

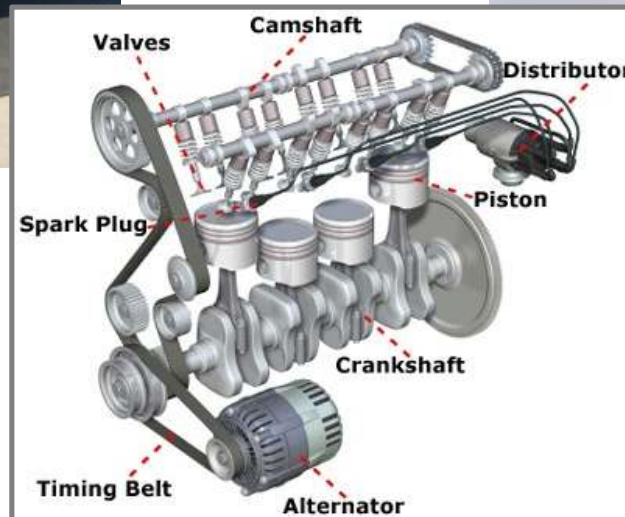
# Training Employees & Volunteers

How to create a well oiled machine



# It's a job!

## Equal Expectations & Treatment



Training Employees & Volunteers

# How?

## You're the driver



Getty Images

# Help Employees be Successful

Training / Teaching Moments / Coaching / Mentoring



Training Employees & Volunteers

# Know what you expect

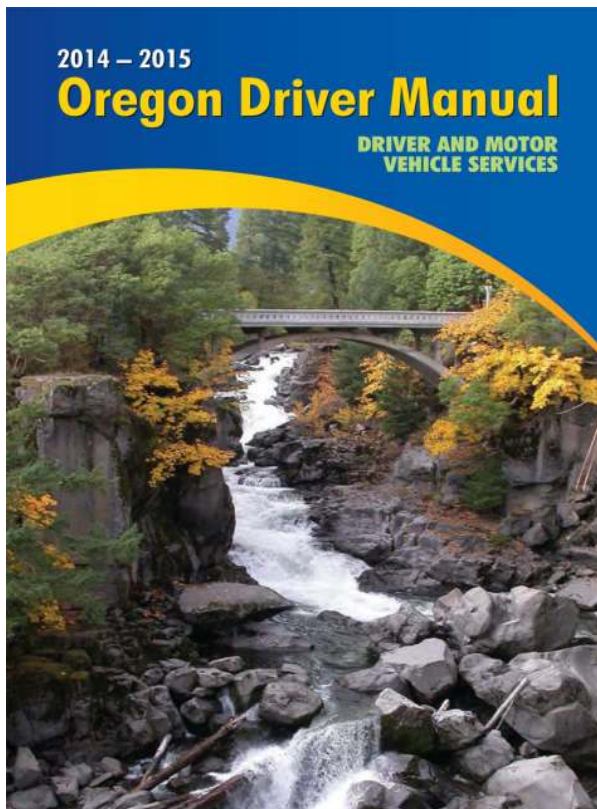
## State Clearly



[www.doodlesandjots.com](http://www.doodlesandjots.com)

