

California State University, Sacramento  
University Library

# STUDENT EMPLOYEE HANDBOOK

August 2008  
Fifth Edition

**WELCOME!** We hope you will find your work experience interesting and rewarding here at the California State University, Sacramento Library. Our student employees are very important to us. We would not be able to keep our doors open without your help!

This manual has been developed to help student employees become familiar with the policies and procedures related to employment here in the University Library. Please read through it carefully. It contains information on policies and procedures that will assist you in having a positive and successful work experience here in the Library.

Thank you for your interest and commitment to working in the Library at California State University, Sacramento.

**Library Student Employees**

**Advisory Committee**

Ellen E. Young, Chair

Annalely Morgan, Student Representative

Ed Alston

Astra Gleason

Irma Gomez Lucero

Angela Stephenson

Diana Winckel

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This handbook is available on the Library's web page:  
***<http://library.csus.edu/studenthandbook>***

### **INTRODUCTION**

Please read through the handbook before your employment paperwork is processed. After you finish, sign on page 11, detach and return it to the Library Finance Office, Room 5003. Your signature acknowledges that you understand all policies, rules, and general information contained in this handbook.

The department in which you are employed may have additional rules and policies related to your work responsibilities. Please ask your supervisor to share these with you.

**Attachment 1 lists paperwork processing instructions for you to complete.**

### **SACRAMENTO STATE STUDENT EMPLOYMENT ELIGIBILITY**

Student employees must be currently registered at Sacramento State, enrolled in a minimum of 6 units per semester if an undergraduate or 4 units per semester if a graduate student, and have a minimum grade point average (gpa) of 2.0. Any request for an exception to the gpa minimum must be submitted to the Student Issue Coordinator, Academic Affairs, Sacramento Hall, Room 230, ext. 86331.

### **SACRAMENTO STATE HIRING POLICY**

California State University, Sacramento is an Affirmative Action/Equal Opportunity Employer, and has a strong institutional commitment to the principle of diversity in all areas. Sacramento State hires only those individuals who are lawfully authorized to accept employment in the United States.

### **ORIENTATION**

Please make every effort to take a tour within the first week of employment. This may be done during your work time. Guided library tours are scheduled at various times during the second and third weeks of the fall semester. Notices are posted in the Library lobby, and in the State Hornet newspaper regarding dates and times. If you are unable to take a guided tour, you may take a self-guided *Checkpoint Tour*, which is available at the Circulation Desk. When you return the booklet after you take the tour be sure to ask for a blue verification slip. This may come in handy if a professor assigns the tour in the future.

### **LIBRARY STUDENT EMPLOYEES ADVISORY COMMITTEE (SEAC)**

The Library Student Employees Advisory Committee (SEAC) recommends student employee related policies and procedures to the Library Dean. Two student employees serve on the eight member committee. Their perspective is sought, valued and often the basis for how SEAC proceeds.

### **EMERGENCY PREPAREDNESS TRAINING**

Student employees need to complete, within one month of their first day of employment, two video courses related to "Illness Prevention and Emergency Action." The campus is subject to fines for all employees that do not complete the training. The courses can be accessed using your samlink account password at: [www.rms.csus.edu](http://www.rms.csus.edu).

### **WORK SCHEDULE**

The Library's goal is to be as supportive as possible to student employees while maintaining workflow. As part of the application process, you were asked to provide a schedule of when you are available to work. Supervisors schedule work hours around availability, to the best of their ability. *Once a schedule has been agreed upon, it is a commitment for the entire semester.* There is very little room for flexibility in daily schedules in most departments. Accommodations can be made during finals week if a scheduling conflict arises.

When classes are in session during the spring and fall semesters (including finals week), you may work up to a maximum of 20 hours per week. This is determined by department funding and work schedules. The 20 hours maximum per week applies to **all** campus jobs. Campus payroll monitors student time sheets very carefully, so please be extra careful in complying with this campus policy. Prior approval to work more than 20 hours per week during the semester must be obtained from the Student Issue Coordinator, Academic Affairs, Sacramento Hall, Room 230, ext. 86331.

