

Student Service Guidelines

Keep cell phone use to a minimum—no phone conversations; no eating/drinking

NOTE: Only workers are allowed behind the desk; at all times, behave professionally and responsibly.

- **Circulation Desk:** (never leave the desk unattended) Check out books and check in returned books. **WATCH THE SCREEN!** Remember to enter the payment amount when taking care of overdue fines. It is important to do this job very carefully.
- **Shelving:** All students will be responsible for shelving recent check ins. Shelf books on their sides. You must be detail oriented. ***We'll check your work.*** You will also want to glance over the stacks every day to locate any misplaced books and to re-shelve books after students have browsed.
- **Cleaning:** **Every day** is a cleaning day. This means you'll work in the shelves and reference section dusting, edging the books, and straightening the collection. Dusters are available in the workroom.
- **Patron Privacy:** The American Library Association says, "In a library the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others." *Keeping patrons' checkout records confidential is a priority.*

Periodically, I will be working with a class during the period you are working. I should be able to touch base with you at the beginning of the period and maybe the end.

If you are not sure about doing something, ask the adult library staff: Mrs. Hermelin, Mrs. Kulesz, or Ms. Kelli.

Additional Protocol:

- Always carry the student service pass when out on campus.
- Be discrete when entering classrooms on library business.
- If the phone rings please answer, "Library—student speaking," and if I am busy, take a message. *Please write legibly.*
- Be helpful and respectful of all people using the library-greet people, make eye contact.
- Find ways to *be productive.*