Western New Mexico University
J. Cloyd Miller Library
Student Handbook
2008-2009
American Library Association
Code of Ethics

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We recognize and respect intellectual property rights.

V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council
June 28, 1995

American Library Association
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.

Adopted June 18, 1948,
amended February 2, 1961, and January 23, 1980,
inclusion of “age” reaffirmed January 23, 1996,

by the ALA Council.
Welcome to J. Cloyd Miller Library!

You, the student workers, are the largest part of our team, and your work is essential to the operations of Miller Library. You perform in all areas of the Library: Administration, Media Services, Public Services, and Technical Services. You process books, deliver and set up multimedia equipment, shelve all variety of library materials, register patrons, check-in mail, and assist the regular staff. Your efforts here facilitate the academic success of your fellow students and the intellectual and personal growth of all library patrons.

We, the staff, will strive to set an example of a positive team effort and expect you to demonstrate a sense of professional responsibility. Your experience here should set a high standard for your future career. In this library, excellent customer service is our primary goal.

Much of the work in the library is very detail-oriented and can be tedious, especially when you’re working on a small part of a large process. Most of the tasks assigned to student workers can seem small or repetitive and boring. Some of the work that the regular staff does is like that, too. But when you understand the whole flow of how we acquire material, catalog it, and get it onto the shelf, you can appreciate how important each step is. When we’re doing our job right, our work is invisible. People come into the library, look up a title or a topic, then walk to the shelf and find what they’re looking for, exactly where it should be.

We look forward to working with you and we hope that you find your time here rewarding and interesting. The work you do here is important, and we do appreciate it. Thank you!

The Staff of Miller Library
Welcome to J. Cloyd Miller Library!

### Section One: The Ethics of Library Work
- 1.1 The Library Mission and Ideals of Librarianship … 7
- 1.2 Miller Library Mission Statement … 7
- 1.3 Patron Confidentiality … 7
- 1.4 USA Patriot Act … 7

### Section Two: Communication
- 2.0 Learning about Miller Library … 8
- 2.1 Library Orientation … 8
- 2.2 Use of Library Computers … 8
- 2.3 Mustang Express E-mail … 8

### Section Three: Telephone Etiquette
- 3.0 Introduction … 9
- 3.1 Telephone Etiquette … 9
- 3.2 Transferring Calls … 9
- 3.3 Telephone Messages … 9
- 3.4 Patron Use of Telephones … 9

### Section Four: Work Schedules and Pay Periods
- 4.0 Introduction … 10
- 4.1 Work-Study Student Work Schedules … 10
- 4.2 Graduate Assistant Work Schedules … 11
- 4.3 Breaks/Meals … 11
- 4.4 Overtime … 11
- 4.5 Punctuality … 12
- 4.6 Absenteeism … 12
- 4.7 Personal Emergencies … 12
- 4.8 Payroll … 12
- 4.9 Holidays and Closure Schedule … 13
- 4.10 Graduate Assistant Holiday Leave Policy … 13
Section Five: Professional Conduct
5.0 Introduction … 14
5.1 Appearance and Attire … 14
5.2 Library Identification Badges … 14
5.3 Entering and Exiting the Library … 14
5.4 Access to Technical Services … 14
5.5 Borrowing Library Material … 14
5.6 Food and Drink … 15
5.7 Tobacco … 15
5.8 Alcohol or Drugs … 15
5.9 Weapons … 15
5.10 Personal Electronic Devices … 15
5.11 Shhh! … 15
5.12 Children in the Workplace … 15
5.13 Homework … 15
5.14 Termination … 16
5.15 WNMU Due Process Procedures … 16

Section Six: Evaluations
6.0 Introduction … 17
6.1 WNMU Student Employee Performance Appraisal … 17-19
6.2 Evaluation by Students Workers of Miller Library … 20
6.3 Exit Interview … 17

Section Seven: General Policies
7.0 Introduction … 21
7.1 Circulation Policies … 21
7.2 Intercom System … 22
7.3 Research Terminals Policy … 23
7.4 WNMU Language Policy … 24
7.5 Sexual Harassment … 24-26

Section Eight: Procedures
8.1 Opening and Closing Procedures … 27-29
8.2 Safety and Security of Individuals … 29
8.3 Protecting Library Materials … 30
8.4 Vendacards … 31
8.5 Equipment for Special Needs … 32
8.6 Reference vs. Directional Questions … 32
8.7 Staff Meetings … 32
8.8 Other Circumstances … 32
Section Nine: Library Organization

9.1 Organizational Chart ... 33
9.2 Library Organization ... 33
9.3 Supervision ... 34
9.4 Job Descriptions ... 34
   Library Administration Office ... 34
   Media Services ... 35
   Public Services ... 35
   Reference ... 36
   Circulation ... 36
   Interlibrary Loan ... 37
   Periodicals ... 37
   Government Documents ... 38
   Technical Services ... 38
   Cataloging ... 38
   Acquisitions, Monographs ... 38
   Acquisitions, Non-Monographs ... 39
9.5 Graduate Assistants ... 39
9.6 Cross-training ... 40

Section Ten: Shelving Library Material

10.0 Introduction ... 41
10.1 Location Prefixes ... 41
10.2 Library of Congress Classification and Call Numbers ... 41-42
10.3 Shelving Books ... 43
10.4 Shelving Indexes and Abstracts ... 43
10.5 Shelving Periodicals ... 43
10.6 Shelving Bound Periodicals ... 44
10.7 Shelving Government Documents ... 44
10.8 Filing Microforms ... 45
10.9 Filing Maps ... 47
10.10 Shelving Videos ... 47

Section Eleven: Emergencies

11.1 Accidents and Emergencies at Miller Library ... 48
11.2 Evacuation Procedures ... 48
11.3 Power Failures ... 50
11.4 Emergency Numbers ... 50
11.5 Incident Report ... 51

Section Twelve: A Career in Library Science ... 52

Index ... 53

Appendix A: WNMU Student Employment Handbook ... 56
SECTION ONE

THE ETHICS OF LIBRARY WORK

1.1 The Library Mission and Ideals of Librarianship
The mission of librarianship is to organize and preserve information and culture, and to help people find what they need in a courteous and professional way. A particular goal of a university library is to demonstrate that the library is a core component of the university, essential to every area of study.

1.2 Miller Library Mission Statement
Miller Library serves the Western New Mexico University community, with a focus on students, and, secondarily the residents of Grant County, by providing access to information and teaching research skills. We embrace diversity, and we strive to improve our resources and services.

1.3 Patron Confidentiality
Protecting patron privacy is a fundamental tenant of librarianship. We are often the only place people can look for sensitive information, and they can only do that if they are confident we won’t tell anyone what they are seeking. Protecting patron confidentiality is not just a matter of professional ethics; it is law. Federal laws and state statutes protect the privacy of library patrons. Under NO circumstances should you divulge information concerning a patron to someone other than coworkers who have an official need to know. For example, you may tell the Registrar that a student has an overdue book, but you cannot say which book. You cannot tell someone’s spouse, relative, or friend the title of a book or a document received through Interlibrary Loan. You cannot tell anyone what a patron was reading. You cannot tell anyone what question a patron asked at the Reference Desk (except when you are referring that person to a co-worker for help). Any business discussion about any patron must be done in private. When discarding documents with patron information, such as Research Terminal sign-in sheets, shred them. Do not give out personal information about any patron (such as address or phone number), even if you know that the person who is asking is a friend of that patron. A breach of confidentiality may be cause for immediate dismissal. When in doubt about whether to disclose information, ask your supervisor.

1.4 USA Patriot Act
Under the provisions of the USA Patriot Act (enacted 2001), the FBI can obtain business records, including library circulation records. The FBI has always been able to obtain this information, but in the past they had to demonstrate probable cause and obtain a search warrant. Now they can obtain our records on a much lower legal standard. During an investigation regarding suspected terrorist acts, the FBI can demand electronic and print data to support their investigation.

If you are approached by FBI agents, politely decline to answer questions and tell them that library policy requires you to refer them to your supervisor. Your supervisor will contact the University Librarian, who will contact the University administration.
SECTION TWO

COMMUNICATION

2.0 Learning about Miller Library
This Handbook cannot cover everything you need to know about the Library. Your supervisor will give you additional training, and you are encouraged to read the “Miller Library Glossary” (there are three copies; one in each area).

2.1 Library Orientation
Early in each academic term, the library staff conducts a Library Orientation session for the library student workers. The Orientation covers rules of employment, Mustang Express, GilaCat, electronic databases, and other information relevant to your employment. All student workers must attend, even those who have attended previous orientations sessions. Time spent in the Orientation is work time, and you will be paid for it.

2.2 Use of Library Computers
Access to new technologies is one of the advantages of working at Miller Library. You have the opportunity to become proficient in using the online catalog, the Internet, and other software. While at work, however, you should not use the computers for personal reasons or for homework unless you have obtained permission to do so from your supervisor. During your work hours, you are expected to accomplish library work.

2.3 Mustang Express E-mail
Mustang Express is an electronic forum for campus-wide communication. It includes e-mail, bulletin boards, and other features. All WNMU students, faculty, and staff have accounts on Mustang Express. You should not read or send personal e-mail messages during your work shift.
SECTION THREE

TELEPHONE ETIQUETTE

3.0 Introduction
When speaking on a library phone, you represent the Library, and using proper telephone etiquette is part of providing excellent customer service. Library phones are business phones and are not to be used to make or receive personal calls except in emergencies.

3.1 Telephone Etiquette
- A ringing phone must be answered on the first ring whenever possible.
- Answer with a courteous salutation. Identify the Library, the library unit, and yourself by your first name. Example: “Good morning, Miller Library Circulation. This is Nancy.”
- Do not leave the caller on hold for an extended period.
- If the caller wants basic library information, provide it. Examples of basic information include library hours, who can and how to borrow items, and names of library unit heads.
- Do not give out personal information about library employees such as work schedules. Offer to take a message.

3.2 Transferring Calls
To transfer a call, press the TRF key and dial the appropriate extension. When someone answers, announce the transfer, and hang up. If no one answers, press the TRF key to reconnect with the caller and then take a message.
- Listen carefully to the caller’s question and transfer the call to the correct unit.
- Ask for the caller’s name before transferring the call, and tell the recipient who is calling.
- When transferring a call, stay on the line until it is answered at the other end.
- If the caller’s question is a reference question, i.e., a question that requires some research, or if you are uncertain about the answer, transfer the caller to the Reference Desk.

3.3 Telephone Messages
It is imperative to take messages accurately and give them to the intended recipient promptly.
- Take messages on the telephone message pads if at all possible.
- Complete the forms accurately and completely (include date, time, and your name).
- Ask for spelling of the name and the caller’s affiliation.
- Repeat return telephone numbers to insure that you’ve recorded the number correctly.
- Deliver the message to the correct person as soon as possible.

3.4 Patron Use of Telephones
Cell phones must be turned off before entering the library. Patrons are not allowed to use Library telephones, however the Library provides a courtesy phone in the Library lobby for local calls. This phone does not ring back; therefore it cannot be used for return calls.
SECTION FOUR

WORK SCHEDULES and PAY PERIODS

4.0 Introduction
The WNMU Financial Aid Office classifies work-study students as Federal, State, or Institutional, depending on the source of funding. Miller Library has a limit for each classification, and may not hire more than this quota. You are responsible for filing financial aid paperwork by the deadline to determine your classification. Please file your paperwork promptly to ensure the most advantageous financial aid classification. This has a major impact on the payroll costs of the Library and our ability to hire work-study students. If you fail to file your paperwork on time, you may lose funding for employment at WNMU.

Once hired, you are eligible to work in the library on a semester basis, at minimum wage, for a maximum of 15 hours per week. You are paid twice a month. You are expected to work your schedule for the full semester. You are expected to work during Finals Week, when Miller Library has extended hours. To be eligible for work during interim (the period between semesters), you must be enrolled for the semesters before and after the interim.

At Miller Library, you are assigned to a primary supervisor, who will set up a work schedule, train you, assign tasks, and evaluate your work performance. Either you or your supervisor may end your employment. You should submit a letter of resignation to your immediate supervisor at least two weeks prior to your resignation date.

For more information on WNMU rules concerning financial aid and employment, see the Financial Aid Office Student Employment Handbook online: <www.wnmu.edu/financialaid/stumanual.htm>.

4.1 Work-Study Student Work Schedules
At the start of each semester, you must bring a class schedule from the Registrar’s Office, any other work schedule, and a daycare schedule (if you have child care obligations) to your supervisor. Your supervisor will work with you to develop a schedule that suits both the Library’s needs and yours.

Each shift of work must be at least two consecutive hours in length unless approved by the University Librarian. Do not fill in the time sheet prior to actually working the shift.

