



TISCH LIBRARY



STUDENT EMPLOYEE MANUAL

Revised August 2011

Tufts University Tisch Library Student Manual

WELCOME

The staff of the Tisch Library welcomes student employees to our staff. Without assistance from student employees, provision of service to our patrons would be severely restricted. This manual outlines the Library's expectations of students as employees. This document, along with the Tufts Student Employment Manual, from the Student Employment Office, and any specific departmental guidelines, will help to explain the University and Library policies and procedures for student employees.

CONDITION OF HIRE

If this is the first time you will be working through Tufts student payroll, either on campus or at an approved off campus organization, your employer will give you a paper EPAF student work sheet to complete, for entry into the payroll system before you begin to work . All payroll forms are available at <http://hr.tufts.edu> by clicking on the "Forms" tab on top on top.

Once you are hired, you will receive an email from the Human Resource Service Center giving you access information for "Employee Self Service". The following information must be completed online in Employee Self Service on or before your first day of work.

1. Direct Deposit information (have a check available to obtain your bank routing number and account number).
2. W-4 and M-4 (federal and state) tax withholding forms
3. Employee portion of the I-9 Employment Eligibility Verification

Note: The employer must complete a portion of the I-9 within three business days of your hire. Bring one or more of the acceptable forms of identification as described on the I-9 instructions at <http://www.usaid.gov/forms/Form-I-9-06-16-08.pdf> to your supervisor.

You will not be paid until this information is complete.

If you are simply working in a different department but have already worked for Tufts and completed this information, you can use Employee Self Service to verify and/or change your information.

TRAINING

Following the scheduling of work hours, students are asked to schedule time for training. Any hours that may be added to accommodate training will be paid at the same rate of pay as the normal work schedule. Students may be asked to participate in training programs sponsored by the Library and will be paid for that training time as well.

SCHEDULING OF STUDENTS

Students applying to work in the Library and its branches are expected to work a minimum of four hours per week. The average student work week is between six and eight hours. During the academic year, students cannot work more than twenty hours per week. During the summer or breaks (intersession and spring break), student hours are not to exceed forty hours. (If students work in more than one department, it is the joint responsibility of the supervisors and the students to be sure not to exceed forty hours per week at any time.) If special circumstances warrant that a student work more than forty hours in one week, in compliance with state and federal law, that student will be paid "time and a half" for those hours over forty.

HOLIDAYS, LONG WEEKENDS AND EXAM PERIODS

Office work areas are closed during holidays. At all service desks holidays and long weekends will begin when classes end, as noted in the course booklet. Some library departments require students to either keep their schedules or find replacements for holidays. Students should check with their supervisors for the policy for that department.

All student employees are required to work during exam periods, which are defined as the period between the end of classes and the formal end of exams. Regular semester schedules will end with the official end of classes. Supervisors will post the date for arranging exam schedules at least three weeks ahead of the beginning of exams. Each student will be required to work approximately the same number of hours during exam period as during the semester.

PRE-SCHEDULING

Returning student workers will be pre-scheduled for the upcoming semester. Hours will be filled on a first-come/first-served basis. Each student who pre-schedules will be assured of employment the next semester. Supervisors should not reschedule students without their consent unless there is an unanticipated change in the availability of positions.

PAY PERIOD AND PAY DISTRIBUTION

Direct Deposit is a condition of hire for all Tufts University employees. This system allows all University employees to have their net pay electronically deposited into a bank account of their choice, provided that the bank is a member of the Automated Clearing House (ACH) Network. This service is provided free of charge to all Tufts' employees. For those students participating in direct deposit and have an email account listed on the Student Information System (SIS), participation in ESEND (electronic Statement of Earnings and Notification of Deposit), is automatic. ESEND is an electronic (email) notification of payment of wages. This system is in lieu of receiving a paper direct deposit stub. A new online Direct Deposit Form should be completed following any lapse in employment greater than 6 months or at the start of the academic year if the student has not worked at the University.

The work week begins on Sunday and ends on Saturday. A "new" student's first form of payment will be by check. The check can be picked up at the front desk of the Student Service Center located on the 7th floor of Dowling Hall, 419 Boston Avenue, daily from 9:00am to 5:00pm but no sooner than the second Friday after they have started working. Students picking up their checks must present a valid photo ID. Following that and for all returning students, you will receive an ESEND notification. A \$25.00 fee will be assessed to replace stale-dated, lost or otherwise uncashed checks. Any questions concerning pay check errors or nonpayment should be directed to the Administrative Office in the Library.

