WELCOME

Welcome to the Rutgers University Libraries. The Libraries at Rutgers support and enrich the instructional, research, and public service missions of the University through the stewardship of scholarly information and the delivery of information services. We serve the entire Rutgers University community, other universities, major industry, and the general public. More than three million patrons pass through our doors every year. Our staff takes great pride in the services they provide and we hope you will as well.

Working at a large academic library offers you many advantages as students of Rutgers University. The knowledge you gain here can help you with your own academic research and studying needs. Based on your work performance, we will be happy to provide you with a reference for future employment or scholastic goals.

DEPARTMENT INTRODUCTION

With holdings of over four million volumes, the Rutgers University Libraries rank among the nation's top research libraries. The Library system is comprised of twenty-two libraries, centers, and reading rooms located on Rutgers' campuses in New Brunswick/Piscataway, Camden and Newark.

Hourly and student employees work within many different departments at the Libraries. Hourly employees perform a range of tasks from public service, administrative/clerical tasks or collections maintenance. A sample of departments and tasks are listed below. Most hourly employees will perform a wide-range of functions geared towards providing public service to the community. Your specific work responsibilities may not involve all of these functions.

Billing
Billing is the collection of payments such as recall fines and lost copy replacement fees. Billing staff are also responsible for the placement of academic holds and processing claims returns. Hourly employees do not handle any of the responsibilities of billing or cash transactions at a service desk.

Circulation Desk
The circulation desk primarily involves checking out materials to patrons and checking back in items that are returned. There will often be times when you will need to provide further assistance such as helping a first-time user check out books, explaining borrowing privileges and library policies, providing guest users with their PIN, or giving directional information.
Collection Management
Collection Management is responsible for shelving, searching, shifting, sorting and weeding materials in the book stacks to maintain the integrity of the collection.

Distributed and Technical Services (DTS)
DTS maintains the periodicals and microforms. DTS staff and students are also responsible for database maintenance of serials and books. DTS processes newly received items, placing location labels on the items, tattle-taping new items, binding complete volumes of journals and re-binding or repairing older materials.

Fordham Commons
The Fordham Commons at the Douglass Library consists of 13 computers (mostly Mac) that have software to enable users to produce multimedia projects. These include software for video editing, music production, web design, photo editing, graphics creation, music notation, and many others. With the edition of a Makerspace that added 3D printers and a 3D scanner, we have added 3D design and modeling software. Hardware is also available to enable users to digitize video, audio cassettes and records. Additional hardware is available for loan at the Media Center. The Fordham Lab has most of the same software, and has musical keyboards attached to the computers. The Fordham Lab is open when classes are not being held in the space.

Institute of Jazz Studies
The Institute of Jazz Studies is the world’s foremost jazz archive and research facility. It was founded in 1952 by Marshall Stearns (1908-1966), a pioneer jazz scholar. The Institute is used by students from Rutgers (especially those in the new Master’s Program in Jazz History and Research) and other institutions, teachers, scholars, authors, independent researchers, musicians, the media, record companies, libraries and other archives, and arts agencies. An hourly employee working in IJS may be responsible for general clerical duties and Collection Management--filing, shelving, answering phones greeting patrons, making copies and other projects assigned by staff. Student workers may assist archivist with processing collections, or provide information and research assistance to patrons (usually assigned to Graduate Students).

Media
The Media Center maintains the Libraries’ collection of visual resources in New Brunswick, along with the audio recordings of the Laurie Performing Arts Library. Hourly employees working at Media will assist patrons at the Media Center’s Public Service Desk, which includes answering the office phones, operating video playback equipment, and circulating both audio-visual and print materials. Specific tasks may also include shelving, searching and retrieval of library materials as well as general clerical duties to support the department.
Reserves
Reserves are materials that professors ask the Libraries to make available for their students to check out or use within the library. These materials may be provided by the professor or requested from the Libraries. A large percentage of reserve materials are also available through electronic reserves, which allow students to access important course materials without having to come to the library. Only a student registered for the class and on the class roster may access electronic reserves. Sometimes instruction must be provided for first-time patrons on how to use the library catalog to look up reserve materials.

Rutgers Delivery Service (RDS)
Hourly Employees working in RDS will process patron requests from the Libraries catalog. These requested items may be held at the owning library’s Circulation Desk or sent to another library, or off-campus site for pick-up.

Hourly Employee Responsibilities
As an employee of the Rutgers University Libraries, you are expected to perform all of your work responsibilities to the best of your abilities. Your specific training will introduce you to these tasks and how they relate to overall library service.

