

## Common Expectations for Student Employees in Zondervan Library

### Check Out, Ask, and T&LC Desks

As a ZL employee, you represent the Library and Taylor University to our patrons/clients. ZL employees are expected to be dependable, courteous, professional, clean, properly attired, and helpful at all times.

It is our desire for you all to view each other as teammates—we are all part of the ZL team!

#### Expectations:

- Manage your time effectively:
  - Arrive 5-10 minutes early for your shift and stay for the entire time when possible.
    - We rely on you to be on time in order to provide seamless services to our patrons/clients.
    - Alert your supervisor if you are going to be late for your shift (email/text).
  - Keep your availability/preferences up-to-date in WhenToWork throughout the semester/school year.
  
- Demonstrate that service is our priority:
  - You have accepted a service position—not only will you serve the patrons/clients who approach you, but you should be on the lookout for ways to serve everyone around you—your supervisor, fellow student employees, guests, etc.
  - Make eye contact with those who enter your area. Greet them, and ask how you can help.
  - Assure patrons/clients that you can help them. Give them your complete attention.
  - If there is a line of people waiting on you, let them know you'll be with them shortly and thank them for their patience.
  - Resolve one person's situation/need before moving to the next.
  - If you are unsure of a solution, let the patron/client know that you will work to find the answer from someone else. Then, work to resolve the need, even if it means asking outside of your immediate area of responsibility.
  
- Service first, Duties second, Homework a distant third.
  - If no one is waiting, your projects/checklists are completed, and everything else is in order around you, you are free to work on your homework (as is appropriate to your area, determined by your supervisor).
  - At the same time, you must remain approachable & interruptible. When a patron/client arrives, you must immediately put down your personal work and address the need in front of you.
  
- Wear appropriate clothing, including shoes, at all times.
  - Attire should be nicer than casual and appropriate for representing the Library and Taylor University. For example (this is not an exhaustive list), sweat pants, cut-off shirts or cut-off shorts, athletic shorts, ragged t-shirts, shirts that show your midriff and anything that would reveal too much skin if you bent over a

computer or desk to assist someone are inappropriate. Better choices would be a clean, nice pair of jeans and a button-down shirt or khaki shorts and a nice top, among many other options.

- Shoes are a safety requirement, as well as an important way to show respect for your position of responsibility, the building, the University, as well as yourself.
- Do not abuse your privileges:
  - Many of you have access to information, services, or areas that normal students do not. Be worthy of our trust and do not abuse the access you have (e.g., printing for personal reasons while at work is not permitted).
- Problems during a shift:
  - Report immediately to your supervisor (e.g., missed shift of fellow student staff member, problematic computer, resource, or other device necessary for your job)
    - If supervisor is not present for an immediate conversation, email them with description of issue before you conclude your shift, or as soon as you remember. This helps with our ability to quickly address the situation. Please use as many details as possible in your record of what occurred (e.g., who, what, when, where, why, how).
  - If the problem must be immediately addressed (e.g., no one is here to open at 9:00 a.m. on Saturday or 6:45 p.m. on Sunday), immediately call/text your supervisor. [CDAs & RAs—student supervisor on-duty, first.]