable, and to identify and intervene in an assault we witness.

For more, visit the “It’s on Us” page at https://www.campbell.edu/policies/title-ix/its-on-us-campbell/
Appendix E: Success at Work

You are a valuable asset at Wiggins Memorial Library. We hope your job here will provide you with new skills that will be valuable throughout your career of choice.

Ingredients for Quality Customer Service

Interpersonal Skills
- Maintain a good relationship with your boss and co-workers. Keep the lines of communication open and avoid confrontations.
- Value your role as an effective team player. Let us know what we can do to enhance it!
- Do not criticize the job or other employers in public. Do not complain, gossip, or slander.
- Learn to listen fully to those around you; take the time to understand their requests or instructions.
- Be sensitive to and respectful of others.
- Keep a sense of humor, but make sure it is appropriate humor. Avoid profanity! Remember to be careful of what, where, and how you say things.
- Be patient with yourself and others while learning your new job.

Competence
- Set high standards for yourself.
- Ask questions if you’re not sure or don’t understand how to do something.
- Find out what everyone does in their department so you can refer patrons to the right person.
- Admit and learn from your mistakes; accept suggestions for improvement.
- Show initiative, make suggestions, and work hard.

Dependability
- Arrive on time – remember that someone may be waiting at the end of his/her shift for you to relieve them.
- Never leave a public service desk unattended. If you must step away, make sure someone can cover for you temporarily.
- Do not procrastinate; prioritize your tasks.
- Determine what needs to be done and show initiative.

Attitude & Communication Skills
- First and foremost, remember the Golden Rule – “Treat others as you want to be treated.”
- As a patron approaches, smile, make eye contact, offer a greeting, and give the individual your full attention.
- Be enthusiastic and willing to help. Offer alternatives to a request if needed.
- When answering questions, avoid the “Dirty Dozen:"
  - I don't know
  - That's a good question
  - Beats me
  - I'm just a Student Assistant
  - Who knows?
  - They never tell us anything
  - Not sure
  - I'm new here
  - Hmmm
  - I couldn't tell you
  - I'm just filling in while he/she is at lunch
  - I just check in/out books
- Ask open-ended questions when possible, which will allow the patron in front of you to think more deeply about what exactly they need from you.
- Word Choice – Words are powerful! Avoid commands.
I have read the Student Worker Manual, referred any questions to my supervisor, and understand the information discussed in the handbook.

NAME

____________________________________________________________________

DATE

____________________________________________________________________