If you are going to be late or absent, call your supervisor before your scheduled work time begins. Excessive absenteeism or tardiness will be cause for dismissal.

Please make every effort to schedule personal appointments so that they do not conflict with work. If a scheduled appointment does create a conflict, let your supervisor know in advance.

## **PAYDAYS\***

Paydays\* are on the last day of every month. Refer to the payroll calendar at [http://www.csus.edu/payroll/Pay\\_Cal\\_Student.pdf](http://www.csus.edu/payroll/Pay_Cal_Student.pdf) for specific paydays. You may pick up your paycheck on paydays after 3:00 p.m. at the main Circulation counter. ***Please do not contact Circulation staff before these days or times.*** Paychecks are issued under strict campus procedures, and are not available before then. You will have to present a picture i.d. *THANK YOU FOR YOUR COOPERATION.*

***\* Paydays for International Students are on the 10<sup>th</sup> of every month.***

Currently, student employees are not offered the Direct Deposit program for paycheck deposits.

If you have any questions about your paycheck, first follow up with your supervisor. Then contact the staff in Library Finance, Room 5003, phone number 278-5655.

If you need to have your paycheck mailed, please come to the Library Finance Office, Room 5003 to make arrangements.

Any paychecks that are not picked up within 5 business days from payday are returned to the Campus Student Financial Services Center, located in Lassen Hall, Room 1001.

## **TIME SHEETS**

As you begin your workday, sign in on your department's sign-in sheet. Record time worked on your time sheet as each shift is completed. Your supervisor may have you fill out a temporary time sheet at the start of the pay period and complete a permanent one as the monthly deadline approaches.

***It is your responsibility to complete and sign your time sheet*** by monthly deadlines. Ask your supervisor when these deadlines are. Please include time sheet deadlines on your personal calendar of important items to remember. Time sheets submitted late will be processed on a delayed basis and will result in a late paycheck (up to several weeks).

Pay periods during the fall and spring semesters and winter intersession are from the 11th through the 10th (e.g., September 11th through October 10<sup>th</sup>). *Pay periods during the summer follow the same pay*

*dates. Exception: Pay periods for international students are similar to calendar months.*

You must record hours exactly the way they are worked. Missed hours due to absences are generally lost. If you pre-enter hours on your time sheet and fail to work those hours, your paycheck may be delayed several weeks.

Please refer to attachment 2 for a detailed checklist for completing your monthly time sheets.

### **JOB CLASSIFICATIONS and PROMOTIONS**

Campus "Level Characteristics for Student Employment" are included in attachment 3. Student employees have opportunities in most departments to work up to a higher classification. This possibility can be discussed with your supervisor.

### **PERFORMANCE REVIEWS and PAY INCREASES**

You are eligible for a pay raise every 300 hours based on satisfactory work performance. Your supervisor may use the *Library Student Performance Report* form (attachment 4) to evaluate your work performance.

### **BENEFITS**

Students do not earn vacation, holiday or sick leave hours or pay. Additionally, student employees are considered temporary employees, and are not eligible for state unemployment benefits.

### **PROCESS FOR ADDRESSING EMPLOYMENT CONCERNS OR WORK PROBLEMS**

If you have any employment concerns or work problems (e.g., harassment, unfair or unsafe job practices) that occur during your employment here at the CSUS, Library, please follow the process listed below:

- . Discuss the problem with your supervisor. *If the issue or problem is not resolved, discuss it with the following people, in this order:*
  - Head of the department;
  - Associate Dean in charge of department;
  - Library Dean;
  - Dean of Student Affairs.

### RESPONSIBILITIES OF YOUR SUPERVISOR

Throughout the handbook, you have been given information regarding your responsibilities during employment in the CSUS, Library. Listed below are your supervisor's responsibilities with regard to student employees.