Taxes

During the academic year, Tufts students working on campus do not have FICA (Federal Insurance Contribution Act) taxes withheld. New this year, students working, in an approved off campus work study organization, will be subject to FICA taxes because they are not working at the school. During the non-academic months, FICA is withheld from student payment of wages because the student employees are not considered full-time students. Foreign students may be exempt from paying FICA and should address questions concerning applicability to the International Center located at 20 Sawyer Avenue on the Medford Campus or to the International Affairs Office located at 35 Kneeland Street on the Boston Campus.

In compliance with the Internal Revenue Service policy, the Human Resources Service Center issues W-2 Forms to students prior to the end of January each year. These forms indicate wages earned the preceding calendar year and are usually mailed to the employees' last known home address. In addition to informing students of their earnings, W-2 Forms are necessary for filing federal, state, and local tax forms. Federal and Massachusetts state tax forms are available at local US Post Offices, at most public libraries, and at some banks. The Human Resources Service Center charges a nominal fee to reissue W-2 Forms. Those employees requiring a reissued W-2 Form should contact the HR Service Center directly.

EVALUATIONS AND RAISES

Human Resources keep a file for each student employed by the University and include a copy of each person's Personnel Action Form (PAF). Although it is not the intention of Human Resources to prevent any student from working on campus, recurring work related problems with more than one employer could result in difficulties obtaining future employment.

Typically, student raises have been issued after completion of two semesters of work (with both summer sessions counting as a semester). However, at the discretion of the supervisor as a reward for exceeding expectations, students may receive pay raises after the completion of one semester's work. Any student involved in progressive disciplinary action should not receive a raise.

PROGRESSIVE DISCIPLINE

When an issue related to work performance develops, the student and supervisor are encouraged to discuss it and resolve it quickly. If the problem remains unresolved, the supervisor may resort to progressive disciplinary action. First the student will be issued a verbal warning in order to initiate discussion around the issues in a clear manner. The supervisor's next step, if necessary, is to issue a written warning with a statement of the problem and necessary corrections. The student must sign the statement to indicate it has been read and understood. A copy of the warning will be sent to the Student Employment Office. In cases where the problem recurs, the supervisor may take further action including suspension or dismissal.

An exception to this procedure occurs when a student violates University policy. In these instances, students will be immediately terminated, and supervisors will notify the Student Employment Office in writing. Examples of some of these violations include stealing, intoxication, acting in an insubordinate manner, or breaching confidentiality.

STUDENT GRIEVANCES

If a problem between a student and his/her immediate supervisor seems not resolvable, the student can seek assistance from the Department Head. That person will attempt to negotiate resolution of the problem. If the student remains unsatisfied with the resolution, he/she may consult with a representative of the Student Employment Office.

RESIGNATIONS

Any student wishing to terminate her/his employment after the semester has begun must give his/her supervisor a two week notice. Under extenuating circumstances when this is not feasible, students should consult with their supervisors. Supervisors who wish to terminate student employees must give them two weeks advance notice. In either situation, the Student Employment Office must be notified in writing.

PUNCTUALITY

All students must arrive for work at the scheduled time. If at all possible, students who staff desks should wait until they are relieved by the next student before leaving. Constant tardiness will be dealt with by the supervisor. Students must sign in on the pay sheet with their exact time of arrival and departure.

ILLNESS AND EMERGENCY

Absences for illness/emergency are handled in the same manner for desk and non-desk students. Each student must give notice of absence as early as possible. The supervisor may ask the student to make up the time. If the illness/emergency is of a lengthy duration, the supervisor may require that the student bring a note from her/his doctor or a dean verifying her/his inability to work. All students must call in for each day of absence due to illness unless told otherwise by her/his supervisor.

JURY DUTY

By law, employers are required to pay their student employee regular wages if the student is called for jury duty. If the student sits on a case, the employer must pay for the first three days. After that, the state will compensate the student. The employer should pay the student for the first three days of juror service if and only he or she is scheduled to work that day. The student would be compensated only for the hours he or she is scheduled to work.

