WELCOME! We are happy to have you join our team. Your services are needed. The library could not function adequately without student assistants. Each person, however, must do their part of the work. Arriving on time and providing efficient and accurate work allows for good service to patrons.
GENERAL INFORMATION

LIBRARY COLLECTIONS

The online catalog provides access to over 200,000 volumes housed in the Peterson Memorial (main campus), Portland School of Nursing, Montana MSW Extension Sites, Curriculum, Music and Rosario Marine Station libraries. Over 2,000 current are available at Peterson, while the Portland Nursing Library provides over 100. Many more are available in the full-text databases such as Academic Search Premier Full-text, and ProQuest. The online catalog identifies all forms of materials (books, periodicals, videos, etc.) owned by the six libraries and can be accessed by any computer with Web access. It is located on Peterson’s home page at http://library.wallawalla.edu.

From the home page, there are options which enable patrons to find out about library hours and policies, check their Personal Check-out record to see which items they have on loan, make general library suggestions, and recommend library materials for purchase.

Course Reserves. Clicking on Catalogs from the library’s home page enables patrons to access library or personal reserve lists by professor or class.

From the library’s home page, there is easy access to over 70 web-based databases including Academic Search Premier, ATLA/S.
Religion, Britannica Online, Cambridge Scientific Abstracts, CINAHL, CollegeSource, ERIC, Lexis Nexis, the MLA Bibliography, NewsBank, PsychLit, the SDA Periodical and Obituary Index, Books In Print, and Social Work Abstracts. Through the library’s authentication server, students have off-campus access to these databases.

Home pages for the Portland School of Nursing Library and both the Missoula and Billings MSW Extension sites link to the online catalog and a collection of databases tailored to meet the needs of the respective locations, including databases such as ERIC, Social Work Abstracts, CINAHL, and PsychInfo.

Summit Borrowing is an interlibrary loan service for currently enrolled students, faculty, and staff of Walla Walla University, an Orbis Cascade Alliance member institution. The Orbis Cascade Alliance has thirty-three member institutions, including Whitman College, with a selection of over 8 million different titles available through Summit borrowing. Items may be requested directly through the Summit Catalog.

Once you have identified an item that you want to borrow, follow the onscreen instructions. Currently you may pick up items either at Peterson Memorial Library or at the Portland School of Nursing Library. If the item is available, you should receive the message that your request was successful and materials will be available for you to pick up at the location you specified within three-five days. Additional information about Summit should be in your department manuals.

Patrons find easy access to other library catalogs such as those at Andrews, La Sierra, and other Adventist libraries, under the Catalogs tabs on the home page.

Finding Web Info on the Web page provides links to Web sites which are arranged by disciplines. Most of the sites listed on this page have been evaluated by Peterson’s Librarians and found to be authoritative.

Loan Periods

- Books -- regular check out is three weeks, or end of quarter for graduate students and faculty
- Periodicals -- one day
- Videos, DVDs -- one day
- Reserves -- loan periods vary from two hours to three days depending upon the material.

LIBRARY ORGANIZATION

The Director of Libraries administers the library, prepares budgets, over-sees personnel, and develops the strategic plan for the library. There are professional librarians responsible for each of the four departments.

Access Services circulates and provides access to library materials. The Access Services librarian assists patrons
with reference needs in the absence of the Reference librarian and provides bibliographic instruction.

**Reference** assists with research questions, Document Delivery, Interlibrary Loan, and selecting materials for the reference collection. Materials that are not available at Peterson Memorial Library may be obtained from other libraries through Interlibrary Loan.

Student assistants refer patrons to a Reference librarian for questions other than directions. If the Reference or Instructional/Access Services librarians are not available for reference questions, the following librarians should be referred to: Director, or Technical Services.

**Periodicals** manages periodicals: journals, magazines, and newspapers in a variety of prints, including full text. Microforms and reader/printers are housed in the Periodicals Department.

**Technical Services** orders, catalogs, and processes all materials, and, in addition, is responsible for library computer support.

**Archives/Special Collections**
University Archives–The E. L. Mabley Archives is a centralized repository for Walla Walla University related material. Our collection includes a large selection of photographs and university records. Specific holdings information is available via the library catalog. Access to the archives is limited at this time and by appointment only. Please ask patrons to contact Mark Copsey (527-2203), or Brooke Davey (527-2527) to set up an appointment.