You will be allowed to leave ten minutes early to go to class; otherwise you are expected to work the hours established by the schedule.

If you need to revise your schedule, you must negotiate the change with your supervisor. If a new schedule cannot be arranged, you may be given the option of working in a different Library unit or going back to Financial Aid for reassignment to another department.
4.2 Graduate Assistant Work Schedules
The following is quoted from a memo from Faye Vowell, Vice President for Academic Affairs, effective Spring 2002:

Full-time 9-month academic and 12-month administrative graduate assistants’ work hours will be based on a 20-hour per week schedule and on the negotiations with the individual units involved and the needs of that unit; i.e. if an office is open during a scheduled break, the GA may be expected to work all or a part of that break period. The negotiated schedule needs to be put in writing and signed by the student and the Department Chair. Department Chairs, Directors, Deans, and VPs may submit time sheets or other forms of documentation that account for the 20 hours per week. The contract duration and subsequent pay periods for 9-month contracts will be from August 15 to May 15. The contract duration and pay periods for 12-month contracts will be from July 1 through June 30.

4.3 Breaks/Meals
Paid and unpaid breaks are based on the length of the work shift, as indicated below.

<table>
<thead>
<tr>
<th>Consecutive hours worked</th>
<th>Paid breaks</th>
<th>Unpaid breaks</th>
<th>Time paid on time sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 4 hours</td>
<td>None</td>
<td>none</td>
<td>number of hours worked (0 to 4)</td>
</tr>
<tr>
<td>4:01 to 6 hours</td>
<td>one 20-minute</td>
<td>none</td>
<td>number of hours worked (4 to 6)</td>
</tr>
<tr>
<td>6:01 to 8 hours</td>
<td>two 10-minute</td>
<td>one 30-minute</td>
<td>number of hours worked minus 30 minutes (5:30 to 7:30)</td>
</tr>
<tr>
<td>8:01 to 10 hours</td>
<td>two 15-minute</td>
<td>one 60-minute</td>
<td>number of hours worked minus one hour (7 to 9)</td>
</tr>
<tr>
<td>10:01 to 14 hours</td>
<td>two 20-minute</td>
<td>one 60-minute</td>
<td>number of hours worked minus one hour (9 to 13)</td>
</tr>
</tbody>
</table>

*Anyone working six or more consecutive hours must take an unpaid break.* Sign out and sign back in for unpaid meal breaks. All breaks should be taken near the middle of a shift. Breaks cannot be used to make up for tardiness or for early departure from a shift. Student workers may take breaks outside the library or in the staff lounges. Student workers may not invite friends or family into the staff lounges. Student workers may not all take a break at the same time. **There must always be at least one person in each unit available to help patrons and answer the phone.**

4.4 Overtime
Work-study employees earn minimum wage for a maximum of 15 hours a week. Student workers are not paid overtime. A student who works more than 15 hours a week without the prior approval of his or her supervisor is volunteering the time worked beyond 15 hours. Student workers may work more than eight hours in one day if they need to complete all the hours allotted to them for the semester. This is not recommended by the Library, but allowed at the supervisor’s discretion.
4.5 Punctuality
Your punctuality is prized and is a key element in your work evaluation. If you anticipate being late for work, you must discuss schedule changes with your supervisor at least one week in advance of the change.

If, for some unexpected reason, you are going to be late, you must call and let the supervisor know, preferably at least one hour before your scheduled work time. (If your scheduled work time is 8:00 a.m., you must call by 8:10 a.m.). **Failing to do so one time will result in a verbal warning; failing to call before a second incident will result in a written warning. If you fail to call before three tardies, you may be terminated (see 5.14 “Termination”).**

Emergency situations are an exception. In the case of an emergency, you should notify a supervisor as soon as possible.

4.6 Absenteeism
The library relies heavily on the student workers to provide service, especially during evening and weekend hours. If you anticipate missing work, you must discuss schedule changes with your supervisor at least one week in advance of the change. You are expected to make up any work hours missed.

If, for some unexpected reason, you are unable to work, you must call and let the supervisor know at least one hour before your scheduled work time. (If your scheduled work time is 8:00 a.m., you must call by 8:10 a.m.). **The first time you fail to call, you will get a verbal warning. If you fail to call a second time, you will get a written warning. If you fail to call a third time, you may be terminated (see 5.14 “Termination”).**

Emergency situations are an exception. In the case of an emergency, you should notify a supervisor as soon as possible.

4.7 Personal Emergencies
We all experience personal emergencies, such as sudden illness or accidents. Homework, doctor’s appointments, term paper deadlines, etc., are not emergencies. Excessive “emergencies” are grounds for termination at the discretion of the supervisor.

4.8 Payroll
Your area may have you use a sign-in sheet that will cover approximately two weeks. You are responsible for having a supervisor initial the time-in and time-out for each shift worked. Failure to obtain a supervisor’s initials may result in nonpayment for that shift. Use the telephone display as the official time for signing in and out. Times will be rounded to the nearest quarter hour, as in the following example:

<table>
<thead>
<tr>
<th>Arrival Time</th>
<th>Sign-in Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:53 - 10:07</td>
<td>10:00</td>
</tr>
<tr>
<td>10:08 - 10:22</td>
<td>10:15</td>
</tr>
<tr>
<td>10:23 - 10:37</td>
<td>10:30</td>
</tr>
<tr>
<td>10:38 - 10:52</td>
<td>10:45</td>
</tr>
<tr>
<td>10:53 - 11:07</td>
<td>11:00</td>
</tr>
</tbody>
</table>
Your area may have you use computer software to check in and out for your shifts, your supervisor will instruct you in the use of this software and you will be expected to use it responsibly. At the end of each two-week period a time report will be generated through the software which will show your hours worked.

Payroll schedules are established by the Financial Aid office and are posted in each unit. When payroll is due, you are responsible for preparing and signing the payroll form. You are responsible for preparing and signing the forms whether or not you are scheduled to work on the day they are due.

4.9 Holidays and Closure Schedule
The University holiday schedule is published in the University Catalog and posted on the WNMU website <www.wnmu.edu/univ/Calendar.htm>. It is also posted in each library unit. Be aware that the library closure schedule may differ from that of the University. For example, on a day when the rest of the University is closed, the library may be open or it may be open shorter hours. On these days you will be expected to work your regularly scheduled hours.

Student workers are not paid for holidays. Check with your supervisor about making up time if the library is closed during your normal working schedule. At your supervisor’s discretion, you may make up hours missed.

4.10 Graduate Assistant Holiday Leave Policy
During the days when the University and Library are closed, GAs are out-of-luck – there is no holiday pay for hours you would have normally worked. GAs will be expected to work a 30-hour week over the Winter Interim. If GAs wish this time reduced they will be required to make up these hours in advance of the Interim.
SECTION FIVE

PROFESSIONAL CONDUCT

5.0 Introduction
All library staff, whether they work in Public, Technical, or Media Services, should have a positive customer service attitude, that is, a willingness to provide excellent service to the WNMU community in delivering library services, and to cooperate with all other workers to achieve library goals.

Conduct yourself in an appropriate manner, mindful of the fact that you represent the Library and the University. While your studies are rightfully a higher priority, you are a library employee and need to honor your obligations to the Library.

Some people are uncomfortable using the library. Everyone who works here must be consistently friendly and helpful to build rapport and trust. A library is not so much a collection of books as it is an attitude – an attitude of serving the public.

5.1 Appearance and Attire
Library staff may dress casually; however all library workers must present a neat, clean, and dignified appearance. The library staff represents WNMU to the community and should dress accordingly. Staff should not wear clothing that impedes their job performance (i.e., no short skirts or inappropriate footwear). Clothing with inappropriate slogans is not allowed. Shoes must be worn. Supervisors may send a worker home (without pay) to change if his or her appearance or attire is inappropriate.

5.2 Library Identification Badges
All Miller Library employees wear identification badges. You are required to wear one during your shifts. The badges are to remain in the library. The badges do not have your name; they simply say Student Worker. That is for your own privacy and protection.

5.3 Entering and Exiting the Library
You must enter and exit the library through the security gates on the main floor. Other exterior doors are kept locked, and are to be used only by library staff, for deliveries, or during emergencies.

5.4 Access to Technical Services
Technical Services is open Monday through Friday, 8:00 a.m. to 5:00 p.m. Access to the area is restricted to library workers and WNMU faculty and staff. Other students or members of the general public may not enter unless escorted by library staff. The doors are locked against outside entry and are not to be used by student workers to enter or leave the building. When no Technical Services staff are downstairs, the elevator will be locked. If you need to go downstairs when the elevator is locked, check with a supervisor. The elevator will go up from the downstairs even when it is locked.

5.5 Borrowing Library Material
You must always check-out any library materials you take out of the building. You can be fired for failing to do so (see 5.14 “Termination”).
5.6 Food and Drink
Eating and drinking (except water) are not allowed in any public area at any time. Staff who wish to drink water should use a container that seals tightly (such as a sports bottle). Do not drink water near a computer.

5.7 Tobacco
No smoking or use of any tobacco product is allowed anywhere in the building.

5.8 Alcohol or Drugs
Being at work under the influence of alcohol or drugs is cause for immediate termination.

5.9 Weapons
Bringing knives, guns, or other weapons to the library is cause for immediate termination.

5.10 Personal Electronic Devices
You may not use radios, listening devices with earphones, cell phones, etc., in public areas where you interact with patrons.

5.11 Shhh!
Of course you should greet your friends when they come into the library. That is a part of making people feel welcome. But maintaining a business-like environment means not making personal phone calls, not visiting with friends for lengthy periods, and not listening to music while on duty. Keep your social conversations quiet and brief. An atmosphere of quiet and order must be preserved in all areas of the library so patrons can study undisturbed and employees can concentrate on their work. The upper level of the library is a Quiet Zone; no conversation or group study is permitted on that level.

5.12 Children in the Workplace
Many of us who work in the library are parents. Occasionally childcare arrangements fall through. The WNMU Staff Handbook (1991, p. 20) states the following university policy regarding children in the workplace:

Children at the work site are not allowed because they may be subjected to a hazardous environment. It subjects the University to liability, and adversely affects employee productivity. Employees must request time off to tend to children away from the workplace.

You should not bring your children to Miller Library during your work hours. A childcare emergency will be treated like any other personal emergency. Chronic childcare problems, however, may result in verbal and written warnings for absenteeism or tardiness, followed by termination.

5.13 Homework
Working at Miller Library, you have the advantage of learning to use library resources. This advantage does not include using these resources during work hours for personal reasons such as homework, unless you have the permission of your supervisor. Do not expect to have free time for homework.
5.14 Termination
If you are unable to meet the terms of employment at the library, you may be terminated. Some reasons for termination are:
- Excessive tardiness (more than twice)
- Failure to call before an absence (more than twice)
- Excessive absences
- Disrespect for fellow workers or library patrons
- Performance of activities other than library work (personal phone calls, unauthorized use of library computers, socializing, etc.)
- Unsatisfactory performance
- Excessive breaks

More serious violations, such as the following, are grounds for immediate dismissal:
- Theft of any kind
- Failure to charge out books or other library property you take from the building
- Insubordination
- Unauthorized use of university property
- Breach of confidentiality
- Fraud of any kind
- Being at work under the influence of drugs or alcohol
- Commitment of any violation while on employee probation (see #2 below)
- Cheating on time sheets.

There is a 3-step process before termination:
1. The supervisor issues a verbal warning in which the unsatisfactory performance is brought to the student worker’s attention to correct.
2. If the unsatisfactory performance is not corrected, the supervisor issues a written warning. The student worker must sign an agreement stating he or she understands the reason for the warning and will correct the problem or is terminated. At this point the student worker is on probation. A copy of the warning is sent to the WNMU Financial Aid Office.
3. The supervisor issues written notification of termination of employment; copies go to the student and to the WNMU Financial Aid Office.