# Written

- Manuals
- Policies & Procedures



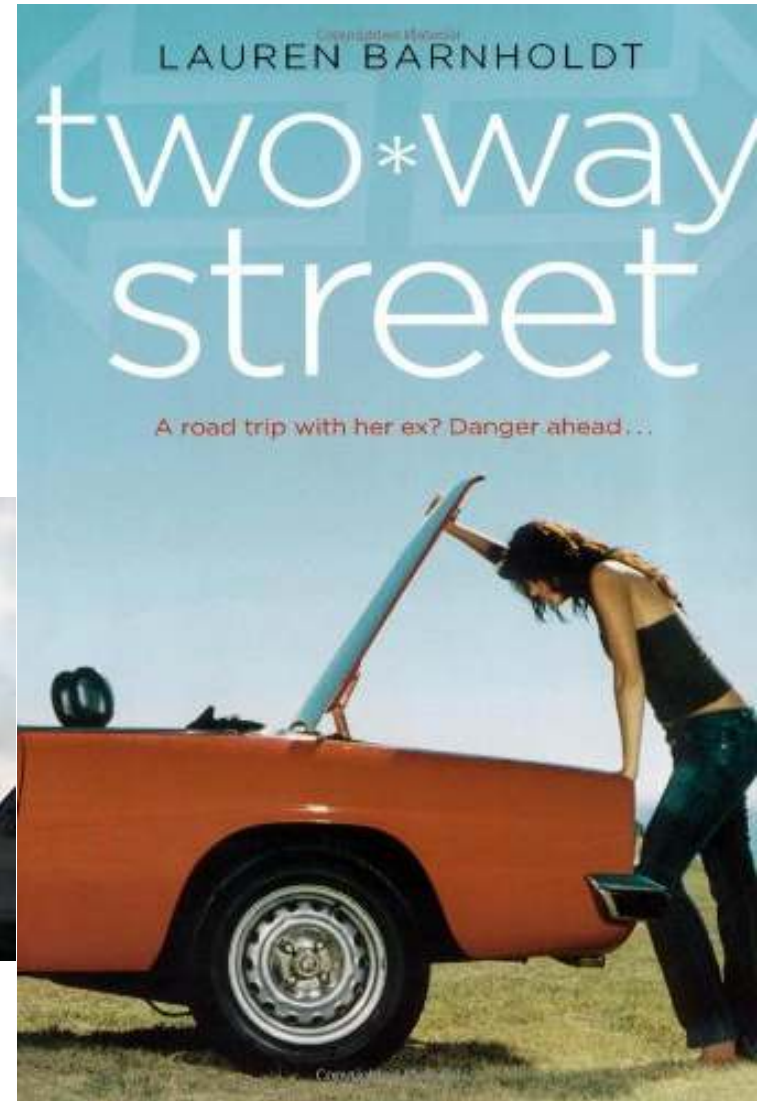
Training Employees & Volunteers

# Practice



# Talk, talk, talk

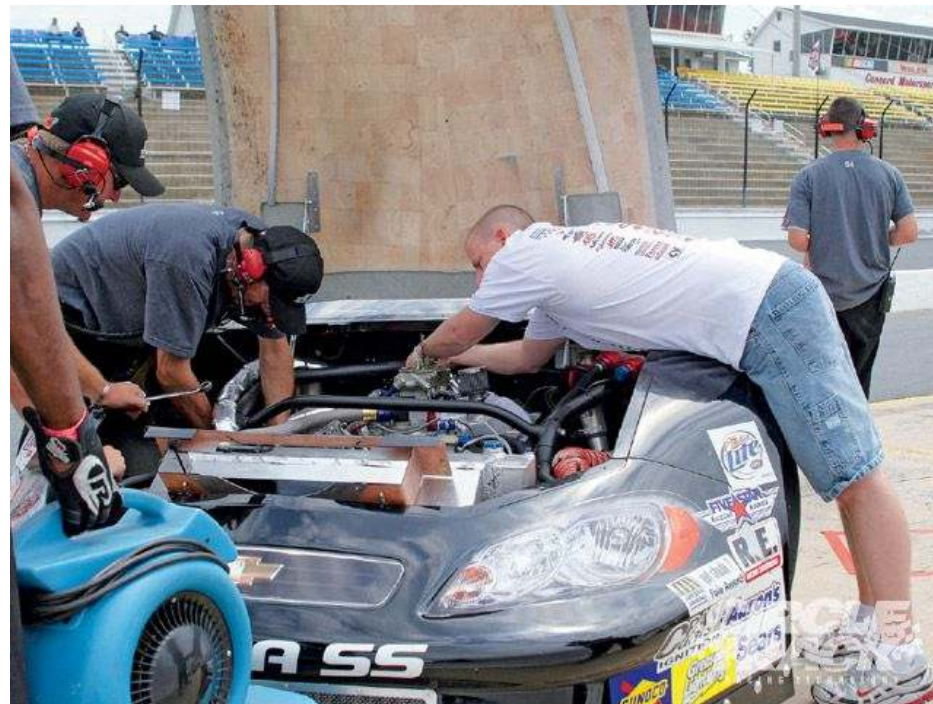
- Encourage questions
- Encourage suggestions





# Accountability

- Public moments
- Private moments
- Evaluations



Training Employees & Volunteers



# We want this...



Training Employees & Volunteers

...not this...