Special Collections–Because of the university’s uniquely Seventh-day Adventist heritage and mission, the library collects materials by and about Seventh-day Adventists to support the curriculum and meet the recreational and research needs of patrons. The collection also includes materials of historical value, including a collection of historical bibles.

**Technical Support Staff** assist in carrying out the following responsibilities. **Technical Services**: book ordering, cataloging and processing, mending library materials, library computer support, and supervising student assistants. **Systems**: Web pages, databases, and other technology-related support. **Periodicals**: boxing and binding, sorting mail, assisting patrons, and supervising students. **Access Services**: assisting at desk when needed, placing materials on reserve, and supervising student assistants.

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**REGULAR LIBRARY HOURS**

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Friday 8:00 a.m. - 2:30 p.m.
SABBATH Closed

During quarter and summer breaks special library hours will be posted on the front door. Beginning 2 ½ weeks before the end of the quarter and up to, but not including the last day of tests, the library is open until midnight Sunday-Thursday.

DRESS CODE

Student work attire must be in harmony with the Library Dress Policy. Please read and comply with the following basic rules. At the library, all employees are expected to dress in a neat and well groomed manner. Nice, neat (not sloppy) clothes are appropriate. In general, things that are \textit{inappropriate} to wear include but are not limited to:

- shorts, dressy shorts, culottes
- 3/4 length pants
- bare or stocking feet (for safety reasons, shoes must be worn at all times)
- sandals are ok if they have backs to them; zoris, thongs, flip flops, etc., are not appropriate
- sweat pants, sloppy sweat shirts, tank tops, spaghetti straps, stretch pants and other form fitting clothing, tights, leotards with long-type tops, and other obviously recreational clothing, clothing that leaves the back and/or midriff bare, and anything else that suggests “sloppy”
- hats or caps (especially at service desks)
- excessive make-up (including bold colors)
- low cut or other revealing necklines
- jewelry of any kind (except wedding bands)
- short skirts or skirts with slits (what’s “short?” - let’s say that anything more than around 2” above the knee is in the “short” range; another guideline would be any skirt that has a slit up past the knees)
- blue jeans, whether light or dark (other colors of jeans are acceptable, black and gray are \textit{not} encouraged).

Please feel free to check with your supervisor or Director of Libraries if you have any questions about what is appropriate to wear.

The sweat shirts and T-shirts allowed should be very clean and obviously dressy. Men must wear shirts (T-shirts of the underwear variety are not appropriate). Tailored shirts must be tucked-in.

About jeans: wearing black or gray jeans is not encouraged. If worn, they must be of a dressy variety. When they become faded and old looking, they should no longer be worn to work.

Don't wait for your supervisor or other staff to ask you to change clothes or otherwise alter your dress before coming to work. It is always embarrassing to be asked in front of other people to go back
to the dorm and put on appropriate clothes. Excuses are not accepted in this area. The library staff should leave a positive impression with the patrons. A well dressed employee not only creates a positive impression, but feels better about themselves and their work. Consequently, better service will be given in an energetic, courteous, helpful, patient, and professional manner.

**STUDENT STAFF MEETINGS**

Periodically, a library or departmental meeting will be called. Such meetings are designed to solve problems, give instructions, standardize procedures, etc. Attendance is expected, if not mandatory, for these meetings. Meetings which conflict with your schedule should be discussed with your supervisor. Students will be paid for time spent in staff meetings. The staff meeting at the beginning of each academic year is mandatory for all students.

**EVALUATION**

Each student will be evaluated at least once per year. We use a standardized evaluation form which is used to measure progress and work. Students also receive a copy of the evaluation. These evaluations are kept on file and used as a basis for recommendations for jobs or graduate school.

**PAY**

The library follows the guidelines and wage scale set by the Office of Student Financial Services. Most new workers at the library start at the minimum wage. Pay increases (ranging from $.05 to $.10 per hour) will be based upon evaluation and length of time worked in the department. The supervisor will evaluate progress in work skills, reliability, attendance at departmental meetings, adherence to dress policy, and relationships with others. Raises are usually considered only after a student has completed one school year of service.

**TIME CARDS**

Make sure you have done the initial setup procedure before you begin to check in/out on the computer or telephone system. You may use either way to enter your time card information; however, you must use the Web system for your last checkout for the week.

In order to get paid for the end of the pay period, you must use the computer, check over your times, then hit the submit button to complete your time card. This is the only way your information will be forwarded for approval to be paid. You must submit your time card each week, no later than 8:00 a.m. Monday, or your time card will not be approved until the following week.