- Courtesy and fair treatment.
- Instructions in filling out your time sheet.
- Training and task assignments appropriate to your job description and pay.
- Training and guidelines for emergencies and dealing with problem patrons.
- Periodic written performance reviews.
- Periodic raises contingent on satisfactory employment performance reviews.

### WORKING WITH THE PUBLIC

When you work in the Library, you represent all employees. Please respond with courtesy and respect to patrons, staff and fellow student employees. If a library patron asks you a question and you do not know the answer, refer the patron to your supervisor, a librarian or other staff employee.

Please check with your supervisor for instructions on answering telephones in your department. It is important to take accurate messages and deliver them to the recipient as soon as possible.

### PERSONAL CALLS, VISITORS AND HOMEWORK

Personal calls are not to be made or received during work hours except in an emergency. There is a public pay phone located on the first floor in the elevator lobby that can be used during your break.

Friends, patrons, and/or classmates should not visit with student employees during assigned work hours. It is **your responsibility** to discourage these practices.

Homework is not to be done on work time. No computers, supplies, office telephones, etc. are to be used to complete homework. *See following section for Library policy on homework at Public Desks.*



### **POLICY ON STUDENT EMPLOYEES READING AT PUBLIC DESKS**

Personal reading, work on computers, and homework may be permitted with approval only and may be disallowed at designated public service desks. Students receiving approval must remember that the primary responsibility while working at a public service point is to assist patrons. Reading, work on computers, and homework may be allowed only if there are no patrons at the desk and all paperwork and projects have been completed. Reading materials/homework assignments should not be spread across the desk/counter. When a patron approaches the desk/counter, the patron must be helped immediately and given full attention.

### **CELL PHONE POLICY**

In order to provide the optimum environment for research and study and with consideration for the rights of others in mind, cellular phones should not be used in Library silent and quiet study areas or in the Library Media Center. Cellular phone and pager sounds should also be *turned off* in these Library areas.

### **FOOD AND DRINK**

Food and drink are allowed in the Library Staff Room (Room 5xxx or behind the scenes, at the discretion of your supervisor. No food or drink may be eaten in other public areas. ***Do not bring in open containers of food or drink into the Library.***

### **BREAKS**

When working a 4-hour shift or longer, you may take a 15 minute break about 2 hours into the shift. In some departments, this break may need to be taken away from your work area; check with your supervisor.

If you work over 6.0 consecutive hours per day, you are required to take an unpaid 1/2-hour break (in addition to the 15-minute break you receive). ***This is a mandatory federal law and compliance is not optional.***

The Staff Room is located on the 5th floor of the Library, Room 5009. On the days you work in the Library, you are welcome to use the Staff Room for breaks and meals. *It is not to be used as a study hall.* When you use the Staff Room, be sure to clean up after yourself. Due to space limitations, student employees are requested not to invite friends to use the Staff Room. The Staff Room is locked at 5:00 p.m. daily. You will need to make special arrangements with your supervisor for use of the Staff Room after 5:00 p.m. or on weekends.

### **DRESS CODE**

The campus does not maintain a strict dress code standard. However, there are minimum dress standards that need to be followed in the Library. These include:

1. Shoes must be worn at all times.
2. No bathing suits tops (or bottoms).
3. No obscene words or pictures on clothing.

You will be asked to go home and change if any of these dress code standards are not met.

### **EMERGENCY PROCEDURES**

The Library has an emergency procedures manual. Please ask your supervisor to show you where your department's copy is located. Read the manual thoroughly and become familiar with emergency evacuations for your work area. Important sections to study include ***emergency evacuation procedures, fire alarms and problem patrons.***

### **ACCIDENTS**

On-the-job accidents and/or injuries must be reported to your supervisor immediately whether or not you seek medical attention. Your supervisor will complete an accident report.

### **SEXUAL HARASSMENT, POLICY AGAINST**

It is the policy of California State University, Sacramento to maintain a working and learning environment free from sexual harassment of student, staff and faculty and those who seek such status. All students, staff and faculty should be aware that this University is concerned and will take action to eliminate sexual harassment. Sexual harassment is not only unprofessional conduct and a violation of the law, it is also conduct subject to disciplinary action at the campus level. (*University Policy Manual, file number: UMS 16000.htm*). The full text of the policy is available through the campus web page: [www.csus.edu](http://www.csus.edu).