Working in the libraries provides you with the knowledge to use library computers and online databases. You are only entitled to use the equipment and functions on which you have been trained and are authorized to use. Unauthorized use of library equipment or online functions may result in your immediate dismissal. Any student dismissed for misuse of library resources will be reported to the appropriate Dean of Students and the Office of Student Conduct for further disciplinary action. If you have any questions about what you are authorized to use, please ask your supervisor.

The following are important responsibilities that apply to all student employees in any job situation. A separate section dealing with general reminders and the “Work Schedule” will follow.

- You are responsible for completing the necessary forms for employment. Failure to do so could result in no paycheck!

- Keep social conversations and visits brief. If conversations with friends are unavoidable, they should not interfere with your work. As a general rule, keep conversations at service desks or on the phone with non-patrons, i.e. your friends or family, to less than five minutes.

- Food is not permitted in the Libraries except in designated staff lounges or food zones. Absolutely no food is permitted at the service desks. Also, if you
observe library users eating in restricted areas, smoking, or being exceedingly unruly, report this behavior to your supervisor immediately.

- The Rutgers University Libraries require library users to set electronic devices, including cell phones, on non-audible signals. The use of these devices disturbs those engaged in quiet reading and other scholarly pursuits. If you notice patrons engaging in loud conversations please ask them to go outside the library to use their phone. If you do not feel comfortable approaching a patron for any reason, refer the situation to your supervisor.

- All hourly employees are expected to dress appropriately for working at a service desk or in the stacks. If you are scheduled to work soon after class and will not have time to go home and change, be sure to wear the appropriate attire to class. Please be mindful of any inappropriate phrases or graphics that may appear on your clothes. If you are unsure if something you are wearing is appropriate or not, always ask first. For safety reasons, shoes should be worn at all times.

- When you have completed your assigned tasks, check with your supervisor or other staff member on duty for another assignment. There’s always work to be done in the library.

**PAYROLL POLICIES**

As a new hourly employee, you may not begin working until all necessary paperwork has been completed. This includes providing your original Social Security card or a receipt from the Social Security Office that a request for a card has been processed.

Tampering with WebClock, your timesheet, or any other means used to keep track of an employee’s work hours or schedule is grounds for immediate termination.

**Class 5 hourly employees** (Rutgers full-time students)

- Cannot work more than 20 hours in one (1) week when classes or exams are in session.

- Cannot work more than five (5) consecutive hours without taking at least a 15 minute unpaid break. You must clock out for your break.

- Cannot work more than 35 hours in one (1) week during the summer or during holiday breaks or intersession when classes or exams are not in session.

**THESE POLICIES WILL BE STRICTLY ENFORCED.**
Distribution of Pay Checks

Ask your supervisor where to pick up your checks and where a payroll schedule is posted. The pay cycle covers a two week period; beginning on a Saturday and ending on a Friday. (This cycle changes periodically – refer to the payroll schedule during holiday and early cut off pay periods.) Paychecks are distributed every other Friday during the month.

Direct deposit is available to all hourly employees with an established savings or checking account. If you are interested in having your paychecks directly deposited to your bank account, see your supervisor for instructions.

WORK SCHEDULES

Your available work hours and your supervisor’s departmental needs determine your work schedule. Some departments may have specific requirements regarding the work schedule. However, all hourly employees should adhere to the following guidelines when working in the libraries:

- Report to your workstation at your scheduled time or a few minutes early, particularly if you are to assume the next shift.

- Ask for an excused absence from your supervisor as far in advance as possible; for illness, as early in the day as possible.

- You’re responsible for working the schedule agreed upon by you and your supervisor. THIS INCLUDES THE WEEKS OF MIDTERMS AND FINALS. If your schedule conflicts with an exam arrangements can be made to adjust your schedule. Only those requests made in advance will be honored.

- Inform your supervisor at least two (2) weeks before the end of the semester whether or not you are interested in working the following semester or summer term.

PUBLIC SERVICES

You may be assigned to a position in a public service area where you are highly visible; at times you are the first person the library user approaches when entering the Library. If you find yourself assigned to such a position, remember that the image you project to the public is extremely important.

The Library is a place of research and work; you should respect the users’ rights to a reasonably quiet environment and speak in low tones. In keeping with this, listening to music (personal headphones) and cellular phones (including text
messaging) should not be used while on duty. Many library users feel reluctant to ask for assistance because they do not want to “disturb” your listening or phone conversations.