It is the library’s policy that all student time cards are done in the library. You may not use other computers or telephones located outside the library to record your work time. Your entries will show
the exact location of where and when you entered your time.

SECURITY SYSTEM

Information about how the security system works is never given out. If patrons are persistent in asking questions, refer them to a supervisor. For the security system to be effective, methods for circumventing them must not be common knowledge! As student assistants in the library, you learn confidential information. The operation of the security systems, along with confidentiality of patron records, are two major examples.

PRIVACY OF PATRON RECORDS

Never reveal the name of a patron who has a book or any other library materials checked out. Doing so violates the federal and state privacy acts. The library functions to protect the rights of the individual to full access to information and to identify and meet those information needs.

The law of the land recognizes that people have a right to privacy. This right is necessary if people are to be self-governing. Therefore, circulation records and other records identifying the names, addresses or telephone numbers of library users are confidential in nature. No information concerning an individual borrower's records, or the contents of borrower's records, or the frequency or nature of questions asked by the borrower, will be divulged by the library to any individual, corporation, institution, government agency, or agency without a valid process, order, or subpoena. If the police or other authority request information, refer them to the library director.

TELEPHONES AND VISITING

Telephones in the library are for business use. A public phone for local use is located in the foyer for personal calls or for patron use. Ask your friends and relatives not to call unless it is an emergency. You have been hired to work, not talk with friends on the phone or on the job. (If a friend stops by to talk, please make an appointment to visit with them later, after work.)

No long distance calls (including the use of calling cards) are to be made on any of the library phones. Patrons are not to use the library phones for any reason.

STUDYING AT WORK

Studying (reading only) is permitted only if all work is done and work area is neat and in order and the supervisor has no projects that need to be done.

FOOD/BEVERAGE POLICY

Eating and drinking within a department is not permitted. When it is time for a meal, check out and leave the library or go to the staff lounge. If you brought food with you, the supervisor will allow you
to store it in a safe place or in the refrigerator in Tech Services until you can leave the library to eat. There is a microwave in the lounge.

**COMPUTERS**

Computers in the library departments are for work use only. They cannot be used for personal work such as class assignments, papers, or speeches; playing games; surfing the Internet; using chatrooms, E-mail or other messaging; viewing, displaying, or downloading suggestive, threatening, harassing, or racist material, etc. Anything done on a workplace computer is subject to review. It is not private. Anyone found using any library computer inappropriately is subject to immediate dismissal.

Student library assistants should know the “Policy for Acceptable Use of Computers and the Internet” as it relates to patron use of the library’s public access (lobby) computers. (See appendix).

**ELEVATOR**

The elevator is for library use in transporting book carts, equipment or other heavy items. Patrons with disabilities may use the elevator to go from one floor to another. Student workers will assist the patron by opening the door and giving instructions. Otherwise, the elevator is not for public use.

**EMERGENCIES**

The university has developed a comprehensive Emergency Management Plan. Please be familiar with its contents. A copy is available in each department.

**Library’s Specific Procedures**

**Power Outage**

Assist patrons in leaving the building, especially at night. Flashlights are available at the circulation desk, reference office, Technical Services, Media Center and Serials Department.

**Fire**

In case of fire, follow these procedures:
1. Remain calm.
2. If alarm is not sounding, pull the closest alarm.
3. As you leave, indicate to patrons and staff alike that they should leave the building immediately. Direct them to the nearest emergency exit.
4. Do NOT use the elevator.
5. Go to the library’s evacuation assemble site on the east side of the library.
6. If safe, help disabled patrons out of building. (Check for people in wheelchairs, etc.) If not, tell security or fire personnel there is someone in the building.
7. Do NOT open a hot door. (If it is hot or smoke is visible, do not open.)
8. Do not let the fire come between you and an exit.
Know more than one exit from an area.
Take any fire-fighting action that does not expose you
or others to injury. Disconnect electrical equipment
if it is on fire and it is safe to do so. Do not
jeopardize personal safety.

9. Exit building and go directly to the front sidewalk of
the library at the cross walk.

10. Do not return to affected area until told to do so by
appropriate authorities.

Medical

1. Notify a supervisor.
2. If you have a CURRENT First Aid Certificate,
render emergency first aid.
3. 911 is now the number to call for ANY life safety
emergency: police, fire or medical. If not life
threatening:
a.. call Student Health Services 2425
Hours: 8:30 a.m.-4:30 p.m. Monday-
Thursday; 8:30 a.m.-2:30 p.m. Friday.
b. call dorm dean if/when transportation is
needed and you are unable to contact a
librarian.
4. Fill out Incident Report obtained from supervisor.