INTERNATIONAL STUDENT INFORMATION

International students with general questions regarding treaty information or US taxation should contact Susan Grant at 75811. Her office is located in Human Resources, 200 Boston Ave, Suite 1750, Medford, MA 02155

CLASS SUBSTITUTIONS

When the University decides that a given day of the week is to be substituted with a "Monday" class schedule, those students scheduled to work on "Monday" will be expected to work.

BREAKS

Any student who works a four hour shift is entitled to one fifteen minute break which is scheduled with the supervisor. A student who elects not to take her/his break loses it and may not receive compensation instead. Students who are scheduled to work more than six hours in a day are entitled to one thirty minute meal break. Both must be scheduled with the supervisor.

SOCIALIZING

In all areas, especially public service areas, students are to be aware that their first responsibility is to patrons. Phones at work stations are intended for Library business. Students are required to remain dedicated to job tasks for the times they are at work.

CONFIDENTIALITY

No student will give information concerning any regular staff member of the Library to any other person. (This includes home telephone numbers.) Students are authorized to discuss procedures that are learned in the course of employment with immediate supervisors only, as they may affect Library security. In addition, students working at desk areas will not disclose to others any information concerning Library patrons, the identity of any borrower of Library material, the location of any keys for any area of the building, or the nature of any passwords. Unauthorized disclosure of this information will result in immediate termination of employment. Occasionally student workers may have advance knowledge of information or sources used by faculty members in preparation of student examinations. Disclosure of this information will result in dismissal and potential academic disciplinary action.

TISCH LIBRARY'S RESPONSIBLE USE POLICY

Tisch Library takes great pride in delivering a robust computing infrastructure. To help us ensure this infrastructure is both reliable and secure, we request that all student employees adhere to the Information Technology Responsible Use Policy put forth by the university. We ask, for instance, that all student employees refrain from conduct such as visiting websites or running computer programs that do not fall within the normal requirements of legal and ethical behavior within the University community. Please familiarize yourself with the Information Technology Responsible Use Policy which you will find at the end of this manual (<http://uit.tufts.edu/?pid=444>)

RESPONSES TO PATRONS

Student employees, regardless of the area in which they work, are often the first introduction patrons have to the Library; therefore, their responses to patrons are critical. In some cases, a student employee may be the only Library representative a patron encounters. They must treat all patrons courteously, attend to patrons promptly, and give patrons their undivided attention. If unable to assist the patron quickly, student employees should tell the patron that s/he will be helped soon. A staff member should be called for assistance when a student employee has to deal with a particularly complex question or when patrons have to wait a long time for assistance.

Student employees are advised to know the limits of their responsibilities. Inquiries should be handled quickly and efficiently, whether in person or over the telephone. Students must refer questions to a staff member when the questions do not directly relate to their job responsibilities. Student employees must not send patrons from one area to another because of the lack of a ready answer. Know what services are provided and where materials are located.

A student who works when staff members are not present in that area should take messages or leave notes for follow-up the next day. The correct spelling of the caller's name, accurate telephone numbers, and clear messages left in an appropriate place for staff members are critical aspects of the job. If any problems arise during a shift which are out of the ordinary, student employees must leave notes for the supervisor briefly describing what has transpired. Supervisors should review emergency procedures with their students as part of their training.

EMERGENCY SITUATIONS

Student Employees must report any situation that is potentially dangerous and/or harmful to a staff member immediately. If there is no staff member available, the Campus Police should be contacted (x73030). It is the student's responsibility to be sure that the Library staff person on duty is aware of the specific nature of the problem and that the police have been contacted. A written summary of the event must be provided to that student's supervisor.

In the event that the fire alarm sounds, patrons and staff must leave the building as quickly as possible. If there is a power failure (and not a fire emergency), student employees should clear their area and report to a staff member. The battery operated emergency lights last only long enough to allow people to exit safely. If those lights are not working and the light is not adequate, ask patrons to stay seated and contact the staff member in the building.

- In the event of a fire alarm, evacuation or emergency during students scheduled work time; the student will be paid for the time the alarm/evacuation was in effect. Note: students will not be dismissed unless their scheduled work time is up or the library closes. The student may choose to leave but they will only be paid up to that point.
- In case of an emergency that requires the library to close: if a student is on the job prior to the closing, he/she will be paid for the hours worked. If the student is due to arrive after the closing they will **NOT** be paid. Note: Supervisor will make every effort to contact student or advise student how to confirm library closings.