While working on a service desk you are permitted to use the internet and your email but you are not permitted to use any form of instant messaging or play online games. Also, keep desk and phone conversations with friends as brief as possible. Cell phones should be turned off when entering the library and personal phone calls should be made during your breaks. General reading and minimal homework may be permitted at a service desk when time allows, but you should not come to work expecting to get homework completed. Your work-study job does not mean you get paid to study while working a campus job. This is a real job and you will be expected to work and complete the tasks assigned to you.

At any public service point in the Library, you will be asked questions. Be friendly and polite. Question the user in a courteous manner until you understand exactly what is being requested. Some users’ requests are simple and direct while others are more difficult. If you don’t know the answer, direct the person to an appropriate staff member or the Reference Desk for information. Keep in mind that you should leave users with some kind of answer; “I don’t know” is not a satisfactory answer and giving wrong information is even worse.

When answering a phone call at a service desk, always state the library name and or/department. Speak clearly, slowly, and politely. Refer to the “Basic Phone Skills” section for library phone etiquette.

At times you may encounter a user who may be difficult, even rude. If this occurs, maintain a calm, friendly manner and refer the user to your supervisor or other staff member.

New Jersey law prohibits the library from disclosing details of a patron’s library record to anyone except the patron. All circulation transactions including checkouts, returns, renewals, recalls, and financial transactions are to be kept confidential and to only be discussed with the patron. Do not answer questions pertaining to patron records asked by someone from a law enforcement agency. If you are approached by law enforcement personnel or an attorney with a request to obtain a patron’s library record, see a supervisor immediately.

**EMERGENCY PROCEDURES AND BUILDING EVACUATIONS**

*Fire Alarm*

When a fire alarm is activated, even if it’s a planned drill or false alarm, everyone must exit the building. You’re not required or advised to coax reluctant patrons to
exit the building, nor is it your responsibility to walk through the library to be sure that everyone has exited the building. You should leave the library by the nearest emergency exit.

Upon discovery of a fire, activate an alarm by pulling the manual alarm box. This will sound the alarm bells throughout the building, automatically notifying Campus Police. If a supervisor or full time staff person is present, please alert them immediately to the location of the fire if possible. The party responsible for sounding the alarm should meet the Emergency Services Personnel at the main entrance to the building. This will save valuable time in assessing the nature and location of the problem.

Once safely out of the building, all staff should gather at a central location or your designated “safe spot” to have a head count. A “safe spot” location for each library has been established by Rutgers University Emergency Services. If you are not aware of your library’s “safe spot” please ask your supervisor. Do not attempt to go back into the building unless Emergency Services has cleared the building and allowed staff and patrons to re-enter.

**Bomb Threat**

If a bomb threat is called into the library, you must call RUPD immediately. Do not pull the fire alarm. If a supervisor or full time staff person is available please alert them to the situation. Do not evacuate the building unless RUPD has instructed you to do so. If it is necessary to evacuate the building, please take all your personal belongings with you and go to your designated “safe spot”.

If a suspicious device or package is discovered or brought to your attention, please alert your supervisor or staff person immediately. If no staff person is available, you should contact RUPD to report the suspicious package.

**PERFORMANCE EVALUATIONS**

Supervisors of hourly employees may complete periodic performance evaluations of student assistants in their departments, especially if a promotion is offered. This process is also helpful in identifying any performance problems students may have and in clarifying job expectations. Generally the criteria for evaluation are quality of work, quantity of work, interpersonal skills, attendance, and reliability.

Your supervisor will be more than happy to discuss your evaluation with you. This is particularly important if you are having problems with the work assigned to you or if you have already been informed of the need for performance improvement. You can be dismissed for non-performance of duties, continued absence, disciplinary problems, or for other reasons. If an employee is not
performing up to the level of expectation, the student will receive a warning. For example if an hourly employee fails to show up to work without notice they will automatically receive a warning letter. Failure to improve after a written warning may warrant an immediate dismissal. There are some circumstances where an immediate dismissal is warranted without first receiving a warning such as tampering with WebClock, falsifying your work hours, and unauthorized use of library equipment or software. An immediate termination of employment may also be up to the discretion of the supervisor for other reasons not listed or mentioned specifically.

The Library is often asked for employment references for new graduates applying to their first full-time jobs, an internship, or graduate school.

