



Cal Poly Humboldt University Library

Cal Poly Humboldt
Scholarly Communications Department

Student Employee
Acknowledgement and Expectations

Introduction

Congratulations and welcome to Cal Poly Humboldt Library Scholarly Communications Department. Student employees are an integral part of the university, departments and offices. As a Student Assistant, you are recognized as a very important part of our community and we want to ensure that your work experience as a student employee is a rewarding and positive one. Your work experience in the Library Scholarly Communications Department will help to prepare you for future career opportunities. You will learn time management, responsibility, gain leadership and earn money to help finance your educational costs. You will also develop strong work habits and job skills and have an excellent resource for future job references. Your supervisor will help to train you for your specific job duties and discuss with you the expectations for your job. The student employment experience will greatly benefit you as you enter the job market. Work experience enables you to explore career options, discover strengths and weaknesses, likes and dislikes, and to see how your academic learning applies to the world of work.

Use your job as both an opportunity to gain marketable skills and to establish a good work record. Please talk to your supervisor about your professional goals and how your knowledge and skills might be developed to improve your resume. You have a right and a responsibility to know your job description and to ensure that you are performing duties as described. You are to treat college employment as a regular job and are expected to conduct yourself in a responsible manner.

Scholarly Communications Department Expectations

Punctuality and Attendance

Arriving on time to work is very important. The Library Scholarly Communications Department and your supervisor depend on you to show up on time as scheduled. Begin establishing this important work habit now.

If you are going to be late or are unable to come to work, please either call, text or email your direct supervisor as soon as possible. If you text or email, make sure you receive a response.

Here's the contact information for Kyle Morgan.

Email: kem8@humboldt.edu

Phone: (707) 826-5602 (work) / (818) 568-8612 (cell)

Here is the contact information for Sarah Godlin:

Email: seg362@humboldt.edu (707) 826-4072 (desk) (707) 502-6368 (cell)

Scheduling time off due to vacation, midterms or finals should be arranged in advance and approved by your supervisor.

Rest Periods

Students working a consecutive 4-hour work period may take one paid 15-minute break. Students working more than 5 consecutive hours (5.1 and above) are required to take an unpaid 30-minute lunch break unless a work period of not more than 6 hours will complete the shift. Your supervisor will determine when breaks are taken, but they should not be taken at the beginning or end of the work period. Unused breaks are not cumulative or eligible for extra pay. Breaks are to be taken away from the work area. Do not distract co-workers while you are on a break.

Pay Days

The Payroll Office on the 15th of each month issues paychecks, unless the 15th falls on a holiday. Paychecks are held at the Cashier's window on the second floor of the Student Business Services building. If you enroll in direct deposit, your funds will automatically be deposited. You, and your supervisor, must sign your time voucher and it must be submitted by your department attendance clerk to the Payroll Office on the assigned due date. Late time voucher submission will result in a delay in receiving your paycheck. Take responsibility in making sure your time voucher is accurate, completed and signed.

You can access and print the appropriate voucher form at <http://payroll.humboldt.edu/payroll-forms>.

Note: During the COVID-19 remote working environment, your supervisor will work out alternative methods for you to register your time and submit your pay voucher.

Performance Appraisals

A formal written performance appraisal may be given at any time during your employment as determined by your supervisor. Student employees should feel free to discuss their performance with their supervisors at any time. Ask your supervisor for periodic evaluations, as evaluations can be educational and helpful in securing future employment.

Resignation

Students should give supervisors at least two weeks notice when planning to resign. At that time, you might also ask your supervisor for permission to use him/her as a reference or to request a letter of recommendation for future employment.

Student/Supervisor Relations

The relationship between students and supervisors should be open and honest. Everyone needs to work together to make the University run as smoothly and efficiently as possible, always keeping customer service as the highest priority. Students should feel comfortable discussing any work-related issues with their supervisors. Students are also encouraged to make suggestions which might enhance efficiency, productivity, work environment, and customer service.

If there is time when you and your supervisor do not agree, you are urged to discuss your work-related problem or complaint with your supervisor. Communication with your supervisor is an important skill and most important when resolving differences.

Dress Code/Office Decorum

Student employees must dress appropriately for the area in which they work, as determined by the supervisor. Short shorts, ripped jeans, sandals, etc. are not proper attire in any working environment. Student employees are frequently the first contact for customers. In order to create a positive and professional impression, students are encouraged to be neat and clean at all times. Bad habits, such as; visiting with friends while on the job, unnecessary or noisy conversations, cell phone use, tardiness, and repeated absences prevent a student from getting their work done and place unfair burdens on co-workers. Poor habits such as these must be corrected before serious consequences are implemented. The dress code guidelines for the Scholarly Communications are as follows:

Please do not wear

- Inappropriate t-shirts or sweatshirts (clothing with derogatory, offensive and lewd messages either in words or pictures)
- Underwear as outerwear
- Sweat pants

Note: During the COVID-19 remote working environment, the dress code will only refer to clothing or attire visible while video conferencing.