### **SUMMER EMPLOYMENT**

Student employees may work during the summer. You do not have to be enrolled in the summer semester to be eligible to work although prior semester student status is required. Your employment in the summer months will depend on your department's budget and its scheduling needs. During the summer, student employees are allowed to work a maximum of 40 hours per week, eight hours per day.

Currently, students who are not enrolled for summer semester classes but work during the summer are placed in the “**student bridge**” **classification**. This classification is necessary to maintain compliance with IRS guidelines concerning student employment. Your pay rate is the same in this classification, however, deductions for retirement at a rate of 7.5% and Medicare tax at a rate of 1.45% are taken from your paycheck. When you leave Sacramento State Library employment, you may request a refund of these deductions after 90 days. Requests are processed through the Campus Payroll Office, Sacramento Hall, Room 161, phone number 278-6211.

### **CONTINUED EMPLOYMENT**

ALL STUDENTS MUST COMPLETE A STUDENT EMPLOYEE PAYROLL TRANSACTION (SEPTF) FORM *EVERY SEMESTER BEFORE CLASSES START.*

Occasionally, the Library must respond to budget cutbacks. You could be laid-off or have your work hours cut with very little warning.

Not all student employees are a match for all jobs. Even though in the hiring process the Library attempts to match skills, abilities and job preferences, it is not always successful. If you are not satisfied with your job assignment, please let your supervisor know as soon as possible. Additionally, you may reactivate your application at any time during your employment here in the California State University, Sacramento Library. Any change of departments will be based on the recommendation of your current supervisor.

### **FEDERAL WORK STUDY PROGRAM**

You may be asked to schedule an appointment with a financial aid counselor who will explain the Federal Work Study program. The purpose of the appointment will be to determine if you are eligible and interested in the Federal Work Study.

### **SUGGESTION BOX AND BULLETIN BOARD**

On the 5<sup>th</sup> floor (around the corner from the elevators) are a suggestion box and bulletin board for student employees. Student employees may leave general work related suggestions and comments in the suggestion box. The bulletin board includes postings that are related to student employment and other items of interest.

### **TERMINATION OF EMPLOYMENT**

The University Library follows the campus student employment policy:

All Sacramento State student employment is dependent upon the mutual consent of the University and the student employee. All student employees serve at the will of the University, therefore, the supervisor of the student employee can, at any time, terminate the employment relationship at will, with or without cause. If the student employee is terminated by the university, they may meet with his or her supervisor to ask for reconsideration but the supervisor is not required to state a cause for termination. (*California State University, Sacramento Student Employment/Policies and Procedures, Ref: PM SA 06-01, January 11,, 2006*).

*With cause examples that may lead to immediate termination of employment include:*

- Theft
- Blatant insubordination
- Fighting or use of foul language
- Sabotage
- Failure to report for scheduled hours including failure to call in
- Deliberate time sheet hours misrepresentation
- Violation of any harassment or sexual harassment rules or standards
- Immoral or indecent conduct

*Work performance problems that could lead to a student's dismissal include:*

- Inability to perform tasks assigned or insufficient work production.
- Time sheet infractions after sufficient instruction and warnings.
- Absenteeism; tardiness.
- Rudeness to patrons, staff and faculty.
- Visiting, chattering, personal telephone calls.

Supervisors of students have the option of addressing work performance problems in the following manner:

1. Constructive criticism
2. Verbal warning
3. Written warning
4. Dismissal

However, it is within your supervisor's discretion in determining if these options will be exercised.

### **LEAVING LIBRARY EMPLOYMENT**

If you plan to quit your job in the Library, please notify your supervisor at least 2 weeks in advance. This will allow your supervisor time to find a replacement for you.