SIGNATURE PAGE

Once signed, please return to supervisor. Thank you

The Library supports all Tufts University policies, procedures, and responsibilities as stated in “The Pachyderm.” As an employee of the library, you are expected to adhere to these policies, procedures, and responsibilities whenever you are on the job.

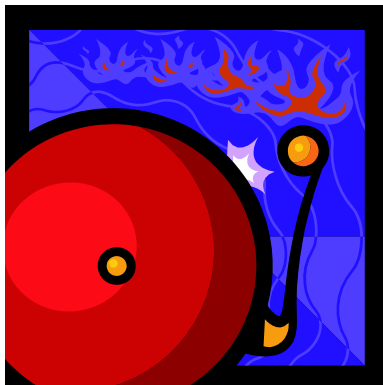
It is our goal to have all student employees feel welcomed and fully integrated into our Library. Together we can continue to improve the environment and the services of our Library in a way that generates personal pride in our work and in Tufts University.

I have read and understand the policies stated in this manual.

Signature of Student Employee

Date

Fire Alarm Evacuation Policy



Medford/Somerville Campus

When the Fire Alarm sounds, act immediately to ensure your safety. The Fire Alarm System is designed and engineered to provide you with an early warning to allow you to safely exit the building during an emergency situation.

- **Never** ignore or assume the alarm is false or the result of a test.
- Everyone **must** evacuate the building by way of the safest and closest exit and/or stairway.
- **Never** use an elevator to exit during a fire alarm activation.
- Once outside the building, move away from the building. Assemble across the street or along the sidewalk of the adjacent building.
- The front of the building is where the fire fighters and fire trucks will be operating. Do not obstruct their access to the building.
- If there is an incident occurring on the upper floors and glass is being blown out of the windows, the area below is the hazard zone where serious personal injuries will happen. Do not remain in or near the hazard zone.
- Once outside, never re-enter the building until you are told to do so by the fire department or Tufts Police.

Information Technology Responsible Use Policy

General Statement

As a part of the institutional infrastructure, Tufts University acquires, develops, and maintains computers, computer systems, and networks. These computing resources are intended for University-related purposes, including direct and indirect support of the University's instruction, research, and service missions; of University administrative functions; of student and campus life activities; and of the free exchange of ideas among members of the University community and between the University community and the wider local, national, and world communities.

The use of University computing resources, like the use of any other University-provided resource and like any other University-related activity, is subject to the normal requirements of legal and ethical behavior within the University community. Thus, permitted use of a computer, computer system, or network does not extend to whatever is technically possible. Although some limitations are built into computer operating systems and networks, those limitations are not the sole restrictions on what is permissible. Users must abide by all applicable restrictions, whether or not they are built into the operating system or network and whether or not they can be circumvented by technical means.

Applicability

This policy applies to all users of University computing resources, whether affiliated with the University or not, and to all uses of those resources, whether on campus or from remote locations. Additional policies may apply to specific computers, computer systems, or networks provided or operated by specific units of the University. Consult the operators or managers of the specific computer, computer system, or network in which you are interested for further information. The University may also take action relating to a student's use of University or non-University computer resources, either on campus or elsewhere, when such behavior may involve the commission of a crime or poses a danger to others.