Problem Patrons

- If a patron causes problems, call a supervisor or librarian. If you
have an angry patron during hours a supervisor is unavailable, ask
them to come back when one is on duty.

For potentially violent or mentally unstable people call a supervisor:
- If one is unavailable, call Security at 2613 or 2222.
- If none of the supervisors are available and no one
answers at Security, call the police at 911.

CHAPEL

Student Assistants are not expected to work during chapel.

SNOW DAY/MEMORIAL DAY

Those who are regularly scheduled to work from 5:00 p.m. - 11:00
p.m. are expected to meet their work schedule. If the holiday falls
on a Friday, students scheduled from noon to 2:30 are expected to
work.

SCHEDULES

At the beginning of each quarter, schedules are planned with the
supervisor. Each student must work a minimum of 10 hours per
week. Normally, students will not work more than 15 hours per
week. In Circulation and Periodicals, each person is required to work Sundays one or two quarters out of the year and at least one night each week. Circulation and Periodicals students are also expected to work until midnight at least one evening per week the last 2 ½ weeks of the quarter. During exam week a special schedule is developed and each student is expected to work at least half their normal weekly hours.

There will be times when you need a substitute or you substitute for someone else. It is your responsibility to find a substitute and to obtain approval from your supervisor.

Reference and Technical Services
Student assistants are normally scheduled to work during the hours of 8:00 a.m. - 5:00 p.m. Monday - Thursday, and 8:00 a.m. - 12:00 noon on Friday.

All Students are expected to meet their work appointments. Missed appointments effect schedules and inconvenience others. Cherish a reputation of reliability.

BREAKS

If you work at least 4 hours in a block, you are entitled to a paid 10 minute break. Check with your supervisor to know at what point you can take your break.

EMPLOYMENT

Each student is employed on the basis of recommendations from past employers, availability, skills, and presentation during the interview. Continuation of employment in the library is based on cooperation with other colleagues, doing an acceptable job, and following library and departmental policies.

Following is a brief job description for each of the five library departments:

Access Services
Job Title: Circulation Student Assistant
Circulation student assistants perform circulation duties at the front desk of the library and assist library patrons in use of facilities and collections. Circulation desk is not to be left unattended at any time for any reason. Service bell is to be used rarely.

Job Description:
1. Turn on printers and make sure they have paper.
2. Charge and discharge all circulating library materials.
3. Ready materials to be shelved.
4. Shelve materials.
5. Shelf read.
6. Keep circulation desk and area neat and in order.
7. Reshelve materials left after in-house use in stack and...
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study areas.
8. Send out library notices.
10. Answer location questions and refer all others to the appropriate librarian.
11. Answer phone when library secretary is unavailable.
12. Direct library materials that need mending to Technical Services.
13. Do outgoing mail.
14. Be familiar with Dewey and LC. Know shelf arrangement for each.
15. Know use of copier and make change for it.
16. Respond to security system when alarm goes off.
17. Send e-mail overdue and fine notices.
18. Enter data into the computer.
19. Other reasonable duties as assigned.

Other Expectations

1. If security alarm sounds, call patron back to circulation desk. Check for any library materials that may not have been correctly checked out.
2. Any reserves, including E. G. White and permanent reserves, are checked out for reserve time only. Faculty and grad students **cannot** check out reserve materials for the long term (end of quarter).
3. Check work schedule and student bulletin board (for messages) each time you come to work.
4. **Always** initial everything.
5. **Never** tell the name of a patron who has a book (or any other library materials) checked out. This is confidential and violates the federal privacy act.
6. Patrons must have a validated ID card to check out anything. Exceptions must be inserted on their records in the database.
7. When closing at night, it is important that the front doors are checked before leaving to make certain they are locked and latched properly. Do not leave until the librarian has approved.
8. All coats and book bags should be left in the closet by the employee restroom during work time.

Reference

Job Title: Interlibrary Loan Assistant

ILL student assistants perform duties assigned by the Reference Librarian.

Job Description:

1. Answer the telephone when the Reference Librarian is not available.
2. Pick-up and shelve in Reference Room.
3. Process Interlibrary Loan (ILL) requests and file paperwork.
4. Search shelves for ILL requests from other libraries.
5. Check books out on ILL for libraries at the circulation desk.
6. Check in books returned by other libraries (ILL).
7. Take requests for ILL, but always suggest that the patron call or visit the Reference Librarian to verify the possibility of getting the materials.
8. Input statistics on computer.

