

Student Assistant Expectations

General Expectations

Attendance

Students should arrive at work on time, being willing and prepared to work during their scheduled shift(s). Should a student need to deviate from a scheduled shift, the student is expected to contact a supervisor(s) at an acceptable time prior to the shift.

Job Knowledge

Upon being hired, students should aggressively learn what is needed to do the job and the tools necessary to complete tasks or help patrons. Student's job knowledge is expected to improve by learning additional tools to better perform the job.

Quality of Work/Service

Students are expected to follow instructions given by supervisor(s). Students are expected to maintain work that is neat, legible, well documented, free of errors, accurate, and acceptable upon completion. Students are expected to respond to requests from patrons and co-workers politely and accurately.

Cooperation

Students are expected to cooperate with supervisors and others in the department while working to complete tasks.

Dependability

Students are expected to be dependable for the completion of assigned work in the appropriate amount of time. Students are expected to keep supervisor(s) informed of the progress or problems of a task. Students are expected to work with minimal supervision and minimal distractions.

Quantity of Work

Students are expected to produce an acceptable volume of work. If unsure, students are expected to ask supervisors about the expected volume of work. Students are expected to complete all assigned work. Completed tasks are proportionate to the number a student works.

Accessibility Work/SiteImprove

Students working to improve accessibility on a library website are **expected to complete at least 1 issue (per page) per hour worked** (i.e. 20 commits per a 20 hour work week). Once an issue is fixed, it should be committed to the working branch. To check a student's work volume, navigate to the appropriate repo inside of Bitbucket. Select "Graphs" from the left sidebar. Choose the correct starting and ending dates from the date pickers in the top right of this screen to filter the results. You should see the appropriate details broken down per user for the selected date range.

Expected volume of work is subject to change by the student's supervisor(s).

Data/Metadata Entry

Students working on a data entry project are expected to complete at least 5 lines per hour worked. The student will need to create their own request in the Customer Portal using the basic [Report an issue](#) request type. Once created, the student is expected to keep a daily log on that one ticket for a given project (e.g., one metadata spreadsheet prep for the IR = one ticket with daily comments of "today I entered X lines"). The supervisor who gave the student that task can assign the issue to themselves and leave it open until the student's completed the task.

Other Tasks

Library faculty and staff, academic faculty, staff, and students, and members of the general public report problems and request services via Service Desk, email, instant message, and phone. At any time, a student may be assigned tasks arising from one of these requests. These are often time-sensitive, and students should complete these tasks as soon as possible before returning to their regularly scheduled work. Expected volume of work is subject to change by the student's supervisor(s).

Communication

Students are expected to maintain open communication with supervisors and co-workers. Students are expected to keep supervisors informed of work schedule deviations. Students are expected to use proper telephone etiquette and to communicate clearly with patrons. Students are expected to listen carefully to instructions and ask questions when necessary. Students are expected to read and reply to notes and emails properly.

Initiative

Students are expected to complete daily routine tasks without being prompted. Students are expected to ask supervisor(s) for additional tasks upon completion of all currently assigned tasks.

Judgment

Students are expected to know when to ask for help and when to refer a question to a Librarian. Students are expected to evaluate situations and make sound decisions (e.g. patron needs help and student chooses appropriate source). Students are expected to prioritize tasks and decide which to do first /which is most important.

Explicit Expectations

Class Work

Students are expected to refrain from doing classwork or studying during a shift unless give permission by a supervisor(s). If a student needs to work on homework or study during a schedule shift time, they are expected to clock out of Timeclock.

Additional Learning

If a student wishes to work on a tutorial series or online course, read a book, etc. that pertains to their assigned or upcoming tasks, they may do so if given permission from a supervisor(s).

Media Streaming

Students are allowed to stream music or video while working on their assigned tasks. This consumption **should not distract a student from their work.** Students are expected to wear headphones with the volume set to an appropriate level as to not distract coworkers in the office. Students with headphones are expected to remove their headphones should someone from outside the office come in.

Clothing

As it does get cold in the office, students are allowed to wear hats without bills (beanies, toboggans, etc.).