Policy on the Use of University Computing Resources

- **Users must comply with all federal, Commonwealth of Massachusetts and other applicable law; as well as all generally applicable University rules and policies.** Examples of such potentially applicable laws, rules and policies include the laws of libel, privacy, copyright, trademark, obscenity and child pornography; the Electronic Communications Privacy Act and the Computer Fraud and Abuse Act, which prohibit "hacking", "cracking", and similar activities; the Massachusetts Computer Crime Law; the University's Eligibility Policy for Information Technology, the University's code of student conduct, the University's Business Conduct Policy, and the University's sexual harassment policy. Users who engage in electronic communications with persons in other states or countries or on other systems or networks should be aware that they may also be subject to the laws of those other states and countries and the rules and policies of those other systems and networks. Users must be sure that the use of any downloaded material (including print, audio, and video) stored on University or personal computer is not in violation of copyright laws.
- **Users are responsible for complying with the requirements of the contracts and licenses applicable to the software files and other data they install on University or personal systems.** Proof of legal licensing should be available upon request.
- **Users may utilize only those computing resources that they are authorized to use and use them only in the manner and to the extent authorized.** Ability to access computing resources does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding. Accounts and passwords may not, under any circumstances, be shared with, or used by, persons other than those to whom they have been assigned by the University not even with family members or a partner.
- **Users must respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected.** Again, ability to access other persons' accounts does not, by itself, imply authorization to do so.
- **Users must respect the finite capacity of those resources and limit use so as not to consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users.** Although there is no set bandwidth, disk space, CPU time, or other limit applicable to all users of University computing resources, the University may require users of those resources to limit or refrain from specific uses in accordance with this principle. The reasonableness of any particular use will be judged in the context of all the relevant circumstances.
- **Tufts computing and network resources and services may be used only by authorized persons for Tufts University-related purposes, including those listed in the General Statement above.** For definition of authorized persons, refer to Eligibility Policy for Information Technology at Tufts University. These resources may not be used for other purposes except as authorized by Tufts University. For example, the reselling of network services or other uses of computer resources for personal financial gain is not permitted. Use of computers and networks for personal purposes such as e-mail and web access is allowed, as long as it does not interfere with work responsibilities and does not place a burden on resources. Users are expected to respect the priority of University business and keep personal use to a minimum. Mass e-mailing or spamming of

sub-populations in the Tufts community are not allowed, except as authorized by appropriate administrators. The use of automated scripting programs to generate address lists for mass mailings is not allowed, except for staff and faculty who secure permission for the mailing from Human Resources, or for student organizations which secure permission from their school's Dean of Students (for Arts and Sciences, from the Director of Student Activities). Please refer to the Tufts University E-mail Policy.

- **Individuals may not state or imply that they speak on behalf of the University and may not use University trademarks and logos without authorization to do so.** Affiliation with the University does not, by itself, imply authorization to speak on behalf of the University. Authorization to use University trademarks and logos on University computing resources must be obtained prior to their use. The use of appropriate disclaimers is encouraged e.g. "the thoughts expressed here are my personal opinion and do not represent the position of Tufts University in any way."

Enforcement

The University may temporarily suspend or block access to an account, prior to the initiation or completion of an investigation, when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of University or other computing resources or to protect the University from liability. The University may also refer suspected violations of applicable law to appropriate law enforcement agencies.

Users who violate this policy may be subject to disciplinary action, and may be denied further access to University computing resources.

Security and Privacy

The University employs various measures to protect the security of its computing resources and of their users' accounts. Users should be aware, however, that the University cannot guarantee such security. Users should therefore engage in "safe computing" practices by establishing appropriate access restrictions for their accounts, guarding their passwords, and changing them regularly.

Users should also be aware that their uses of University computing resources are not completely private. While the University does not routinely monitor individual usage of its computing resources, the normal operation and maintenance of the University's computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the provision of service. The University may also specifically monitor the activity and accounts of individual users of University computing resources, including individual login sessions and communications, without notice, when:

- The user has voluntarily made them accessible to the public, as by posting to Usenet or a web page
- It reasonably appears necessary to do so to protect the integrity, security, or functionality of University or other computing resources or to protect the University from liability
- There is reasonable cause to believe that the user has violated, or is violating, this policy
- An account appears to be engaged in unusual or unusually excessive activity, as indicated by the monitoring of general activity and usage patterns
- It is otherwise required or permitted by law.

The University, at its discretion, may disclose the results of any such general or individual monitoring, including the contents and records of individual communications, to appropriate University personnel and/or state or federal law enforcement agencies and may use those results in appropriate University disciplinary proceedings or in litigation.

Implementation and Revisions

University Information Technology (UIT) is responsible for implementing this policy, in cooperation with the following:

- Information Technology Council
- Dean(s) of Faculty and the Dean of Students for each school
- Vice President of Human Resources
- University Counsel

The University has the right to change this policy as necessary; the Information Technology Council will oversee and approve changes to the policy in consultation with the aforementioned groups and individuals. The Provost and Executive Vice President must jointly approve changes to policy; final authority rests with the President.