**BASIC TELEPHONE SKILLS**

**Incoming Calls**
Telephones at a service desk should always be answered using a pleasant tone of voice. Speak clearly, slowly and with confidence. When answering the telephones identify your library name and or department. For example:

- “Physics Library, how may I help you?”
- “Douglass Library Circulation”
- “Alexander Library Graduate Reserve Desk”

Always try to answer the phone within 3 rings. If you are currently helping another patron, excuse yourself before answering the phone and ask the patron on the phone to please wait if possible and then place the call on hold. **Do not leave the call on hold for an extended period of time.**

Always refer phone calls to another staff member or to another library if you are unable to help or answer a question. **Never tell the patron that you do not know or that you can’t help them especially if it is related to library policies or functions.**

**Transferring Calls**
When transferring a call to another department or staff person always offer the telephone number to the caller so they can make the call themselves in the future or for cases when the transfer does not work.

**Phone Messages for Staff**
If the person receiving the call is not available always ask to take a message. If a staff person is not in for the day or any other period of time, do not state the reason why the staff is out simply state, “S(he) is not in today. May I take a message or is there some way I can help you?” When taking a phone message try to include the following information:

- Name of caller (first and last name)
Public Use of Telephones
Patrons may not make phone calls from the library phones at a service desk or in the back office. Even if the call is a campus number, library phones are for library staff and library business only. Refer the patron to the closest campus phone or pay phone.

Cell Phone Use and Personal Phone Calls
Personal phone calls are to be short and kept to a minimum. Lines must be kept clear for incoming calls. Personal cell phones should only be used during a break and should never be answered when working on a service desk. Leave the ringer off or to a non-audible sound. If a phone call is unavoidable, ask to take a break and go to an appropriate place to continue the call. Generally cell phones should be used outside the library.

GLOSSARY OF LIBRARY TERMS

Ask a Librarian (AAL)

This email service will help answer questions for any student, faculty and staff of Rutgers University. For example: Where can I find an article, I have the Article title but do not know the journal, how do I write a Bibliography. AAL can be found on the main RUL web site.

AAL will also be happy to answer inquiries from non-affiliated users concerning the University, the collections, resources, and services of the University Libraries, or relating in some way to New Jersey.

Barcode

The libraries use two types of barcodes: patron and item. Each barcode is unique to the individual borrower or item. A patron barcode is a 14-digit number starting with 29030…. assigned by the library’s circulation desk to borrowers when they register for library privileges. A patron’s barcode is generally located on the back of their RUID card.

An item barcode or a “book barcode” is also a 14-digit number starting with 39030…. assigned by the libraries.
Call Number

A call number consists of a series of letters, numbers or symbols that identifies an individual book or material and shows the order in which the item is stored on a shelf or in a collection of materials. The call number label is usually located on the spine of a book.

Check Out

In order to borrow a book from the library for a certain period of time, patrons must take the book to the circulation desk and have it charged out using their university ID or library card.

Circulation Desk

The circulation desk is where library items are checked out and returned. Also patrons can inquire about their borrowing privileges or library account at this desk.

Copy Card

Debit cards dispensed from vending machines that allow users to photocopy, scan-to-print, and make copies from the microform readers.

Discharge/Checkin

When a patron returns an item to the circulation desk, we discharge it from their record.

Due Date

The due date is the date before which library materials on loan should be returned or renewed. Loan periods range depending on the status of the patron: for staff, faculty and grad students the loan period is a semester for books, six week loan period for undergraduates and a four week period for guests. Loan periods differ for media and interlibrary loan items. Materials not returned or renewed by a designated due date are subject to fines or loss of borrowing privileges.

Electronic Journals/Online access journals

Journals or other materials available via electronic formats (webpage, pdf, etc). Some materials are received in paper and electronic versions, and some are just electronic.

Electronic Reserve/E-reserves

Reserve material that is available on the libraries’ website listed under course reserves. These materials are generally scanned articles in PDF format. Only students registered for the class can access the reserve list online.
Folio

The folio collections are items that are oversized.

Government Publication (GovDocs)

A government publication is an official document issued by a government agency. Government publications contain information covering a wide variety of subjects.

Index

There are two kinds of indexes: periodical and book indexes. A periodical index is a list of bibliographic citations of articles in magazines or journals. It can be used to help find articles on specific topics. An index of a book is an alphabetical list of important entry points with pagination to the full contents of the book.

Interlibrary Loan and Article Delivery

Interlibrary loan is a library service allowing patrons to request books and journal articles not owned by Rutgers (or articles in journals owed by Rutgers) by filling out an online form available on our library website. Generally the loan period for interlibrary loans are four to eight weeks, items with special conditions may be given a shortened loan period.

Libraries’ Web Site

The Rutgers University Libraries’ web site is accessible at the following URL http://www.libraries.rutgers.edu. It provides information about the Libraries including their resources and services.