5.15 WNMU Due Process Procedures
The following procedures for appeal are quoted from the Financial Aid Office Student Employment Handbook, Part 2, online: <www.wnmu.edu/financialaid/stumanual2.htm>. See Appendix A.
1. The department head shall hold an informal meeting with the employee and render a written decision. This shall occur within ten working days of the filing of a written complaint with the department head.
2. The employee may file an appeal to the Financial Aid Committee within ten working days of notification of the decision reached in step one. The Financial Aid Committee shall hold a formal hearing within ten days of the filing of the appeal. The employee shall be notified in writing of the decision of the committee.
3. The employee must be present at the scheduled hearing. The appeal will be denied if the employee does not appear.
SECTION SIX
EVALUATIONS

6.0 Introduction
Supervisors conduct a formal evaluation at mid-term each semester and, if performance deems it necessary, will conduct a follow-up evaluation later in the semester. Students will also evaluate themselves, their supervisors, and Miller Library. Performance evaluations are:

- used to consider strengths and weaknesses in order to improve customer service, improve communication, and reach library goals
- ongoing throughout the semester – we expect students to do their best daily
- used in rehiring for subsequent semesters

6.1 WNMU Student Employee Performance Appraisal
Please see pp. 12-13.

6.2 Evaluation by Students Workers of Miller Library
Please see p. 14.

6.3 Exit Interview
When leaving employment with Miller Library, student workers are asked to meet with their supervisors for an Exit Interview. The primary purpose of this interview is to ask your opinion of Miller Library. However, if you feel there is a problem in the Library, please do not wait until the end of the semester to mention it. Discuss it immediately with your supervisor. We welcome your suggestions.
Western New Mexico University
Student Employee Performance Appraisal

Name: ______________________ Department: ________________

Position: _________________ Supervisor: _________________

Hire Date: ________________ Date of Evaluation: ____________

Student’s Commitment

I have reviewed and understand the qualifications/duties of the position for which I have been hired. I also understand that I represent this department during my working hours and will conduct myself accordingly. My signature below represents that I am aware that my performance will be appraised and that a recommendation written on my behalf may include portions of my performance appraisal. Thus, I have reviewed and understand the criteria upon which my evaluation will be based and agree to pursue professional excellence.

Confidentiality Statement

I understand that I may be provided direct access to confidential data concerning the University’s students, staff, and faculty. My signature acknowledges that:

1. I will keep information to which my position gives me access in the strictest confidence, and I will not share that information with people not authorized to view or know it.
2. I understand that unauthorized use of data collection for profit or personal purposes is strictly prohibited.
3. I acknowledge that information gathered for Western New Mexico University is the property of the University and that all such information, in whatever form recorded, must remain on site at the University upon termination of my employment.

Signature: _____________________________ Date: ________________

Supervisor’s Commitment

This student was hired because she or he is qualified to perform the duties necessary for this position. I understand that my role is to mentor this student and assist her or him to further develop qualities necessary to pursue future professional opportunities. My signature below represents that I have reviewed with the student the criteria for which she or he will be evaluated. It also represents my commitment to regularly give feedback (formally or informally) on her or his performance throughout her or his employment and at the end of her or his employment. Formal, written performance appraisals will be conducted no later than the end of each semester.

Signature: _____________________________ Date: ________________
**Western New Mexico University**

**Student Employee Performance Appraisal**

Please provide comments for any ratings of 5, 2, or 1. Copy form and allow students to rate themselves.

---

### Ratings

<table>
<thead>
<tr>
<th></th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Consistently Exceeded Expectations</td>
<td>Occasionally Exceeded Expectations</td>
<td>Regularly Met Expectations</td>
<td>Needs Improvement</td>
<td>Struggled Consistently</td>
</tr>
</tbody>
</table>

### Policy Topics

<table>
<thead>
<tr>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible</td>
</tr>
<tr>
<td>Wears appropriate attire</td>
</tr>
<tr>
<td>Uses office materials appropriately</td>
</tr>
<tr>
<td>Accurately completes projects</td>
</tr>
<tr>
<td>Follows procedures and instructions</td>
</tr>
<tr>
<td>Maintains confidentiality</td>
</tr>
<tr>
<td>Punctual &amp; Organized</td>
</tr>
<tr>
<td>Attendance; committed to schedule</td>
</tr>
<tr>
<td>Uses time appropriately</td>
</tr>
<tr>
<td>Communicative</td>
</tr>
<tr>
<td>Provides customer service in person, through e-mail, and over the phone</td>
</tr>
<tr>
<td>Appropriately addresses faculty, staff, and students</td>
</tr>
<tr>
<td>Clearly communicates with all department members</td>
</tr>
</tbody>
</table>

### Professional Development Topics

<table>
<thead>
<tr>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creative</td>
</tr>
<tr>
<td>Offers solutions, new ideas, and approaches</td>
</tr>
<tr>
<td>Critical Thinking</td>
</tr>
<tr>
<td>Is thoughtful and develops a plan to complete a task</td>
</tr>
<tr>
<td>Handles difficult situations/emergencies</td>
</tr>
<tr>
<td>Maintains confidentiality while providing customer service</td>
</tr>
<tr>
<td>Collaborative</td>
</tr>
<tr>
<td>Takes initiative to ask questions about projects/tasks</td>
</tr>
<tr>
<td>Cooperates with others to complete projects/tasks</td>
</tr>
</tbody>
</table>

### Learning Goals:

---

### Comments:

---

(If needed, please attach a letter of recommendation or a sheet for additional comments.)

<table>
<thead>
<tr>
<th>Student Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supervisor Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Evaluation of Miller Library

We are interested in your candid opinions regarding your job (the training received, your perception of the work you are doing, and library staff support of you in your work). Your input will help us to evaluate our supervisory skills and our efforts in making your employment at Miller Library a worthwhile experience.

You may use your own discretion about naming the supervisor(s) you are rating and whether or not you wish to sign this evaluation. It is OK to remain anonymous.

1. Do you feel a part of the Library?   YES  NO
2. Did you get the training you needed for your job?  YES  NO
3. If not, what training would you like to receive?
4. Do you think your supervisor and/or other members of the staff are concerned about your goals as a student and/or your goals beyond WNMU?   YES  NO
5. On a 1-5 scale with 1 lowest, how would you rate the employee morale in the library?
6. In order to improve the library staff’s supervisory skills, please rate your supervisor(s) in the following areas (1 is lowest; 5 is highest):
   - Training ability
   - Availability to answer questions
   - Work ethic/Role model
   - Fairness/Consistency
   - Communication skills

7. What do you like about working in the library?

8. What do you dislike about working in the library?

9. If you could change anything about your work in the library, what would it be?

10. What do you think are the goals of the Library?

11. How do you think you help achieve these goals?

12. What experiences or knowledge have you acquired from working at Miller Library?

13. Has this survey covered all your concerns? If not, please add your comments.
SECTION SEVEN
GENERAL POLICIES

7.0 Introduction
The following are some general policies for Miller Library. Each unit has additional policies and procedures.

7.1 Circulation Policies
Students are responsible for learning and following library policies and procedures.

Identification
Picture ID must be presented (campus ID, driver’s license, Military ID, Passport, etc.) to register to borrow materials. Minors younger than 16 years old must be accompanied a parent.

Loan Periods and Renewals

Miller Library circulating materials (books and most government documents):

- Students, Staff, and “Friends of Miller Library”: 3-week loan with three 3-week renewals. Limit of 12 titles.
- Graduate Students: 60-day loan with three 60 day renewals. Limit of 12 titles.
- Faculty: Semester loan with one semester renewal. Faculty may borrow more than 12 titles with supervisor authorization.

Items can be renewed if the items have no holds, have not been recalled, or are not listed as lost or missing. Renewals can be made online, in person, or by phone.

- Grant County Public Adult: 3-week loan with NO renewals. Limit of 12 titles.
- Children’s Book Award winners: Limited to a 5-day checkout. A limit of three books per patron may be charged out at one time.

Reference materials, periodicals, maps, microforms, government document CDs, and some printed government documents: Do not circulate.

Treasure Room and Vault materials: Special checkout procedure and can only be used in the Treasure Room, although they may be taken to the photocopy machines for copying.

Reserve Materials: Limited checkout based on instructors’ guidelines.

Audiovisual materials: Faculty checkout for class use only; can be viewed by students or other patrons in Media Services.
Overdue Policies
Material must be returned by its due date/time. It is the patron’s responsibility to make sure borrowed material is returned on time. Overdue notices are sent as a courtesy, and the Library cannot take responsibility if patrons do not receive an overdue notice.

Patrons with items more than one month overdue will have a “Stop” placed on their library account. For students, this information will be communicated to the Registrar, and an academic hold will be placed.

There are 3 bookdrops (available from the outside) where books can be returned: one is at the main entrance to the library, one is located on the Student Memorial Building side of the Circulation unit, and the other is the “Doghouse” in front of the Bookstore.

Lost or Damaged Material
Patrons are responsible for all items borrowed from the library under their name. Charges will be assessed for lost or damaged materials. Charges will include the replacement cost plus a $10 processing fee. These charges are refundable if the Library is in error and the book is found on the shelf.

Library Privileges
Unpaid library fees will result in suspension of library privileges. Patrons with outstanding charges will be unable to register for classes, request transcripts, or receive diplomas.

Searches (Tracing)
If an item that should be in the library cannot be located, notify the Circulation staff to search for (trace) the item.

7.2 Intercom System
Miller Library has an intercom system to announce the closing of the library so patrons can begin to gather their materials or charge library items before closing. The intercom is NOT to be used for paging patrons, as this would disturb other patrons. The intercom should be used for emergencies, as described in section 11.2 “Evacuation Procedures.”

7.3 Research Terminals Policy
See following page.
The Internet is a global network of computer networks with a diverse user population, and library patrons use it at their own risk. In accordance with the WNMU Acceptable Use Policy, the Research Terminals are not to be used for unauthorized, illegal, or unethical purposes. Failure to comply with this policy may result in the loss of Internet and/or library privileges.

The primary purpose of the Miller Library terminals is research and, secondarily, access to e-mail. You may be asked to move to a different computer if what you are viewing on the screen is offensive to others.

Library terminals are shared resources for academic research, and are not for excessive use by any single user nor to support personal, recreational, for-profit, commercial, or other activities.

Users may be asked by staff to limit their usage of any library terminal to 30 minutes.

Because of the risk of computer viruses, you may not use your own software program on any library terminal. With observance of U.S. copyright law, you may copy information to your own media. Miller Library is not responsible for any loss of data, damage to a patron’s computer, or liability that may occur from patron use of the library’s computers.

Respect the privacy of others. Do not misrepresent yourself as another user; do not attempt to modify or gain access to files, passwords, or data belonging to others; and do not seek unauthorized access to any computer system, or damage or alter software components of any network or database.

Access to the Internet is normally available during library hours, subject to periodic maintenance. Certain Internet sites may not be available, for reasons that include restricted use of licensed databases, maintenance or problems on the host computer, or temporary disruption of the library’s Internet connection.

Summary of Library Research Terminals Policy
- Terminals are available for use by all patrons; those under the age of 16 must be accompanied by a parent.
- Under crowded conditions, priority will be given to WNMU students.
- All users must abide by the posted WNMU Acceptable Use policy.
- A photo ID may be requested for permission to use the Research terminals.
- Users may not alter computer terminals in any way.
- Computer users who wish to print will need a Vendacard.
- The Library reserves the right to deny Internet access and privileges to anyone who does not abide by these policies.
7.4 WNMU Language Policy
Miller Library serves a culturally diverse campus and community and library employees must respect the dignity of co-workers and patrons. All library employees are expected to refrain from using obscenities, or making racial, ethnic, or sexual slurs, or using other degrading language. Staff demeanor should be appropriate for a professional environment, especially since library staff represent the University to community patrons.

The official WNMU Language Policy is as follows:

Western New Mexico University strives to create a campus climate which values diversity among students, faculty, staff and administration. WNMU recognizes the importance of building campus culture based on understanding and mutual respect for the many cultural differences that exist within the campus population, including differences in language.

WNMU is dedicated to encouraging a multicultural, multilingual environment. It is the policy of the University that any employee, student, or staff member may speak any language except when speaking of a particular language is a business necessity. Interactions among faculty, staff, or students not directly related to conduct of university business do not fall within the business necessity exception. Should it be determined that any university employee attempted to infringe on the rights of others to speak any language, appropriate disciplinary action will be taken.

7.5 Sexual Harassment
Workers in New Mexico are protected from sexual harassment under the New Mexico Human Rights Act, N.M. Stat. Ann. §§ 28-1-1 to –14 (1987 and Suppl. 1991). WNMU also has a policy protecting its workers from unwelcome conduct of a sexual nature. If you experience sexual harassment at Miller Library, please contact the University Librarian or the WNMU Affirmative Action Officer immediately.

WNMU Sexual Harassment Policy Statement

In recognition of the fact that sexual harassment is a form of discrimination prohibited by law, and in accordance with the provision of Section 703, Title VII of the Civil Rights Act of 1964 and the New Mexico Human Rights Act, Western New Mexico University is committed to maintaining a working environment free of objectionable and disrespectful conduct and communication of a sexual nature. The University is equally committed to maintaining an environment free of sexual discrimination for students of Western New Mexico University in their dealings with the staff and faculty of the University.