**Periodicals**

**Job Title:** Periodicals Student Assistant

**Job Description:**
1. Check periodicals shelf at the main desk for materials to be returned to serials.
2. Shelve periodicals.
3. Do pick-up.
4. Shelf read periodicals and microfiche.
5. Check duplicate exchange lists.
6. Sort and deliver mail to all library departments.
7. Mend damaged periodicals.
8. Maintain microfiche/microfilm and copy machines and help patrons with them.
10. Check in newspapers
11. Sort and store newspapers.
12. Answer phone when supervisor is not available.
15. Shift titles on shelves if necessary.
16. Various projects on the computer or typewriter may be assigned.
17. Check your shelf and bulletin board each time you come to work.
18. Always initial all work that you do and leave clear instructions if you are unable to finish a task.
19. When closing at night please follow the instructions in the manual for closing and do not leave building until you have the supervisor's OK.

**Technical Services**

**Job Title:** Technical Services Student Assistant

**Job Description:**
1. Stamp books, affix pockets, labels and bookplates in library materials.
2. Help maintain the computer database.
3. Perform basic filing duties.
4. Retrieve, and at times, re-shelve library materials from all areas of the library.
5. Responsible for entire search request process.
6. Type gift book lists.
7. Students will from time to time perform shelf reading and inventory related activities.
8. Answer phones when necessary.
9. Help students use the online catalog and direct questions to appropriate librarian.
10. Make photocopies.
11. Maintain Technical Services publisher’s catalog collection.
12. Assist in materials reconversion, pulling cards from the card catalog.
13. Other duties as assigned from time to time.

**Library Systems Office**

   **Job Title:** Library Systems Student Assistant

   **Job Description:**
   1. Create, design, edit library publications.
   2. Assist in programming repairs, maintenance, and trouble-shooting of library computer systems.

**EXPECTATIONS—ALL DEPARTMENTS**

1. Be prompt and reliable in meeting scheduled work appointments.
2. Present business-like atmosphere in department.
3. Adhere to dress code.
4. Personal calls should not be made or accepted at work.
5. Do not visit with your friends during your work time.
6. When leaving work, explain to supervisor unfinished tasks either in written or verbal message.
7. If in doubt about any procedure, please check with the supervisor or librarian in charge of your department.

**DEPARTMENTAL MANUALS**

Each library department has a working policy manual for student assistants outlining work and instructions. Read the manual for your department at least once per year and as often as your supervisor asks.

**SUMMER BONUS PROCEDURES**

All students working 38 hours per week need to be approved by the Director of Libraries, prior to their supervisor telling them they can work that much during the summer.

Students working 38 hours per week during the summer may not necessarily get 38 hours per week after summer school. Students approved to work 38 hours per week during the summer are not automatically on the summer bonus program.

There are only a few slots available in the library for summer bonus hours, so there is the possibility that some applicants may not be accepted into the summer bonus program at the library.

A list of students approved for the summer bonus program will be provided to each student labor manager. Only then will the approved student obtain a summer bonus form from the Student Employment Office. This form must be signed by the Library Director and a copy placed in the student file. Then the student may take it back to Student Employment or it may be sent via inter-campus mail.
WELCOME ABOARD!
WE WISH YOU HAPPY SAILING WITH US HERE AT THE LIBRARY.

LIBRARY TELEPHONE NUMBERS

LIBRARY DIRECTOR
Carolyn Gaskell. ................. 2107. ................. 525-5075

SECRETARY
Terri Alekel. ................. 2133. ................. 529-7609

REFERENCE
Christy Berry. ................. 2142. ................. 529-1271
Andra Aaby, ILL Document Delivery . . .2142 . . . . .301-3621

INSTRUCTION/ACCESS SERVICES
Annette Melgosa. ................. 2169. ................. 529-7502
Jason Beddoe. ................. 2191. ................. 301-0422

TECHNICAL SERVICES
Mark Copsey. ................. 2203. ................. 529-2068
Brooke Davey. ................. 2527. ................. 522-9450
June Waggoner. ................. 2242. ................. 525-6997

PERIODICALS DEPARTMENT
Annette Melgosa. ................. 2684. ................. 527-0472
Carol Lindsey. ................. 2538. ................. 526-5731

LIBRARY SYSTEMS MANAGER
Lyn Walcker. ................. 2032. ................. 522-3469
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