Training Employees & Volunteers

# Your machine is well oiled...

- a) Equality
- b) Help employees be successful
- c) You're the driver , own it
- d) Know what you expect
- e) Written = Manuals
- f) Practice = Doing the work
- g) Talk, talk, talk
- h) Accountability



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**I. INTRODUCTION**

**II. MISSION AND GOALS OF THE LIBRARY**

**III. LIBRARY PERSONNEL**

**IV. STUDENT EMPLOYMENT IN THE LIBRARY**

**V. CONDITIONS OF STUDENT EMPLOYMENT**

**WORK SCHEDULES**

**PROBATION PERIOD & EMPLOYMENT AGREEMENT**

**WORK STUDY STICKER**

**POSITION DESCRIPTIONS**

**ORIENTATION AND LIBRARY TOUR**

**SUPERVISORS**

**EXPECTATIONS**

APPEARANCE / CLOTHING  
BREAKS  
FOOD AND DRINK  
MAILBOXES  
NAME TAGS  
NOISE  
STUDYING WHILE ON DUTY  
PERSONAL ELECTRONIC DEVICES

**PERFORMANCE EVALUATIONS**

ATTENDANCE  
ATTITUDE  
COMMUNICATION  
INITIATIVE  
JUDGMENT / FLEXIBILITY  
OBSERVANCE OF POLICIES  
PRODUCTIVITY / EFFICIENCY  
PUBLIC SERVICE  
QUALITY OF WORK  
WORKING RELATIONSHIPS

**DISCIPLINE OR DISMISSAL**

DISCIPLINARY ACTION  
APPEAL PROCESS  
GROUND FOR DISMISSAL

**VI. PAYROLL POLICIES AND PROCEDURES**

**UNIVERSITY PAYROLL POLICIES**

FWSP (FEDERAL WORK STUDY PROGRAM)  
PAY RATES  
STUDENT EMPLOYEE CLASSIFICATIONS  
STUDENT EMPLOYEE 1 (SE1):  
STUDENT EMPLOYEE 2 (SE2):  
STUDENT EMPLOYEE 3 (SE3):

**VII. LIBRARY SALARY ADJUSTMENTS**

TIME CARDS

**VIII. GENERAL POLICIES AND PROCEDURES**

**ACCIDENTS**  
**EMPLOYEES**  
**PATRONS**

**PERSONAL SAFETY**  
**LOCKERS**

**EMERGENCIES**  
**GENERAL EMERGENCIES**  
**FIRES – EVENINGS & WEEKENDS**

**WEATHER - WOU AND LIBRARY GUIDELINES**

**SERVICES TO PATRONS WITH SPECIAL NEEDS**

**KEYS AND BUILDING ACCESS**

**EQUIPMENT**

**THEFT & DAMAGE PREVENTION**

**REFERRAL OF QUESTIONS TO STAFF MEMBERS**

**RESTRICTED ACCESS**

**TELEPHONE POLICY**  
**TELEPHONE CONFIDENTIALITY**  
**TELEPHONE ETIQUETTE**

**CONCLUSION**

# How to Process Borrowed & Received ILL Materials for Our Patrons

## Log onto the Ariel Computer:

(username / password)

## Open Courier and Mail packages and sort into groups

- Received Borrowing and
- Lending Returns

## Open and log-in the following computer programs:

- **Clio** (no log-in required)
- **Millennium**
  - Your (username / password)
- **Chrome internet browser:**
  - First Search tab (username / password)
  - Click on the "Resource Sharing" tab