A. Definitions
1. Conduct of a Sexual Nature – may include, but is not limited to, verbal or physical sexual advances, including subtle pressure for sexual activity; touching, pinching, patting, or brushing against; comments regarding physical or personality characteristics of a sexual nature; sexually-oriented “kidding,” “teasing,” double-entendres and jokes, and any harassing conduct to which an employee or student would not be subjected but for such employee’s or student’s sex.
2. Unwelcome Conduct of a Sexual Nature
   a. Verbal or physical conduct of a sexual nature may constitute sexual harassment when the allegedly harassed employee or student has indicated, by his or her conduct, that it is unwelcome.
   b. An employee or student who has initially welcomed such conduct by active participation must give specific notice to the alleged harasser that such conduct is no longer welcome in order for any such subsequent conduct to be deemed unwelcome.

B. Sexual Harassment Prohibited
   1. For the purposes of this policy, unwelcome sexual advances or requests for sexual favors, and other unwelcome conduct of a sexual nature constitute prohibited sexual harassment if:
      a. Submission to the conduct is made either an explicit condition of employment, or in the case of a student, academic advancement;
      b. Submission to or rejection of the conduct is used as a basis for an employment decision affecting the harassed employee; or
      c. The conduct substantially interferes with an individual’s work/academic performance, or creates an intimidating, hostile, or offensive work/academic environment.

2. Specific Prohibitions
   a. Administrators and Supervisors
      1. It is sexual harassment for an administrator or supervisor to use his or her authority to solicit sexual favors or attention from subordinates when the subordinate’s failure to submit will result in adverse treatment, or when the subordinate’s acquiescence will result in preferential treatment.
      2. Administrators and supervisors who either engage in sexual harassment or tolerate such conduct by other employees shall be subject to sanctions, as described below.
   b. Faculty and University Staff
      1. It is sexual harassment for a faculty member or university staff to use his or her status to solicit sexual favors or attention from students when the student’s failure to submit will result in adverse treatment, or when the student’s acquiescence will result in preferential treatment.
      2. Faculty and university staff who either engage in sexual harassment or tolerate conduct shall be subject to sanctions as described below.
   c. Non-administrative and Non-supervisory Employees
      1. It is sexual harassment for a non-administrative and non-supervisor employee to subject another such employee to any conduct of a sexual nature. Employees who engage in such conduct shall be subject to sanctions as described below.

C. Reporting, Investigation, and Sanctions
   a. It is the express policy of the University to encourage victims of a sexual harassment to come forward with such claims. This may be done through the Affirmative Action Grievance Procedure.
1. Employees who feel that administrators, supervisors, or faculty are conditioning promotions, increases in wages, continuation of employment, or other terms or conditions of employment or academic advancement upon agreement to unwelcome conduct of a sexual nature, are encouraged to report these conditions to the appropriate administrator. If the employee’s direct administrator or supervisor is the offending person, the report shall be made to the next higher level of administration or supervision. In the case of students, the report shall be made to the department or chair or Vice-President for Academic Affairs.

2. Individuals are also urged to report any unwelcome conduct of a sexual nature by supervisors, fellow employees or students if such conduct interferes with the individual’s work/academic performance, or creates a hostile or offensive environment.

3. Confidentiality will be maintained and no reprisals or retaliation will be allowed to occur as a result of the good faith reporting of charges of sexual harassment.
   b. In determining whether alleged conduct constitutes sexual harassment, the totality of the circumstances, the nature of the conduct, and the context in which the alleged conduct occurred will be investigated. The Affirmative Action Director has the responsibility of investigating and resolving complaints of sexual harassment.
   c. Any employee found to have engaged in sexual harassment shall be subject to sanctions, including but not limited to, warning or reprimand, suspension, or termination, subject to applicable procedural requirements.

Dr. John E. Counts, President
SECTION EIGHT

PROCEDURES

8.1 Opening and Closing Procedures

Public Services Opening Procedures
A staff member is always scheduled to open the library, and will turn on the lights and computers as indicated below. However, any student worker scheduled at opening time should ask this person what remains to be done and check whether the books and newspapers have been pulled from the main entrance bookdrop and the “Doghouse.”

There are computer terminals:
- in the Reference area
- in the library lobby
- in the Periodicals area
- at the Circulation Desk
- at the north and south ends of the Circulating Stacks (upstairs).

Lights switches are located:
- on the panel in the Circulation Supervisor’s office
- in the restrooms
- on the wall south of the front foyer
- in the Treasure Room
- in the ILL foyer
- in the hallway to the Library secretary’s office
- behind the OPAC terminal upstairs at the north end

All photocopiers should be on:
- one in Reference area, and
- two inside the photocopy room.

Public Services Closing Procedures

Approximately one hour before closing (upstairs)
- Pick up unshelved books and bring them downstairs to “browse.”
- Place step stools neatly at the ends of the stacks.
- Straighten chairs and pick up trash.

Approximately 30 minutes before closing
- Announce closing on the intercom.

Approximately 15 minutes before closing
- Announce closing on the intercom.
- Turn off the OPAC monitors. On Fridays restart the research computers, or in the event of an electrical storm, shut down (turn off) the computers.
Approximately 10 minutes before closing
- Walk through upstairs and make sure all patrons have left.
- Make sure all carrels are empty and clean and their lights are off. Leave enclosed carrel doors locked.
- Turn off the upstairs OPAC monitors.
- Turn off the upstairs lights. Switches are behind the north OPAC terminal. Leave the stairwell and elevator lobby lights on.

Approximately 5 minutes before closing
- Announce closing on the intercom.
- Turn off the lights in the photocopy room.
- Turn off the lights in the Interlibrary Loan work area, the Public Services offices, and the hallway to the Library secretary’s office. Leave on the security lights in the ILL foyer and by the elevator.
- Be sure the toilets and urinals have been flushed, prop open the restroom doors, and turn off the restroom lights.
- Do a final walk-through to make sure all patrons are gone and the monitors are off.

At closing
- Forward the Circulation desk telephone to the answering machine.
- Turn off the lights from the electrical panel in the Circulation supervisor’s office. Leave on the security lights at the Periodicals Desk and the Reference Desk.
- Exit building with co-workers.
- A supervisor will activate the security alarm.

Media Services Opening Procedures
- Make certain that library staff have disarmed the security alarm. Media Services has two separate alarm keypads; one is located above the drinking fountain in the Media Services hallway. When entering from the back doors through the use of a keycard, this alarm allows 30 seconds to disarm before it activates. Entrance through the Library will result in immediate alarm sirens.
- Open and secure the window gate in the Media Services front office (facing the Reference area).
- Check for telephone messages.
- Check for classes on the Voyager Media Scheduling module (or the physical scheduling clipboard, whichever is available).
- Unlock scheduled classrooms and provide set up, if required (e.g., lights, TV-VCR, videoconferencing, slide projector, screens, projectors, etc.).
- Place a name sign for the instructor on the scheduled classroom door for easy identification by the instructor and students.
- If you are the only person staffing this area and you must leave, place a sign to indicate that you will return shortly and be sure to close the window gate in the front office. Do not leave this area without staffing for more than 10 minutes, if at all possible. Notify the staff member at the Reference desk that you will be away from Media Services, and let this person know when you will return.
Media Services Closing Procedures
- Check the Voyager Media Scheduling module (or physical scheduling clipboard) to confirm any deliveries that must be made at or prior to 8:00 a.m. the following day. Deliver and set up if your supervisor instructs you to.
- Check all classrooms for lights and activated equipment that must be turned off or deactivated. Do not turn off the power to videoconferencing equipment unless it is necessary.
- Check the kitchen for appliances that must be turned off, i.e. coffee machine, oven, etc.
- Knock on the restroom doors and announce library closing. Turn off lights and leave all doors open.
- Power down all equipment in the production rooms, unless otherwise instructed.
- Lock all deadbolt locks and other door locks, including classrooms, kitchen, and external doors.
- Turn off all lights including the Media Services hallway.
- Place the “Section is Closed” sign in front of the Media Services window and the “Alarm is Active” sign at the entrance to the Media Services hallway.
- Ask your supervisor or the staff member at the Reference Desk to activate the Media Services hallway security alarm. You must be out of the Media Services area within 30 seconds after the security alarm is activated.

Technical Services Opening Procedures
Technical Services staff or supervisors are responsible for opening this area. The light switches in this area are on the walls in each section.

Technical Services Closing Procedures
Generally all Technical Services staff are gone by 5 p.m., Monday through Friday. On Fridays student workers should leave 10 minutes before closing in order not to trip the security alarm. Supervisors are responsible for closing and will do the following:
- Turn off all lights
- Close window blinds
- Lock elevator
- Turn off photocopiers
- Secure and lock doors

8.2 Safety and Security of Individuals
Miller Library should be a safe, clean environment for the staff and library patrons, but the library is a public place, and that means there are sometimes strange or even threatening people in the building.

Occasionally patrons will use the Research terminals to view pornography on the Internet. Librarians have a commitment to free access to information, so we tolerate things that sometimes offend us, like pornography. However, the Library’s Research Terminals Policy states that the terminals are not to be used for illegal purposes, and child pornography is illegal. If you see a patron viewing child pornography, report it to your supervisor.

Maintain your professional demeanor when dealing with strange patrons. Be polite, but do
not tolerate harassment. Trust your instincts. Summon your supervisor if you are uncomfortable. Fill out an Incident Report after any potentially dangerous or suspicious encounters.

If patrons have a body odor that is so offensive or their behavior is so disruptive that it infringes on other patrons’ use of the library, library staff members (not student workers) will give written notice to the offender and ask them to leave.

Be especially cautious at library opening or closing times. The entrance doors do not always shut tightly, so pull them closed behind you. When exiting the building at closing time, leave with other employees, and wait until everyone has started his or her car (don’t leave anyone stranded with a dead battery).

Student workers who observe potential hazards or suspicious behavior should report them immediately to a library supervisor. If you observe a patron who is abusive toward someone or destroying library property, get a physical description of that person and notify a supervisor, who will call Campus Police. Although it is difficult to anticipate every hazardous situation, follow these guidelines:

- Do not ever give out personal information about yourself or any co-worker or staff member. This includes work schedules, personal phone numbers or addresses.
- Do not have friends or family in your work area during your shift.
- If asked to perform a task you are physically unable or uncomfortable doing, speak up; do not attempt the task.
- If anyone, including you, is hurt on library property during your work schedule, report it to a supervisor immediately.
- See your supervisor for first aid kits, CPR kits, flashlights, and fire extinguishers.
- Always perform a thorough check of the stacks, study carrels, and restrooms when closing. Check these areas carefully.
- Do not leave the building alone after dark. You can call Campus Police for an escort, if needed, at the after-hours Dispatch 9-388-8840. Wait for co-workers to start the engines of their cars before you drive away.
- Do not attempt to deal directly with anyone you perceive as threatening or criminal. Notify a supervisor or contact Campus Police.
- If you experience a threatening incident, contact a supervisor immediately, and then fill out an Incident Report. If you feel unsafe, ask a supervisor to call Campus Police or 9-911.

**8.3 Protecting Library Materials**

One important aspect of your job is protecting library materials. Be polite but firm. Drinking from bottles of water is okay; otherwise **NO** food or drink may be consumed in the public areas of the library. This applies to the public and to you. You may eat in the break room. Be sure to clean up after yourself. Crumbs attract bugs and mice, and after they eat the crumbs, they eat the pages and glue in books.

Handle all library materials with clean hands, and keep your work surfaces clean. Fingerprints or food/beverage stains can be permanently damaging.

Do not pack books tightly on a shelf, or allow them to lean. Do not pull a book off the shelf by the top of the spine – it can tear. Be careful not to place stress on a book’s binding, especially when photocopying.
Handle microforms at the edges, so as not to scratch or smudge the surface. CDs and DVDs also should be handled at the edges, because fingerprints can damage them. The precautions you take to handle library materials carefully will help preserve the collection for future students.

In order to prevent theft, the Library has installed a 3M security gate system. One gate is located at the main entrance and another is at the entrance that leads to the Student Memorial Building. Library items are protected by a magnetic tape that sets off the gate alarm if the item has not been properly desensitized. If the alarm goes off, ask the patron to re-enter the library for inspection. If the patron does not stop or refuses inspection, do not attempt to apprehend him or her. Notify your supervisor and then complete an Incident Report.

Items that can set off the gate alarm have a magnetic field, such as:

- electronic watches
- rental videos
- pagers and cell phones
- items purchased from the bookstore (please desensitize these items)

Do not desensitize magnetic media such as floppy diskettes, audio tapes, usb thumbdrives, or video tapes. Magnetic media can be erased if desensitized. Compact discs and DVDs will not set off the alarm because they are optical media, not magnetic media.

Be especially watchful of material in the Treasure Room. There are thieves who cut up books (for example, cutting pages out of Audubon bird books to sell as prints).

8.4 Vendacards

The University has a contract with ACT, a company that owns and maintains the photocopiers, the microform reader-printers, and the Research terminals printer, as well as the Vendacard system.