### **STAFF EMPLOYMENT OPPORTUNITIES**

Campus and library staff job advertisements are posted through the campus website: <http://www.csus.edu/webpages/employment.stm>. The Campus Staff Employment office is Located in Sacramento Hall, Room 173.

### **REFERENCES**

If the Library receives a reference request for you from a prospective employer, it will be referred to your supervisor. The Library Finance Office only provides dates of employment for reference requests.

### **CHANGE OF ADDRESS**

Your most recent address on file with Campus Payroll is used to mail your annual statement of earnings--W-2 form. Therefore, **if you move, it is very important to complete a change of address form.** Forms are available from Campus Payroll, Sacramento Hall, Room 161.

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The Student Employee Handbook is available on the Library's web page:  
*<http://library.csus.edu/studenthandbook>*

**SIGNATURE**

Please sign in the space provided below. Return signed copy to: Library Finance, Room 5003.

I have read and I understand the student employment handbook for California State University, Sacramento Library student employees.

---

Printed Name of Student Employee

---

**Signature of Student Employee**

---

**Date**



## ATTACHMENT 1

### PAPERWORK PROCESSING INSTRUCTIONS FOR NEW STUDENT EMPLOYEES

1. Take the Student Employment Payroll Transaction Form (SEPTF) to the Registrar's Office, Admissions & Records counter, Lassen Hall (the building with the beautiful mural on the outside front wall). Your grade point average and minimum unit requirement must be certified by the Registrar's Office.

#### *Or if you are an international student:*

1. Take the Student Employment Payroll transaction form to the Office of Global Education for verification of employment eligibility. The office is located in Lassen Hall, Room 2304.

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#### *All Students must:*

2. Take the certified SEPTF along with the original of your social security card to Payroll Services, Sacramento Hall, Room 161. Payroll will not process your paperwork without these items.
3. Once you have completed paperwork with Payroll Services you must return copies of the paperwork to the Library Finance Office, Room 5003. **DO NOT BEGIN TO WORK UNTIL YOU HAVE RETURNED YOUR PAPERWORK. – THERE ARE NO EXCEPTIONS.**

- Reminder: **Complete steps 1, 2 & 3** listed above and return your paperwork to Library Finance, Room 5003.

## **ATTACHMENT 2**

### **CHECKLIST FOR COMPLETING TIME SHEETS**

**PLEASE NOTE: STUDENTS ARE RESPONSIBLE FOR COMPLETING TIME SHEETS CORRECTLY AND ON TIME.**

- (1) Complete time sheet in black or blue ink only.
- (2) Sign and date time sheet (original signature)
- (3) Original signature of supervisor is required.
- (4) Record hours worked using standard time only AND all time is to be written in tenths. Refer to time sheets instructions.
- (5) You are allowed to work a maximum of six days in a row.
- (6) You are allowed to work a maximum of 8.0 hours per day with two fifteen minutes breaks, and one unpaid half-hour break.
- (7) You may work up to 6.0 hours per day without an unpaid lunch break.
- (8) You must include on your time sheet any other positions held on campus or in the Library that are not recorded on the time sheet that is to be submitted.

#### **Remember:**

- You may work up to 20.0 hours per week during the semester. This ALSO includes weeks that cross over into two pay periods. Prior approval to work more than 20.0 hours per week during the semester must be obtained from the Student Issue Coordinator, Academic Affairs, Sacramento Hall, Room 230, ext. 85266.
- You may work a maximum of 40.0 hours per week during semester breaks and summer months if authorized to do so by your supervisor (including International Students).