Safety

Safety is a part of everyone's job. In situations where health and safety are concerned, it is always better to be safe than sorry. Safety or security issues should be reported to your supervisor immediately.

Emergencies

To report an emergency on campus anytime, dial 5555. The University Police will then determine if further assistance is warranted.

Injury

Student employees must immediately report any injury sustained at work. There is a first-aid kit available for minor injuries (for in-person work). For injuries warranting medical attention, a student employee may be sent to the Student Health Center or the local hospital, depending on the severity of the injury. Documentation is required for any on-the-job injury.

If an injury occurs on campus, call University Police at extension 5555 to secure proper medical care and direction. The student's supervisor should also be notified as quickly as possible.

Customer Service

Cal Poly Humboldt University is a customer service organization. Friendliness, pride in work, and cooperation not only keep the customers satisfied, they also make working more enjoyable.

As representatives at Cal Poly Humboldt, student employees are expected to be courteous and helpful to all customers. Often customers will have questions for which students do not have the answer. When this occurs, try to direct the customer to the right person who does know the answer – a co-worker, supervisor or director.

Always refer angry or frustrated customers to supervisors or directors. Whenever you feel uncomfortable with a customer or a customer's inquiry, refer the matter to your supervisor. Always remember to:

- Be approachable – let the customer know you are willing to help.
- Express interest in the customer's problem.
- Listen to the customer – be sure you understand what they need.
- Follow up. Direct the customer to someone who might be able to help and ask the customer to return for more assistance if still not satisfied.

Office Etiquette

Be sure you have secondary tasks to work on. There is always work to be done, so if you are out of tasks, speak to your supervisor. Surfing the Internet, personal email, Facebook, iPods, texting, games, homework, cellphones, etc. are not allowed. For some limited tasks, headphones may be connected to computers. Always check with your supervisor before using headphones.

Food and drink are not allowed in the Humboldt Room.

Please remember that the Library is a place for research. Keep loud conversations to a minimum. Be respectful of the noise level in case you are interfering with other student's work.

Confidentiality

Any information you may come into contact with or become aware of within the Cal Poly Humboldt Library Scholarly Communications Department, Digital Media Lab, or Humboldt Room is considered confidential and should not be shared outside the office. This includes student and faculty scholarship, work product, grades, addresses, phone

numbers, birthdates, and any other personal, work, or educational information you may become aware of.

Note that laws, copyright, licensing, and privacy considerations may prevent the sharing of research and scholarship in any form or manner. Check with your supervisor before sharing or making publically available any research or scholarship.

Cell Phone Use

Cell Phones cannot be used, must be kept out of sight and turned off or set to an inaudible setting while at work. No texting is allowed while at work.

Please sign and date below showing you have read and understand the policies and expectations of employment in the Cal Poly Humboldt Library Scholarly Communications Department. A copy will be placed in your personnel file.

I have read and understand the above policies and expectations of employment.

Employee Name (Please print)

Signature

Date

Good Work Habits

It is extremely important to develop good work habits from the first day on your job and keep them throughout your working life.

Be dependable – Show up for work every working day and be on time.

Be efficient – Get your work done accurately and promptly. Use your time for working, not for personal business, which includes friends stopping by to socialize.

Exercise Initiative – Do what needs to be done without being told. Once you have learned your job you can proceed on your own, do a little more than just what you're asked to do.

Be honest – Don't abuse time by arriving late or quitting early. Always be honest no matter what the situation is.

Be congenial and courteous – Do your best to get along with everyone. Be someone with whom others enjoy working. Be pleasant, tactful and considerate.

Be neat and clean – Use good taste in dressing and grooming for work. Neatness also applies to the work itself and to your workstation.

Show enthusiasm for your work – You may not like every task, but emphasize the positive aspects of your job while taking the negative in stride. Every task is important.

Accept criticism – Be willing to learn and improve from constructive criticism.

Stay in good health – Health and safety habits are important for success in your life and on your job. You work best when you feel good and are well rested.

Follow directions and be willing to learn – Be sure you understand directions and follow them in doing your job. If you are given the opportunity to learn new skills, take it. It could mean a promotion for you later.

Resources

Where can I
find more
information
about...

	Office	Location	Telephone
Jobs on or off campus?	Academic Career Advising Center	Career Center Gist Hall 114	707-826-3341
Work Study?	Financial Aid Office (Work Study)	Student Business Services Bldg. Room 231	707-826-4321
My paycheck?	Payroll Office	Student Business Services Bldg. Room 353	707-826-4912
Emergency and Safety?	University Police	Student Business Services Bldg. Room 101	707-826-5555
Health Services?	Student Health Services	Health Center	707-826-3146
Diversity & Inclusion?	Office of Diversity & Inclusion	Siemen's Hall Room 209	707-826-4503