Use the “Card Dispenser” vending machine to purchase a blank Vendacard for $1. Add value to the card through the “Vendacoder” machine or through the coin boxes and bill readers attached to the photocopiers. Vendacards that display dollar value can be recharged and reused. University departments have Vendacards that display “clicks,” or numbers of copies. These cannot be recharged.

All patrons must purchase a Vendacard if they wish to use the printer in the Reference Area. We are unable to provide monetary change to patrons; they can be directed to the Cafeteria or to the University book store.

The Circulation Desk has a “courtesy card” which can be used for photocopier malfunctions that are not patron errors.

If a Vendacard is jammed in a card reader, unplug the machine and plug it in again. If that doesn’t work, try inserting another card into the card reader just enough to nudge the stuck card.
8.5 Equipment for Special Needs
The library has special equipment for people with disabilities.

For the Visually Impaired
- Window Eyes PC with Arkenstone voice assistance (Reference)
- Aladdin Pro+ which magnifies book pages for reading (Reference)
- Two talking book tape players (Circulation, Equipment Closet)

For the Deaf
- Ultratec TTY (Circulation)

8.6 Reference vs. Directional Questions
Library patrons will ask you questions. When they ask you a question that you can answer, help them to the best of your ability. That would include simple directional questions, or information covered in your training, such as where the ERIC microfiche are, or how to access Yahoo. But if the patrons ask you a more complex question, such as what database to use, or anything requiring research, you must refer them to the staff at the Reference desk. There are several reasons for this.

First, the questions patrons ask often don’t express what they’re really seeking. It may require a “reference interview” to ascertain what they really want. A reference interview is a cycle of open-ended, exploratory questions, to clarify what patrons need. A good reference interview requires careful listening, flexible thinking, analytical skills, experience in finding information, and knowledge of the ways publications are indexed and cataloged.

Second, patrons often have questions about medical or legal issues, and there can be serious ramifications to giving medical or legal advice.

When patrons ask you reference questions, use your best judgment, and in your own style, diplomatically tell them, “I’m not the best person to answer that question. Let me introduce you to the librarian.”

8.7 Staff Meetings
All library staff attend staff meetings periodically. If you are working while a Library staff meeting is taking place, and need to ask a question or get a supervisor’s initials on your sign-in sheet, please interrupt the meeting to do so.

8.8 Other Circumstances
Circumstances not covered by policies stated in this handbook will be governed by the policies of Western New Mexico University.
SECTION NINE
LIBRARY ORGANIZATION

9.1 Library Organizational Chart

9.2 Library Organization
The Library is organized into three areas: Media Services, Public Services, and Technical Services. The Manager of each area reports to the University Librarian. Student workers will be assigned to library staff within each area (e.g., student workers report to the Circulation Technician, who in turn reports to the Public Services Manager). A more complete description of each area follows:

Media Services
The mission of Media Services is to provide excellent service to the WNMU community in the areas of media access, presentation, and multimedia production. The Media Services Technician oversees this area and reports to the University Librarian.
Public Services
The mission of Public Services is to provide excellent service to the WNMU community in the areas of reference and research, circulation of library materials, periodicals, government documents, and interlibrary loan services.

Student workers in the Public Services area receive training and are expected to be proficient in the following:
- microform reader/printers
- photocopiers
- Vendacard machines
- online resources
- Voyager functions, such as Circulation charge and discharge and OPAC searching.

Technical Services
The mission of Technical Services is to provide excellent service to the WNMU community in the areas of acquiring library materials, cataloging, processing the materials for use, maintaining the online catalog, and repairing and preserving the collection. The Technical Services Manager oversees this area and reports to the University Librarian.

9.3 Supervision
Library support staff (Library Specialists and Library Technicians) supervise the work of students in all three units of the library. Support staff report to the Library Managers, and they handle the daily functioning of the library. Library staff:
- train student workers
- coordinate schedules
- initial sign in/out sheets
- prepare payroll
- assign tasks
- evaluate student work performance.

Supervisors expect student workers to take their work responsibilities seriously. Student workers can expect their supervisors to be courteous, clear, and consistent in their interactions. Supervisors can serve as excellent references for students as they enter the workforce after college.

9.4 Job Descriptions
Each unit does different work; below are basic job descriptions for student workers in each unit. This handbook does not cover any job in detail. Each unit has its own procedures in addition to what is given here. If you don't understand a task, always ask for instruction.

Library Administration Office
- Know basic telephone functions, ie. transfers, holds, messages, etc.
- Answer phones professionally and provide basic library information.
- Direct patrons with research questions (or transfer their calls) to the Reference desk.
- Update library bulletin board weekly.
- Deliver and pick-up paperwork from offices on campus.
- Perform typing, filing, and faxing as needed.
- Generate “thank you” letters for donations and complete gift forms.
- Make calls to campus departments and vendors as needed.
- Enter data into the computer as needed.

**Media Services**

*Daily Operations*
- Scheduling media through phone calls or in person.
- Charging/discharging videos.
- Shelving/organizing/familiarity with video collection.
- Charging/discharging equipment.
- Setting up circulating media equipment in campus classrooms.
- Media collection management.
- Preparing Media Services ITV classrooms for instructors.
- Basic technical support for media classrooms.
- Knowledge of policies including food and drink consumption, scheduling, and homework during working hours.
- Processing and retrieving instructor reserve items.
- Preparing Media Services schedule for the week (for the library and for patrons).
- Knowledge of *GilaCat*.
- Customer-friendly orientation.
- Knowledge, familiarity, and usage of Media Services training materials and tools.

*Advanced Operations*
- Audio and video production of classes and events.
- Audio and video editing.
- Duplication services.
- Photography services.
- Videoconferencing facilitation, including MGC Manager use.
- Troubleshooting circulating equipment.
- Setting up non-traditional equipment (LCD w/laptop).
- Scanning and printing.
- Use of Windows NT-based computers.
- Help install technical equipment in campus classrooms.

**Public Services**

When you work in Public Services, you may be the first person or the only person patrons talk to in the library, so it is important that you present a professional and pleasant demeanor. The patron’s impression of the Library, and even of the University as a whole, is based on the image you project. Every time you help a patron, you represent an efficient and friendly library staff. Your appearance and your attitude have a big impact.
**Reference**

- Answer directional questions, but defer reference questions to a supervisor.
- Assist patrons (when a supervisor is not readily available) in accessing resources on the computer terminals. This includes the OPAC, e-mail, Internet, etc. If the patron is uncertain of what resource to use or needs additional help, refer the patron to a supervisor.
- Assist with printers, photocopiers, microform reader/printers, and Vendacard machines.
- Help patrons find areas of the library and the locations of materials.
- Answer the phone courteously and take complete messages.
- Know the policies for use of Research terminals.
- Know the Treasure Room policies and follow those procedures.
- Maintain appearance of the Reference area by pushing in chairs, picking up books when patrons have finished using them, and discarding debris left by patrons.
- Browse and reshelve Reference and Ready Reference materials.
- Shelf-read Reference shelves.
- Help supervisors at Reference with projects and other miscellaneous duties as assigned.

**Circulation**

**Daily**

- Register new patrons.
- Charge books to patrons; always verify any notes concerning the patron status.
- Know how to use basic telephone features: transfers, holds, messages, answering other ringing phones.
- Know the policies and procedures for Course Reserves.
- Discharge books left by patrons.
- Sensitize or tattle-tape books.
- Shelve books.
- Return periodicals to periodical cart.
- Read and tidy shelves.
- Maintain printers, photocopiers, and microform reader/printers, and assist patrons with their use.
- Assist patrons with Vendacards.
- Assist patrons with location of maps.
- Know the basics for using the Voyager OPAC module *GilaCat*, the Internet and e-mail.
- Direct patrons to appropriate area in the library or to other buildings on campus according to their needs.
- Know and follow Treasure Room procedures.
- Know how to use the Voyager Circulation module.
- Flag damaged books for repair.
- Place books on “missing” status as needed.
- Assist patrons in locating library materials. If patron needs research assistance, refer the patron to a supervisor or the staff at the Reference Desk.
- Help in other units/areas as needed.
- Keep Circulation desk clean and neat at all times.
- Restock scratch paper at the OPAC and Research Terminals and be sure there is at least one sharp pencils at each terminal.
- Run errands as needed.

**Closing (see 8.1 “Opening and Closing Procedures”)**
- Announce closing at 30, 15, and 5 minutes before closing.
- Pick up books from around the library, browse or discharge and reshelve them.
- Place the step stools at the end of the stacks.
- Turn off monitors on OPAC terminals.
- Check library for remaining patrons.
- Turn off lights.

**Interlibrary Loan**
- Help all library patrons in any area of the library.
- Assist peers/staff in any area of the library.
- Have a working knowledge of the various databases.
- Complete initial processing of all requests daily.
- Pull/charge on GilaCat all lending requests and answer “yes” in FirstSearch Staff View then mail. Answer “no” in FirstSearch Staff View lending requests that are not being sent.
- Photocopy and mail or ARIEL all article requests.
- Receive and process in FirstSearch Staff View all borrowing requests.
- Input in FirstSearch Staff View patron requests.
- Discharge all returned material daily.
- Weed files for overdue material and e-mail or mail notices weekly.
- Answer the phone promptly and courteously in ILL and any other unit’s phone that may be ringing.
- Know how to send or borrow ALA materials.

**Periodicals**
- Help all library patrons in any area of the library.
- Assist peers/staff in any area of the library.
- Know proper shelving of newspapers, current and bound periodicals, and microforms.
- Know GilaCat and the library’s research databases.
- Assist patrons with locating periodical materials including paper, bound, or microform.
- If patrons have a research question or are uncertain of materials refer them to the staff at the Reference desk.
- Know how to use microform reader/printers, and assist patrons with their use.
- Track usage of periodicals and microform by “browsing” the appropriate barcodes in Voyager.
- Re-shelve materials daily.
- Know supplies for both library usage and patron usage.
- Maintain appearance of unit by pushing in chairs, picking up materials when patrons are done, and collecting trash left by patrons.
- Work on special projects as assigned.
- Browse and file maps in proper locations.
Government Documents

- Help all library patrons in any area of the library.
- Assist peers/staff in any area of the library.
- Know SuDoc and Zia Doc classification systems and proper shelving arrangement (applies to all formats: paper, CD, and microforms, etc.).
- Shelve new government documents; this includes applying correct stamps and tattletapes.
- Browse and reshelve government documents.
- Pull superseded or out-of-date (older than five years) government documents for supervisor’s review, if asked to do so.
- Shift government documents as needed.
- Replace old, worn, or inappropriate binders by sending items to Repair.
- Replace worn SuDoc labels by sending items to Repair.
- Work on special projects as assigned.
- Maintain appearance of Government Documents area by pushing in chairs, picking up and reshelving materials, and discarding debris left by patrons.

Technical Services

Cataloging

1. New book line
   a. Match spine labels to the classification numbers in the books.
   b. Place spine labels on the new books.
   c. Cover spine labels, using appropriately colored transparent covers for the designated locations.
2. Repair line
   a. Remove old labels.
   b. Place new labels.
3. Stamping withdrawn books
5. Check for damaged books in the stacks.
6. Enter withdrawn items into the online Withdrawals Web site (the URL for which is publicized to New Mexico libraries via an announcement in The Hitchhiker, the New Mexico State Library newsletter.)
7. Work on special projects.
8. Assist other units in the library as needed.

Acquisitions: Monographs

1. Perform pre-order book searches in both GilaCat and FirstSearch WorldCat by title, author, publisher and publication date.
2. Unpack shipments of new books and check all pages for number sequence and book flaws.
3. Calculate the shipping charges per book for entry on invoices. Send to Acquisitions Monograph desk for data entry into Voyager.
5. Help maintain hard copy files for each purchase order.
6. Correspond with faculty regarding the status of their book requests.
7. Work on special projects
8. Assist other units in the library as needed.

**Acquisitions: Non-Monographs**

1. Process mail.
   a. “Clean” mail.
   b. Check in mail, including periodicals, standing orders, newspapers, and government documents.
   c. Color-code periodicals.
   d. Tattle-tape periodicals.
   e. Date stamp periodicals.
   f. Record statistics.
   g. Route upstairs for shelving.
2. Process microforms according to instruction book: periodicals, government documents, and newspaper microforms
   a. Stamp
   b. Label envelopes
   c. Record statistics
   d. Route upstairs for filing
   e. Put packing slips in black file
3. Prepare periodicals for binding and process returned bound periodicals.
   a. Compile periodicals in numerical/chronological order.
   b. Fill out bindery order slips completely and accurately.
   c. Edit catalog records so items display “At bindery.”
   d. Match bindery order slips to received bound items.
   e. Send bound periodicals to cataloging.
5. File government document shipping lists and purge as needed.
6. Work on special projects as assigned.
7. Assist other units in the library as needed.

