

Expectations of Heartland Community College Library Employees

Patron service is of paramount importance to the Library. An employee who has a negative attitude, who is rude or short with patrons or who engages in any actions implying that patrons are bothersome in undesirable and unnecessary.

Employees will be on time for every shift and work the entire shift. Appropriate arraignments must be made for missing a shift and the supervisor must be notified.

Employees will know all relevant procedures and possess a good knowledge of the ASC and the college.

Employees will adhere to the Student Code of Conduct.

Employees will ask a supervisor or co-worker if they don't know the answer to a patron's question.

Employees will not leave their position unattended without notifying other staff.

Employees will not bring children to work.

Employees will abide by all confidentiality laws, rules, and procedures.

Employees will turn in accurate and complete time sheets by their due date.

Employees will not wear clothing that is extremely revealing, is dirty or tattered, contains language or graphics in poor taste. Hats cannot obstruct vision.

Employees will keep all personal conversation, on phones or in person, to an absolute minimum.

Employees will attend College provided training within 30 days of hiring.

Employees can expect . . .

To be treated with respect by all co-workers

To be recognized as a student first and an employee second

To be trained in all expected duties

To receive feedback on job performance as appropriate

To receive an unpaid half hour break whenever they work 7.5 consecutive hours

Grounds for immediate dismissal include:

Falsifying any student record

Falsifying any personal record (including time sheets)

Repeated failure to arrive on time for shift without making appropriate arrangements

Destruction or theft of college or co-worker's property

Refusal to perform duties as directed