**ATTACHMENT 3  
STUDENT JOB CLASSIFICATIONS\***

<b>Level Characteristics for Student Employment</b>			
January, 2006			
	Level I	Level II	Level III
Characterized by:	<p>Close supervision</p> <p>Minimal experience</p> <p>Brief training period (one month or less)</p> <p>Specific guidelines necessary for most situations</p> <p>Routine work of average difficulty involving clerical and/or manual tasks</p>	<p>Independent work with only general supervision</p> <p>Monitoring the work of one or more Student Assistants</p> <p>Responsibility for operation of a laboratory, stockroom, locker room, etc.</p> <p>Assignment to a variety of tasks of above average difficulty or that require some advanced experience, training or skill</p>	<p>Independent work using specialized complex skills at a high level of competence</p> <p>Monitoring the work of several student assistants with varying levels of expertise</p> <p>Assignment to a variety of special or difficult tasks, or substantial responsibility for an entire project, or a major segment of such programs or projects requiring judgment, maturity, or other special qualifications</p> <p>Assignment to academically demanding duties and responsibilities in a laboratory, research or instructional support program which requires knowledge and understanding typically gained with a Bachelor's Degree in a relevant field</p>
Typical Duties	<p>Check and maintain routine office clerical records</p> <p>Perform simple data entry, type forms, label, etc.</p> <p>Answer telephone and take messages</p> <p>Serve as a test proctor</p> <p>Compile simple statistical information</p> <p>Assist in a stockroom or laboratory</p> <p>Assist maintenance personnel</p> <p>Re-shelf books, etc.</p>	<p>Provide information to public, answer questions, etc.</p> <p>Repair and maintain equipment</p> <p>Perform bibliographic searches</p> <p>Perform work requiring knowledge of word processing, spreadsheets or data base software</p> <p>Assist building trades personnel</p>	<p>Accompanist</p> <p>Computer specialist/analyst</p> <p>Building trades assistant</p> <p>Laboratory assistant, or research assistant meeting one or more of the above criteria</p>

\* Taken from Sacramento State Policies and Procedures for Student Employment (01/06)

# ATTACHMENT 4 UNIVERSITY LIBRARY STUDENT PERFORMANCE REPORT FORM

<b>I.</b>	
<b>Name of Student</b>	<b>Empl ID</b>
<b>Department</b>	<b>Effective Date</b>
<b>Student's Job Title</b>	Current Level/Step
	Recommended New Level/Step
	Current Rate
	Recommended New Rate

PURPOSE OF EVALUATION:  
 Merit Salary Increase (For this purpose completion of this form is **optional**)  
 Promotion (Completion of this form is **required**)

**II.** INSTRUCTIONS: Please evaluate for each of the categories listed. Circle the appropriate number to correspond with the following rating system:  
 1) Needs Improvement\* 2) Satisfactory 3) Above Average 4) Outstanding  
 \*Any rating of needs improvement must be explained (Use Sec. III. COMMENTS, below)

CATEGORY	1:	QUANTITY – amount of work completed.	1	2	3	4
CATEGORY	2:	QUALITY – accurate, thorough, and organized.	1	2	3	4
CATEGORY	3:	ORGANIZATION/TIME MANAGEMENT – aware of job priorities, works effectively.	1	2	3	4
CATEGORY	4:	JOB KNOWLEDGE – ability to perform job, skills acquired.	1	2	3	4
CATEGORY	5:	WORKING WITH OTHERS – interaction with public and employees.	1	2	3	4
CATEGORY	6:	ORAL/Written COMMUNICATION – clear, concise communication.	1	2	3	4
CATEGORY	7:	INITIATIVE – self reliance; resourcefulness; willingness to accept and carry out responsibilities.	1	2	3	4
CATEGORY	8:	ADAPTABILITY – adjusts to new routines, methods and/or assignments.	1	2	3	4
CATEGORY	9:	ATTENDANCE – reliable, keeps work schedule.	1	2	3	4
CATEGORY	10:	OTHER JOB RELATED FACTORS (briefly explain).	1	2	3	4
OVERALL RATING:		USING CATEGORIES LISTED ABOVE.	1	2	3	4

**III.** COMMENTS:

**IV.** MERIT SALARY INCREASE RECOMMENDED:  YES  NO (Explanation Required)

**V.** COMPLETED BY STUDENT:

This **evaluation** has been explained to me and I understand the contents. I also understand that my signature does not necessarily indicate my agreement/concurrence with the above evaluation.

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

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

Reviewing Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

10/03

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