**9.5 Graduate Assistants**

Like the work-study students, Miller Library Graduate Assistants (GAs) must adhere to the Student Handbook guidelines, but they also enjoy certain privileges. The following distinguish GAs from other student workers:

- GAs sign a 9- or 12-month contract through the office of the Vice President of Academic Affairs.
- GAs work 20 hours per week and are paid on the 15th and the last day of every month. Paychecks can be picked up at the University payroll office.
- GAs are expected to provide an example of professionalism to the other student workers.
• GAs may assume some of their supervisor’s responsibilities in the supervisor’s absence, such as preparation of timesheets, and supervision and task assignment.
• GAs may contribute to semester evaluation of other student workers in their unit.

9.6 Cross-training
You may be cross-trained to work in or perform tasks for a library unit other than the unit to which you were assigned. Cross-training has several advantages:

• It allows flexibility in staffing when schedules conflict or when workload increases in a certain area
• It is interesting to learn new skills
• You have the opportunity to try different types of tasks to see which area of the library you enjoy most

If you are interested in cross-training, ask your supervisor about it.

All student employees at Miller Library will be trained to search the online catalog, GilaCat, charge and discharge materials, and use the electronic databases. Student employees in Public Services will also be trained to use the microform reader/printers and to fix common photocopier problems.
SECTION TEN

SHELVING LIBRARY MATERIAL

10.0 Introduction
Miller Library uses the Library of Congress (LC) classification system to assign call numbers, which are used to organize most materials including: circulating books, new books, reference books, Treasure Room materials, indices, videos, and some microforms. The library also has journals that are shelved in alphabetical order, some microforms shelved in numerical order, and government documents shelved in SuDoc or Zia Doc order.

10.1 Location Prefixes
The following prefixes are used in front of call numbers to indicate the locations where materials are housed in the Library:

- **cat** – Cataloging – located in Technical Services processing area
- **cba** – Children’s Book Award – located in Library lobby next to the Circulation area
- **gov** – Government Documents – print materials and CDs are located in government documents section of Reference area; microforms are located in beige cabinets between Circulation desk and Periodicals area
- **idx** or **index** – Index – located in Periodicals area
- **map** – Map (flat) – located in flat file cases in Library lobby area
- **mapvf** – Map (folded) – located in vertical filing cabinets in Library lobby
- **media** – Media – located in Media Services area
- **micro** – Microform – rolls of microfilm or sheets of microfiche, located in microform cabinets in Library lobby between Circulation desk and Periodicals area
- **nu** – Nursing – located in Watts Hall
- **ot** – Occupational Therapy – located in Watts Hall
- **ovsz** or **oversize** – Oversized book – located on second floor in Oversize section of circulating stacks
- **pl** – Popular Literature (mostly paperbacks) – located in the southeast corner of the Library’s main floor
- **per** – Periodical – print format is located in the Current or Bound Periodicals areas or in compact shelving in the Technical Services area downstairs; microform format is located in the cabinets in the Library lobby between Periodicals and Circulation areas. Within each area, periodicals are filed alphabetically by title
- **ready** – Ready Reference – located at the Reference desk
- **ref** or **reference** – Reference – located in the Reference area
- **tr** – Treasure Room
- **vault** – Vault – ask a librarian to retrieve or reshelve these items
- **vertical file** or **vf** Vertical File – in the filing cabinet in the Reference area.

10.2 Library of Congress Classification and Call Numbers
Successful completion of the *LC Easy* electronic tutorial is required of all student employees. *LC Easy* provides a foundation in the Library of Congress classification system.
LC call numbers are comprised of different elements, as in the following tables.

<table>
<thead>
<tr>
<th></th>
<th>Author</th>
<th>Title</th>
<th>Classifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tocqueville, Alexis de</td>
<td>Democracy in America</td>
<td>Classifications: J, P, PS, PQ, PS. Shelve in alphabetical order (J - JK - P - PQ - PS).</td>
</tr>
</tbody>
</table>

The first one or two or three letters are the LC classification for the general subject area. Shelve in alphabetical order (J - JK - P - PQ - PS).

<table>
<thead>
<tr>
<th></th>
<th>Author</th>
<th>Title</th>
<th>Classifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Piaget, Jean</td>
<td>Child’s Conception of Physical Causality</td>
<td>Classifications: J, P, PS, PQ, PS. Shelve in alphabetical order (J - JK - P - PQ - PS).</td>
</tr>
</tbody>
</table>

The first set of numbers are usually the first topical subdivision of that subject. These numbers are whole numbers, so they are filed in natural counting order (501 before 3505).

<table>
<thead>
<tr>
<th></th>
<th>Author</th>
<th>Title</th>
<th>Classifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Piaget, Jean</td>
<td>Child’s Conception of Physical Causality</td>
<td>Classifications: J, P, PS, PQ, PS. Shelve in alphabetical order (J - JK - P - PQ - PS).</td>
</tr>
</tbody>
</table>

There may be one or two cutter numbers (one letter with one or more digits). The first cutter is preceded by a period, so the numbers in cutters are decimals, and filed as fractions (.43 before .5). File alpha-betically then numerically (B before Z; Z463 before Z8).

<table>
<thead>
<tr>
<th></th>
<th>Author</th>
<th>Title</th>
<th>Classifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Piaget, Jean</td>
<td>Child’s Conception of Physical Causality</td>
<td>Classifications: J, P, PS, PQ, PS. Shelve in alphabetical order (J - JK - P - PQ - PS).</td>
</tr>
</tbody>
</table>

Call numbers created since 1982 usually end with the year of publication (file in chrono-logical order). Call numbers can end with a volume or copy number (file in natural counting order: v.1 - v.2 - v.3).

1. Author
2. Title
3. LC classification for the general subject area.
4. LC classification number for the first subdivision of that subject.
5. Cutter number (often derived from author’s last name, so work files alphabetically).
6. Second cutter number (often derived from title, so work files alphabetically).
7. Year of publication (organizes editions by date).
8. Copy or volume designation.
10.3 Shelving Books
The books at Miller Library are shelved (arranged) according to the Library of Congress (LC) classification system. After the books have been properly browsed or discharged, arrange them in call number order on one of the carts. This step will make shelving much easier.

As you shelve, scan the section to be sure other books are in proper call number order. The shelves are easier to read when neat and even. Adjust the bookends to keep the books upright; this will protect the binding and help preserve the collection. Align the books evenly along the front edge of the shelf.

**Shelving New Books**
The Library has special shelves for new books, located in the main lobby. New books are marked with a small red dot on the spine. Books are kept on the New Books shelves for three months—the number of the month written on the red dot is the month the book is to be moved to Circulating Stacks. Be sure to update the book’s location code in Voyager when you do this. New books are shelved according to LC classification.

10.4 Shelving Indexes and Abstracts
Indexes (indices) are shelved according to LC Classification and have a yellow label over the call number. Indexes are shelved on the east wall of the Periodicals area.

10.5 Shelving Periodicals (journals, magazines & newspapers)
1. Current Periodicals are arranged alphabetically by title. Each journal is assigned one or more sections on the shelves. Each section includes the display rack and the bin underneath it (lift the display rack to see the bin). The most current issue(s) should be on the display rack, and earlier issues are stored underneath.

   ![Display rack with two issues on display and display rack lifted to reveal bin.](image)

<table>
<thead>
<tr>
<th>People May 2006</th>
<th>People Sept 2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>People Apr 2006</td>
<td>People July 2006</td>
</tr>
<tr>
<td>People Mrch 2006</td>
<td>People Aug 2006</td>
</tr>
<tr>
<td>People Feb 2006</td>
<td>People June 2006</td>
</tr>
<tr>
<td>People Jan 2006</td>
<td></td>
</tr>
</tbody>
</table>

2. Shelve individual periodical titles in chronological order. Within the bin, the oldest issue will be on the left side and start at the bottom of the stack. The newer issues are on the right, with the most recent on top of the stack. Place the very newest issue(s) on the display rack with the cover facing outward. In cases where there is more than one title per bin, put only one issue of each title on display.

3. Shelve individual newspapers in chronological order, the same way the journals are shelved. The older newspapers will be on the left side with the oldest one on the bottom. Newer issues will be on the right, with the most recent on top of the stack. Newest issues will be on display.
10.6 Shelving Bound Periodicals
Bound periodicals are shelved alphabetically by title. On the shelves, the older issues are on the left and newer issues on the right. Volumes 1950 or older are on compact shelving in Technical Services.

10.7 Shelving Government Documents (Gov Docs)
Miller Library serves as a partial depository library for material published by the United States government. Most of these federal government documents (“gov docs”) are arranged by the Superintendent of Documents (SuDoc) number, which organizes the material according to the issuing agency. New Mexico state documents are arranged according to the Zia Doc system, which also organizes the material according to the issuing agency.

SuDoc numbers are composed of various elements. In the number “ED 1.1/3:997/SUM”:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED</td>
<td>represents the issuing agency (Department of Education)</td>
</tr>
<tr>
<td>1</td>
<td>means it comes from the upper level (not a subdivision) of the bureau</td>
</tr>
<tr>
<td>1</td>
<td>designates the type of publication (an annual report)</td>
</tr>
<tr>
<td>3</td>
<td>indicates a series attached to the report</td>
</tr>
<tr>
<td>997</td>
<td>stands for the year of publication (1997)</td>
</tr>
<tr>
<td>SUM</td>
<td>is derived from a significant word in the title (“Summary”)</td>
</tr>
</tbody>
</table>

The elements of punctuation (periods, colons, slashes) divide the SuDoc number into segments. Within each segment, the number is a whole number, not a decimal. In the Library of Congress classification (LC) system, the first number is a whole number, but numbers after the period are decimal.

The numbers that follow the period are whole numbers, so “75” (seventy-five) comes before “123” (one hundred twenty-three).

The numbers that follow the period are decimals, so “.59” (a little more than one-half) comes before “.7” (not quite three-fourths).

Some segments relate to the agency, some to the title of the document, some to the volume or issue number, some to the year of publication. A typical SuDoc number has only some – not all – of these elements. The following are guidelines for the shelving order:

<table>
<thead>
<tr>
<th>SuDoc filing order</th>
<th>LC filing order</th>
</tr>
</thead>
<tbody>
<tr>
<td>HE 5.75:N93</td>
<td>F 801.B59</td>
</tr>
<tr>
<td>HE 5.123:C30</td>
<td>F 801.B7</td>
</tr>
<tr>
<td>HE 5.214:A7</td>
<td>F 801.B75</td>
</tr>
</tbody>
</table>

Documents are shelved alphabetically and then numerically.

Digits representing years come before other numbers. Sometimes a range of years is given (“993-94” to mean 1993-1994).

Letters come before numbers.

Dashes come before slashes. In a SuDoc number for a periodical, a slash separates volume and issue numbers.

Nothing comes before something. The number with nothing between “7002” and the colon comes before the one with “/A” (which is something) before the colon.

In the book number (the segment following the colon), a slash indicates a revision (in this example, a corrected version).
10.8 Filing Microforms
Microforms include sheets of microfiche and spools of microfilm. Microforms are located in metal cabinets in the Library lobby. There are various collections in microform: periodicals, Library of American Civilization (LAC), books on microform with Library of Congress call numbers, Educational Resources Information Center (ERIC) publications, and government documents. Library student workers fulfill a vital function by keeping the microforms in proper order. Following are the guidelines for filing:

- Periodical microforms are filed in alphabetical order by title.
- LAC microforms are filed in numerical order by LAC number.
- Books on microform are filed in LC call number order.
- ERIC microforms are filed in numerical order by ERIC number (a prefix of ED + six digits).
- Government document microforms are filed according to the Superintendent of Documents (SuDoc) number.

**Periodicals**
Periodical microforms (rolls of film or fiche) are filed in alphabetical order by the title of the periodical:

```
Economic Geography
Vol. 75 No. 3 July 1993

Economic and Cultural Change
Vol. 46 No. 4 July 1998
```

**Library of American Civilization (LAC)**
LAC microfiche are filed in numerical order by LAC number:

```
Brisseenden, P F Earnings of Factory Workers  LAC 11261

Bolen G L Getting a Living  LAC 11260

Bolen, George Lewis, 1861-
Getting a living; the problem of wealth and
poverty-of-profits, wages and trade unionism.
New York, The Macmillan company; London:
```
Books – Books on microfiche are filed in Library of Congress call number order:

ERIC – ERIC documents on microfiche are filed in numerical order by the ED number:

Government Documents – “Gov docs” microforms are filed by the Superintendent of Documents (SuDoc) number:
10.9 Filing Maps
Topographical maps are stored in the flat files alphabetically by the place name. Some maps are filed in the vertical filing cabinets in SuDoc order. Some maps are stored in the flat files in the Treasure Room.