### 1. To Print the ILL Request Record from OCLC WORLDCAT :

- Type or "wand" in ILL # / barcode (on received documentation)
- Click "Print" button (located upper right corner of page)

The screenshot displays the OCLC WorldCat interface. At the top, there are navigation tabs: Home, Databases, Searching, and Resource Sharing. To the right, there are links for Resource Sharing News, Article Exchange, My Statistics, My Account, Options, Policies, Directory, Comments, Exit, and Hide tips. Below these are buttons for Request Manager, Blank Workform, Printing, Batch, and My Requests. A red arrow points to the 'Print' button, which is circled in red. The main content area shows a record for 'RENEWAL OK - Borrower' with 'Record number: 1' and 'Total records: 4'. There are three radio button options: 'Return with Today's Date', 'Renewal Request' (with a 'Desired Due Date' field containing 'YYYYMMDD' and a calendar icon), and 'Item Is Lost'. Below these are 'Update' and 'Edit' buttons. At the bottom, there are 'Prev' and 'Next' buttons with a '1' in a box between them.



Western Oregon  
UNIVERSITY

Hamersly Library

STUDENT EMPLOYEE EVALUATION

Rev. 3-14-14

STUDENT NAME: \_\_\_\_\_

EVALUATION PERIOD: \_\_\_\_\_

JOB TITLE: \_\_\_\_\_

HIRE DATE: \_\_\_\_\_

UNIT: \_\_\_\_\_

HOURS/WEEK THIS TERM \_\_\_\_\_

SUPERVISOR: \_\_\_\_\_

---

**Skills:**

**Supervisor's Comments:**

**Student Employee's Comments:**

May we release this information to future employers? YES \_\_\_\_\_ NO \_\_\_





Hamersly Library

STUDENT EMPLOYEE EVALUATION

Rev. 3-14-14

STUDENT NAME: \_\_\_\_\_

EVALUATION PERIOD: \_\_\_\_\_

JOB PERFORMANCE RATING

|  | Exceeds Expectations | Meets Expectations | Needs Improvement |
|--|----------------------|--------------------|-------------------|
| <b>SUPERVISOR'S EVALUATION (Please check appropriate spaces.)</b>  |                      |                    |                   |
| <b>ATTENDANCE-</b><br>works dependable schedule, negotiates schedule conflicts in advance, observes break and meal-hour limits                                 |                      |                    |                   |
| <b>ATTITUDE-</b><br>shows interest in work, seeks to improve performance   |                      |                    |                   |
| <b>COMMUNICATION-</b><br>listens carefully, communicates clearly, asks questions   |                      |                    |                   |
| <b>DEPENDABILITY-</b><br>attends to details, cares properly for equipment and supplies, accepts accountability/responsibility for jobs and decisions           |                      |                    |                   |
| <b>INITIATIVE-</b><br>reports job-related problems, looks for additional work when assignments are completed, builds on skills already learned                 |                      |                    |                   |
| <b>JUDGMENT-</b><br>adapts to changing situations, makes sound judgments about work, seeks assistance when appropriate   |                      |                    |                   |
| <b>OBSERVANCE OF POLICIES-</b><br>adheres to guidelines in the Library Student Employee Manual, follows closely oral and written instructions                  |                      |                    |                   |
| <b>PRODUCTIVITY/EFFICIENCY-</b><br>completes assigned tasks, uses time to best advantage, generates acceptable amount of work, plans and organizes work        |                      |                    |                   |
| <b>PUBLIC SERVICE-</b><br>is sensitive to needs of patrons, gives proper referrals   |                      |                    |                   |
| <b>QUALITY OF WORK-</b><br>accurate, neat, thorough, and dependable  |                      |                    |                   |
| <b>TRAINING OF OTHERS-</b><br>motivates others, explains instructions clearly  |                      |                    |                   |
| <b>WORKING RELATIONSHIPS-</b><br>observes difference between working relationships on the job and social relationships off duty, displays cooperative attitude |                      |                    |                   |

If given the opportunity, would you hire this student again for this job? Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date