Library Catalog

The catalog is an electronic database listing all the materials such as books and periodicals owned by the Rutgers University Libraries. Records in the database provide information about these items such as author, title, subject, call number, publication date, location and availability.

Loan Period

This term refers to the length of time library materials may be borrowed.

Media Bookings

The Rutgers University Libraries offer a booking service so that professors wanting to schedule moving image material for class viewing may be assured that the material is available for them to use on the date they need it. The service also enables faculty and graduate students to preview material. Rutgers faculty and graduate students may book moving image materials
through the libraries website. The booking system is not available for undergraduate students, staff, affiliated borrowers, or guest borrowers.

Microform

Microform is a storage format with reduced images as opposed to the electronic or print formats. There are three kinds of microform: microfiche, microfilm and microprint. Microfiche: A 4x6 sheet of plastic film that stores information in a compact form and requires a microfiche reading device in order to be used. Microfilm: A roll of film either 16mm or 35mm that stores patents, periodicals or other documents and requires a reading machine in order to be used. Microprint: A 6x9 card with small printed pages. The microprint reader is used to view and access these materials.

Microform Machine

Machines that allow the viewing and printing of microform materials. Some machines allow the patron to scan the images of microforms into computer and save to a flash drive or send to an email.

My Library Account

Allows patron to access their library account using their NET ID or an assigned barcode and PIN from the libraries website. In “My Library Account” patrons are able to view their checkouts, review pending book or article requests as well as renew their checkouts and change their library PIN.

Overdue

The book checked out by the patron is late for return. It has not been returned or renewed to the library by the due date.

PALCI (E-ZBorrow)

E-ZBorrow is an expedited book delivery service that allows Rutgers students, faculty, and staff to search the catalogs of other member academic libraries and place requests for books to be delivered to the Rutgers library of their choice in seven or fewer working days. Over three dozen Pennsylvania libraries currently participate in the Pennsylvania Academic Library Consortium, Inc. (PALCI) E-ZBorrow program. PALCI libraries have developed a virtual union catalog with more than twenty-six million items that permits combined searching and requesting by their students, faculty, and staff. Currently, only books are available.

Processing

The steps that must be completed before an item can go on the shelf including: labeling, attaching book plates, tattle taping and stamping.
Recall

Recall is a service by which a patron can request a book owned by Rutgers Libraries that has already been checked out by another patron. When the book is returned to the library, it will be held for the patron and the patron will be notified by email.

Reference Collection

The reference collection consists of materials used frequently for general information. It includes encyclopedias, dictionaries, indexes, and other materials. These materials may not be checked out of the library except by permission of the librarian who provides patron with an exit pass for the item. An exit pass can be given to Circulation staff to checkout reference materials for a short loan period.

Reference Desk

The reference desk is where a patron can receive in-depth assistance from librarians with their library research. The desk is usually located near the reference collection.

Renew

Renew is a service which allows you to extend the loan period for the book that you have checked out unless another user has recalled the book. Patrons can renew their books by using the “My Library Account” feature on the library website.

Reserves (see also e-reserves)

Reserves are required reading/listening/viewing materials set aside by the professors for their students. Patrons may borrow these items for in-library use only.

Rutgers Delivery Service (RDS)

The Rutgers Delivery Service (RDS) ensures that Rutgers students, faculty, and staff can request Rutgers materials to be sent to their pickup location in a timely fashion.

Serial/Journal/Magazine/Periodical

Serials, journals, magazines, newspapers and periodicals basically mean the same thing. They refer to a type of publication, which is usually published weekly, monthly, quarterly or annually in successive order. We have two collections; Bound and Current periodicals. Bound periodical means issues that have been bound together like a book and they reside in Bound PER. Current periodicals means individual issues, usually the most recent issue printed.
Stacks

The shelves that hold the circulating libraries’ books are called the stacks. You need the call number of a book to locate it in the stacks. You can find the call number of a book in the online catalog. Please see the reference desk if you require help in locating a particular item or subject in the stacks.

Tattle Tape

A security device consisting of self-adhesive strips of metal that are placed in periodicals and books to prevent theft.

UBorrow

UBorrow is a request service of the Big Ten Academic Alliance, which is comprised of the universities of the Big Ten Conference plus the University of Chicago. Rutgers students, faculty, and staff can search the combined collections of 14 research libraries and place UBorrow requests for fast delivery of books that are not owned or are unavailable at Rutgers.

Workflows

Java based staff interface for the library management system. Staff use Workflows to perform the daily operations of the library such as charging, discharging, course reserves, RDS, item record maintenance and to maintain library user records.