10.10 Shelving Videos
Videos are housed in Media Services and are shelved according to LC Classification.
SECTION ELEVEN

EMERGENCIES

11.1 Accidents and Emergencies at Miller Library
(See back cover for emergency numbers.)
If an emergency arises at work, you should notify your supervisor immediately.
Emergency situations include library plumbing problems, library computer failures, patron
or staff injury or illness, or abusive patrons. For potentially life-threatening emergencies,
such as fire or a bomb threat, alert a library supervisor. Library supervisor will call 9-911
and Campus Police ext. 6999 and will provide more instructions.
If you witness an abusive or potentially threatening incident with a patron you should
notify a supervisor immediately, then fill out an Incident Report.
If you experience an injury on the job, you should notify a supervisor immediately. The
supervisor will give you a Notice of Accident form, which must be completed within 15
days and signed by the University Librarian. The white copy of this form is filed with
Campus Police; the yellow copy is maintained in your employee file. You may request a
copy of the completed form.
If it is necessary for you to visit the hospital following an accident, you must see the
Director of Campus Police to file additional reports, including the Employer’s First Report,
a Medical Release, a Claim Explanation, Witness Statement(s), a Modified Work
Assignment form, a Case Number form, a Final Report form, and a Case Closed form. These
forms are required for insurance claims. In the event a hospital visit is required, you will be
assigned a case number by Campus Police that will be needed for tracking insurance claims.
Any patron who is injured on campus should be sent to Campus Police to file a Tort of
Notice claim.
First aid kits, CPR kits, flashlights, and fire extinguishers are located in each area of the
library. Ask your supervisor to show you where they are.

11.2 Evacuation Procedures
A. Weekday hours (Monday to Friday, 8:00 a.m. to 5:00 p.m.)
   1. Public Services
      The University Librarian or designee will be responsible for overseeing the safe
evacuation of the Public Services area of the library. In the University Librarian’s
absence, the staff member serving on the Reference Desk will be responsible. The
University Librarian or designee should assign library staff members as designated
assistants in the evacuation before requesting assistance from student employees. The
University Librarian or designee should make sure the following occurs:
      a. The University Librarian or designee will announce the evacuation of the building
         over the intercom system.
      b. If no alarm sounds, the University Librarian or designee will notify the Technical
         Services and Media Services areas to evacuate the building.
      c. The University Librarian or designee will check the top floor of the library for
         patrons, except in the event of immediate danger from smoke or fire. All patrons
         will be asked to exit the building immediately. Use the stairs because the elevator
         may be unsafe. Take a flashlight.
d. The University Librarian or designee will check the main floor of the library, including offices; restrooms; conference rooms; the Treasure Room; Writing Center; and photocopy room, for staff and patrons. All staff and patrons will be asked to leave the library immediately.
e. The University Librarian or designee will lock the entrance to the SMB, which has its own emergency announcement system.
f. The University Librarian or designee will secure the Public Services area of the library until members of the appropriate agency arrive.
g. The University Librarian or designee is responsible for checking that all library staff is accounted for.

2. Technical Services
The Technical Services Library Manager (TSLM) will be responsible for overseeing the safe evacuation of the Technical Services area of the library. In the Manager’s absence, the most senior staff member at work at the time will be responsible.
a. Upon hearing the alarm or receiving a call from the Public Services staff member, the TSLM will check all areas of Technical Services, asking staff and students to leave the building immediately.
b. The TSLM will secure the Technical Services area of the library until members of the appropriate agency arrive.

3. Media Services
The Media Services Technician will be responsible for overseeing the safe evacuation of Media Services.
a. Upon hearing the alarm or receiving a call from the Public Services staff member, the MST will notify the instructors of any classes to escort their students out of the building immediately.
b. The MST will check all areas of Media Services including the restrooms, kitchen, video rooms, and classrooms, and ask all patrons and staff to leave immediately.
c. The MST will secure the Media Services area of the library until members of the appropriate agency arrive.

B. Evening and weekend hours (Monday to Thursday, 5-9 p.m., and Saturdays and Sundays)
During evening and weekend hours, the staff member at the Reference Desk will be responsible for evacuating Miller Library.
1. Follow guidelines for Public Services area above.
2. If the evacuation occurs during hours when Media Services is open, the staff member will notify the Media Services worker.
3. The staff member may ask student workers for assistance with the safest evacuation procedures, i.e. announcing the evacuation and checking for patrons on the main floor.
4. Upon securing the building, notify the University Librarian, the administrative secretary, or the staff member on Reference Desk duty of the evacuation.

End of Alarm
In all of the above cases, library staff must assemble in front of the WNMU Museum at the upper end of the ramp to the lower level parking lot. The building can be re-entered only when permission is given by the Fire Department and/or Campus Police.
11.3 Power Failures
In the event of a power failure, emergency lighting will come on in the main part of the library. Each area of the library is also equipped with a flashlight. The University Librarian or designee (or Reference staff on evenings and weekends) is responsible for evacuating the library in the event of a power failure.

1. Call the Maintenance Department and Campus Police to notify them of the power failure.
2. Wait 15 minutes. If the power is not back on, and Maintenance cannot tell you when it will come back on, evacuate the library. Follow closing procedures.
3. Notify Maintenance so the electronic key system can be re-set to lock all outside doors.
4. Notify the University Librarian, the administrative secretary, or the staff member on Reference Desk duty that you have closed the library.

11.4 Emergency Numbers

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies</td>
<td>9-911</td>
</tr>
<tr>
<td>Campus Police Emergency (24 hours)</td>
<td>6999</td>
</tr>
<tr>
<td>Campus Police – non-emergency (Mon-Fri., 8 am - 4:30 pm)</td>
<td>6231</td>
</tr>
<tr>
<td>Campus Police – evenings and weekends non-emergency</td>
<td>9-388-8840</td>
</tr>
<tr>
<td>Poison Control</td>
<td>800-432-6866</td>
</tr>
<tr>
<td>Maintenance</td>
<td></td>
</tr>
<tr>
<td>Weekday business hours</td>
<td>6470</td>
</tr>
<tr>
<td>After-hours cell phone</td>
<td>538-1770</td>
</tr>
</tbody>
</table>

11.5 Incident Report
See following page.
Incident Report

NAME:

DATE AND TIME:

DESCRIPTION:

How dangerous was this situation? (1 = slightly dangerous; 10 = very dangerous) 1 2 3 4 5 6 7 8 9 10

Were Campus Police called? YES NO

Resolution:

Complete this form whenever a patron is rude, uncooperative, abusive, and/or threatening. Please give the original to your supervisor or the Library Secretary as soon as completed.
SECTION TWELVE

A CAREER IN LIBRARY SCIENCE

Consider a career in librarianship. The profession is facing a shortage, as a large cohort of Baby Boomer librarians prepare to retire. There is a particular need for Spanish-speaking librarians. Information about library science and careers in the field can be found at the American Library Association’s website: www.ala.org


For most professional librarian positions, you will need a master’s degree in library science from a program accredited by the American Library Association. The following is an online directory of schools offering ALA-accredited programs: www.ala.org/alaorg/oa/lisdir.html.

No institution in New Mexico is accredited by the ALA, but there are colleges that offer library science classes. These classes would be most useful for becoming a library technician or for obtaining state certification. See the offerings at the Doña Ana Branch Community College Library Science Program and the Northern New Mexico Community College Library Technology Program. The University of New Mexico offers certification programs as well.

There are scholarships and internships intended to encourage diversity in the profession, for example the American Indian Library Association and the REFORMA groups are active with scholarships. The University of Arizona offers a Knowledge River program that is focused on Hispanic and Native American students.

When done properly, librarianship is a teaching profession, and library work offers many of the same rewards as teaching. Library schools offer courses for teachers who want to work in school media centers, as well as specialties in public and academic (college and university) librarianship.

If you are interested, we encourage you to read the professional journals to get a sense of current issues in librarianship, i.e. American Libraries, Computers in Libraries, Library Journal. Read the books in the library science section of the Circulating Stacks (call numbers beginning in the Z 600s). Feel free to ask any of the professional librarians for advice.
### Index to WNMU Miller Library Student Handbook

3M electronic theft detection … 25
Absences … 6, 10
Abstracts, shelving of … 37
Abusive patrons … 25, 45
Accidents … 42
Acquisitions, monographs, duties … 33
Acquisitions, non-monographs, duties … 33
ACT … 25
ALA Code of Ethics … inside cover, 1
ALA Library Bill of Rights … inside cover, 1
Aladdin Pro … 26
Alarm activation … 22-23
Alcohol … 9-10
Appearance … 8, 13
Attendance … 6, 10, 13
Attitude … 8, 10, 13
Attitudes toward work … 5-6, 8-10
Audio tapes, danger to … 27
Badges, identification … 8
Behavior, suspicious … 23-24
Beverages … 9, 24
Bilingualism … 18
Bomb threat … 42
Book returns … 16
Bookdrops … 18
Books, shelving of … 37
Borrowing library material … 8, 10, 15
Bound periodicals, Shelving of … 38
Break of confidentiality … 1
Breaks … 5
Campus Police … 24, 42-44
Career, Library Science … 46
Cataloging duties … 32
Charging library material … 10, 29-30
Cheating on time sheets … 10
Children in workplace … 9
Circulation duties … 30
Circulation policies … 15
Classification, Library of Congress … 35-36
Classification, SuDoc (Superintendent of Documents) … 38
Classification, Zia Doc … 38
Closing procedures … 21-23
Closures, schedule … 7
Computers … 2, 16-17, 23
Confidentiality … 10, 12-13, 20
Confidentiality, breach of … 1, 10
CPR kits … 24, 42
Cross-training … 34
Customer service … 3, 8, 11, 13
Damaged materials … 16
Deaf, equipment for … 26
Degenerating language … 18-19
Desensitizing materials … 25
Directional questions … 3, 26, 30
Disabled, equipment for … 26
Diversity … 18
Doghouse … 16, 21
Drinks … 9, 24
Due Process, procedures … 10
Drugs … 9-10
E-mail accounts … 2
Eating in the library … 9, 24
Elevator … 8, 23
Emergencies … 6, 9, 16, 24, 42-44
Emergencies, personal … 6, 9, 42, 44
Emergency phone numbers … 44, back cover
ERIC microform … 40
Ethnic slurs … 18
Evaluation by students … 14
Evaluation forms … 12-14
Evaluations … 11-14
Exit interview … 11
FBI … 1
Filing maps … 41
Filing microforms … 39-41
Financial aid … 4
Financial Aid, office … 7, 10
Fire … 24, 42-44
Fire extinguishers … 24, 42
Firearms … 9
First aid kits … 24, 42
Flashlights … 24, 42
Food … 9, 24
Forms for evaluation … 12-14
Recommendation letter ... 12
Reference duties ... 30
Reference questions ... 3, 26, 30
Registration, Library ... 15
Research terminals, policy ... 17
Resignation, letter of ... 4
Right of privacy ... 1, 10, 12-13, 20
Safety ... 23-24
Schedule, payroll ... 6-7
Schedule, closures ... 7
Schedules, work ... 4-7
Security of individuals ... 23-24
Security of library materials ... 22-23, 25
Sexual harassment ... 18-20
Shelving abstracts ... 37
Shelving books ... 37
Shelving government documents ... 38
Shelving indexes ... 37
Shelving library materials ... 35-41
Shelving new books ... 37
Shelving periodicals ... 37-38
Shelving videos ... 41
Smoking ... 9
Special needs, equipment for ... 26
Staff lounge ... 5
Staff meetings ... 26
Student e-mail accounts ... 2
Student evaluation of library ... 14
SuDoc classification ... 38
Superintendent of Documents classification ... 38
Supervision ... 28
Supervisors, expectations for ... 14
Suspicious behavior ... 23-24, 45
Talking book tape players ... 26
Tardiness ... 6, 10
Technical Services, job descriptions ... 32-33
Technical Services, mission ... 28
Telephone etiquette ... 3
Telephone messages ... 3
Telephones, cellular ... 3, 9
Telephone use by patrons ... 3
Terminals, research ... 17, 21-22, 30
Termination of employment ... 6, 10
Theft ... 10
Theft prevention ... 24-25
Timesheets ... 6-7, 10
Tobacco products, use of ... 9

Tracing missing items ... 16
Transferring telephone calls ... 3
TTY ... 26
Ultratec TTY ... 26
University property, unauthorized use of ... 10
Unsatisfactory performance ... 10
USA Patriot Act ... 1
Vendacards ... 25
Verbal warning for unsatisfactory performance ... 10
Video tapes, danger to ... 25
Videos, shelving of ... 41
Visually impaired, equipment for ... 26
Voyager ... 30, 33
Warning of unsatisfactory performance ... 10
Water ... 9, 24
Weapons ... 9
Web Eyes PC ... 26
WNMU calendar ... 7
WNMU Language Policy ... 18
WNMU policy on children in workplace ... 9
WNMU Sexual Harassment Policy ... 18-20
WNMU Student Employee Performance Appraisal ... 12-13
Work schedules – Work-studies ... 4
Work schedules – Graduate Assistants ... 5
Written warning, unsatisfactory performance ... 10
Appendix A

WNMU Student Employment Handbook
Student Employment Handbook

The Financial Aid Office is the designated central clearinghouse for all student employment. All departments should notify the Financial Aid Office of vacancies as they occur. The office will refer qualified students by sending the student to personnel in the department for their consideration and possible interviews. This does not preclude department heads referring students to the Financial Aid Office for clearance. The department head is responsible for hiring. The employee referral form must be returned to the Financial Aid Office whether or not the student is hired.

Policies Applicable to All Student Employees

All students seeking employment with Western New Mexico University must file an application with the Financial Aid Office. All students hired must complete a W-4 and an I-9. Please provide document(s) that establish both your identity and your employment eligibility. Acceptable document(s) are listed on the back of the I-9. If you provide a document from "List A," only that document is required, but if you provide a document from "List B" you must also provide a document from "List C." The I-9 is available online at:

http://www.wnmu.edu/jobs/Forms/PDF%20Files/I-9.pdf

Students will be referred to jobs for which they qualify on a “first-come, first-serve” basis, according to job preference, skills, and interests listed by the student. Due to the limited number of jobs on campus, all students are limited to one job. A student may not have a work-study job and a temporary job at the University.

Graduate assistants and resident assistants are limited to one job at the University.

Non Discrimination

Students are afforded equal opportunity without regard to race, religion, creed, color, national origin, sex, age or handicaps. Student employees are afforded the same privileges of appeal regarding terms and conditions of employment, according to due process procedures, as are full-time employees. The Financial Aid Committee shall serve as the final board of adjudication.

Qualification for Student Employment

Semester Hours Required

In order to qualify for employment under any Work-Study Program at Western New Mexico University, a student must be enrolled as follows:

1. Fall and Spring Semesters
Undergraduate students must be registered for at least 12 hours each semester.
Graduate students must be registered for at least 9 hours each semester.

2. Summer Session
A student may work during the summer if he or she is enrolled for 5 hours.

Academic Requirements
A student must maintain satisfactory academic standing in order to qualify for employment. Students on academic probation may not work unless they have obtained special permission from the Director of Financial Aid.

Work Schedule
The student employee and the supervisor will work out a mutually agreeable work schedule, unless otherwise stated in the job announcement. If a student employee is unable to meet the agreed upon schedule, it is the student’s responsibility to notify the supervisor immediately.

Hours
All students’ work hours are limited to 15 per week. No part time (less than 15 hr/wk) jobs are assigned.

Make up Time
If a student employee had a pre-arranged personal leave of absence, make-up time is left to the discretion of the supervisor. The supervisor is to secure approval from the Financial Aid Office prior to authorizing make-up hours.

Pay Scale
Student employees are paid on an hourly basis. Minimum wage is the standard hourly allotment.

Pay Periods
The pay periods vary from year to year according to the scheduled holiday recesses and semester breaks. The average pay period includes 10-13 working days. Usually there are eight pay periods to a semester and four during the summer sessions. The Financial Aid Office publishes the Student Employee Payroll Schedule each year.

Payroll Reporting
Each department must keep a detailed time sheet on each student employee. Time will be reported to the Financial Aid Office by the employing department on the standard Payroll Time Report furnished by the Financial Aid Office. These reports are due on dates specified in the Student
Employee Payroll Schedule published each year by the Financial Aid Office. Supervisors are responsible for getting time sheets in on time. If the time sheet is late, the student will not be paid until the next pay period. A time sheet will not be processed for payment if it is not turned in for two consecutive pay periods.

**Taxes**

All wages paid to student employees are subject to Federal Income Tax. It is the student’s responsibility to secure and complete the Employee’s Withholding Allowance Certificate (W-4) and the Employment Eligibility Verification Form (I-9) before being placed on the payroll. These forms are available in the Financial Aid Office. No student will receive a paycheck until he or she has completed and submitted the forms to the Financial Aid Office.

**Workmen's Compensation**

All employees are covered by Workmen’s Compensation.

**Probationary Period**

All new student employees are placed on probationary status for the first two weeks. During this period the student determines if the position is acceptable and the supervisor determines if the student is able to perform satisfactorily in the position.

**Terminations**

Employers may terminate students. There are five broad categories under which the student employee’s termination will fall: voluntary termination by the student; termination by the Financial Aid Office; termination during probation period; transfer; and involuntary termination.

1. **Voluntary Termination**

   The student employee normally presents his/her resignation to the employing department in written form. However, a student is considered to have resigned when he/she:
   
   o Walks off the job
   o Is absent for three consecutive work days without permission, or
   o Fails to return to work within three workdays following a personal leave of absence.

2. **Termination by Financial Aid Office**

   The student is terminated from the work study program usually because he/she has (1) earned the amount of the determined financial need for the academic year; (2) is no longer enrolled for the required number of hours at WNMU; or (3) fails to maintain a 2.0 or “C” average. When the student is terminated for one of the above three reasons, both the student and the employing department are notified.
3. **Termination during Probationary Period**

   All student employees are on a probationary status for the first two weeks, while the supervisor determines if the employee is able to perform satisfactorily in the position and the employee determines if the position is satisfactory. When terminating an employee during the probationary period, a supervisor should explain to the terminated employee why his/her performance is not satisfactory. An employee terminated during the probationary period is eligible to appeal the termination with the Financial Aid Office. An explanation of the termination should be given.

4. **Transfer**

   A student may transfer after the probationary period if the student, supervisor and department head mutually agree on it. The student must complete and have the supervisor sign the Permit to Transfer Form. The student may transfer once per semester.

5. **Involuntary Termination**

   The student employee is involuntarily terminated when: (1) the student does not perform in a satisfactory manner; (2) has committed a major offense such as theft, gross misconduct, gross insubordination, etc.

   The following steps should be followed when terminating the student employee:
   1. A verbal warning is given to the student employee.
   2. A written warning is given to the student employee, with a copy of the warning sent to the Financial Aid Office for the student’s file.
   3. A written statement of termination is given to the student employee, with a copy sent to the Financial Aid Office.

   The written warning is designed to give the student employee an opportunity to be aware of and correct his/her deficiencies. A reasonable time period of not less than one week is considered appropriate between the written warning and final termination. However, a written warning is not required for major offenses.

   **Due Process Procedures**

   While the University endeavors to maintain pleasant working conditions which lead to cooperative, effective working relationships with all employees it also recognizes that misunderstanding and disagreements may arise regarding terms and conditions of employment. Normally, such disagreements are resolved through informal discussions between the student employee and the supervisor. However, for questions and complaints not resolved to the student employee’s satisfaction through informal discussions with successive levels of supervision, the following formal Due Process Procedure is available upon request of the student. The Financial Aid Office will provide the mechanics of the procedures.
Procedures for Appeal

1. The concerned department head shall hold an informal meeting with the employee and render a written decision. This shall occur within ten working days of the filing of a written complaint with the department head.

2. The employee may file an appeal to the Financial Aid Committee within ten working days of notification of the decision reached in step one. The Financial Aid Committee shall hold a formal hearing within ten days of the filing of the appeal. The employee shall be notified in writing of the decision of the committee.

3. The employee must be present at the scheduled hearing. The appeal will be denied if the employee does not appear.

Policies Applicable to Federal Work-Study Employees Only

All students seeking employment through the Federal Work-Study Program must file a Free Application for Federal Student Aid (FAFSA) in the Financial Aid Office. To confirm a student’s continued employment though consecutive academic years, the student must submit a new application by April of each year.

Financial Need

Eligibility for federal work-study is determined through the demonstration of financial need by the federally approved need analysis. Need must be determined each year. When a student has earned an amount equal to the established need for the academic year, he/she is no longer eligible to work in any capacity as a student employee at Western New Mexico University for the remainder of the academic year.

Period of Employment

All student employment and financial need is calculated on a maximum of one year (fall through the summer session). Students must reapply for continued aid and/or employment past this period. The maximum length of employment is one year.

Excess Hours

Students are permitted to work a maximum of 15 hours per week during the academic year. If a student should, without prior authorization, exceed the 15 hours per week limitation, the excess hours will not be paid to the student. 

NOTICE: This document is subject to change to reflect the current institution policies and the ever-changing federal guidelines. Be sure to check with the Financial Aid Office for current practices reflecting these changes.

Definition of Terms
• Federal Work-Study

Federally funded program. Student employee must show eligibility as need based participant by completing the Free Application for Federal Student Aid (FAFSA).

75% of the earnings are paid by federal funds, 25% by the institution.

• Institutional Work-Study

WNMU departmental funded program. This is a non-need based student employment program. The individual department has the authority to hire student employees based on the department need and budget.

• Job Description

A definitive description of the duties to be performed by the student employee.

• Employee Referral Form

This form authorizes the department to employ a student in any one of the three programs. Student must pick up a form at the Financial Aid Office, have the supervisor sign it, and must return it to the Financial Aid Office before employment can begin.

• State Work-Study

The State of New Mexico funded program. Student employee must show eligibility as need based participant by completing the Free Application for Federal Student Aid (FAFSA). 80% of the earnings are paid by state funds, 20% by the institution.

• Time-Sheet

Documentation attesting to work performed by student employee. Completed according to a published schedule and delivered by permanent staff personnel to the Financial Aid Office.

• Work Schedule

A work schedule showing the hours worked by the student employee.

• Work-Study

(Federal, State, or Institutional) It is the intent of the programs to provide work for students attending institutions of higher education to help meet their costs of post secondary education. This is an employment opportunity and the student employee is expected to work while at the work site. **This program does not imply that the student employee will be paid to study.**
# PHONE NUMBERS

Emergency Numbers – See back cover

Computer Help Desk – ext. 4357 (574-4357 off-campus)
Ombuds Office – Dr. Kathie Gilbert ext. 6348 or 313-7793

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aguirre, Katherine (Kat)</td>
<td>Administrative Secretary</td>
<td>6408</td>
</tr>
<tr>
<td>Begay, Nellie</td>
<td>Technical Services</td>
<td>6485</td>
</tr>
<tr>
<td></td>
<td>Cataloging</td>
<td></td>
</tr>
<tr>
<td>Boatwright, Clark</td>
<td>Circulation Technician</td>
<td>6175</td>
</tr>
<tr>
<td>Grothues, Randy</td>
<td>Technical Services</td>
<td>6486</td>
</tr>
<tr>
<td></td>
<td>Acquisitions/Nonmonographs</td>
<td></td>
</tr>
<tr>
<td>Jaquez, Andrea</td>
<td>Library Technician</td>
<td>6409</td>
</tr>
<tr>
<td></td>
<td>Interlibrary Loan</td>
<td></td>
</tr>
<tr>
<td>Liebhart, Steve</td>
<td>IT Library Systems</td>
<td>6056</td>
</tr>
<tr>
<td></td>
<td>Technical Web Master</td>
<td></td>
</tr>
<tr>
<td>Ortego, Gilda Baeza</td>
<td>University Librarian</td>
<td>6358</td>
</tr>
<tr>
<td>Reed, Michelle</td>
<td>Technical Services</td>
<td>6354</td>
</tr>
<tr>
<td></td>
<td>Acquisitions/Monographs</td>
<td></td>
</tr>
<tr>
<td>Stolpe, Cookie</td>
<td>Public Services</td>
<td>6055</td>
</tr>
<tr>
<td></td>
<td>Reference Technician</td>
<td></td>
</tr>
<tr>
<td>Strottman, Theresa</td>
<td>Technical Services Manager</td>
<td>6355</td>
</tr>
</tbody>
</table>

| Circulation               |                                   | 6176      |
| Media Services            |                                   | 6036      |
| Reference                 |                                   | 6359      |
EMERGENCY NUMBERS

Emergency 9-911

Campus Police Emergency (24 hours) 6999

Campus Police (Non-Emergency)
  Office (Mon.-Fri., 8 a.m. - 4:30 p.m.) 6231

Campus Police (Non-Emergency)
  After-hours Dispatch (Evening and Weekends) 9-388-8840
  Office on Duty cell phone 9-574-5547

Poison Control 800-432-6866

WNMU Maintenance (Mon.-Fri.) 6470

Maintenance (Evenings and Weekends) 9-538-1770