

UC SANTA BARBARA  
Library

# Student Assistant Handbook

Revised: 06/01/2023



Employment at the UCSB Library..... 2

Background Check..... 2

Pay..... 2

    Shift Differential ..... 2

    Payroll Deductions..... 2

    Non-Resident Alien Tax ..... 3

    Pay Increases ..... 3

Hours of Work..... 3

    Work Schedules ..... 4

    Rest Periods ..... 4

    Shift Coverage & Trades ..... 4

    Time-off Requests..... 4

    Timecard Approval Protocol..... 5

Employee Benefits ..... 5

    Sick Leave, Holiday Pay, and Vacation Leave ..... 5

    Healthcare Eligibility ..... 5

    Learning and Growth ..... 5

Jury Duty ..... 6

Federal Work Study Program..... 6

Safety ..... 6

Injuries at Work ..... 6

Title IX ..... 6

Additional Requirements ..... 7

Library Expectations..... 7

    Absences and Tardiness ..... 7

    Dress Code ..... 7

    Change of Address and Phone Number ..... 8

    Personal Phone Calls and use of Smartphones ..... 8

    Library Equipment ..... 8

    Audio Equipment..... 8

    Food and Drink ..... 8

Performance Evaluations ..... 8

Grounds for Discipline/Release ..... 9

Leaving Employment..... 9

Academic Study..... 9

## Welcome to the UCSB Library

This handbook has been prepared to help you understand what is expected of you as an employee of the UCSB Library, as well as set out policies and procedures related to your employment.

The policies and guidelines stated here are to be followed by all Library Student Assistants, regardless of where you work in the Library. However, each supervisor will have their own set of expectations based on the activities and responsibilities of the particular department. Please be sure you understand and are aware of those expectations as well.

## Employment at the UCSB Library

The UCSB Library provides part-time employment to approximately 160 UCSB students. Student Assistants are hired in casual/restricted positions. Hiring occurs throughout the year based upon the needs of the UCSB Library.

All positions and work hours are subject to change because of fluctuating workloads and budget adjustments. Continued employment into summer or through a subsequent academic year will depend on the amount and kind of work available in your department/unit and your performance on the job. Students who are enrolled for spring quarter, and will be continuing school in the fall, may be eligible to work during the summer, if hours are available; regardless of summer session enrollment. However, because the Library operates on a reduced schedule during the summer and between quarters, employment is not guaranteed for all students who may be available.

Students are not permitted to work in student positions at UCSB, after having withdrawn from school for any reason. However, students are permitted to work the quarter immediately following graduation.

## Background Check

Student Assistants working in Building Operations, Mail Services, IT Support, and any position with access to secured areas are required to complete a background check prior to starting employment.

## Pay

Student Assistants not working in academic titles are paid on a biweekly basis and with a scheduled payday every other Wednesday. Paychecks for the entire University of California are issued and distributed from the UCPath Center at UC Riverside. It is recommended that each employee enroll in direct deposit through their [UCPath](#) portal so that they receive their pay in a timely manner. Check with Library HR if you have any questions regarding your pay.

### Shift Differential

A shift differential of an additional \$0.37 per hour will be added to your hourly rate should you work four or more consecutive hours after 5 PM during an assigned shift. The differential will also apply to all hours worked during that same day.

### Payroll Deductions

**Exemption from Medicare and Defined Contribution Plan Deductions:** Effective April 1, 1995, students employed at UCSB must meet both of the following criteria to maintain their exemption from Medicare and DCP deductions:

- 1) Total work appointments must be 50% or less.  
AND
- 2) Must carry at least the following course loads:
  - Undergraduate students: 12 units
  - Graduate students: 8 units(Graduate students enrolled and approved for advancement to Doctoral candidacy meet the minimum unit requirement.)

Failure to meet either of these criteria will result in the deduction of a Medicare tax and a University's Defined Contribution Plan (DCP), which is the alternative to Social Security taxes. DCP deductions remain in the individual's account until termination of employment of the University system and request for distribution. How the funds are distributed will affect whether the amount will be taxed or not at that time.

### Non-Resident Alien Tax

The Internal Revenue Service requires that non-resident alien employees have an additional tax per week withheld from their pay.

### Pay Increases

All Library positions for Student Assistants have been classified within the University's Student Assistant Series and have been assigned a competitive wage range. Additionally, Student Assistant job performance is evaluated on an annual basis at the end of each calendar year, and, depending upon availability of funding, Library Student Assistants (who average 6 hours of work per week per quarter) will receive a pay increase for an overall evaluation score of 'meets expectations' or greater.

Increases will coincide with the biweekly pay period immediately following the start of the calendar year. Increases will not be given retroactively, so it is imperative that evaluations are submitted to Library HR prior to quarter end or immediately following the end of the calendar year. Increases for eligible students whose evaluations are submitted after the deadline will be granted on the next biweekly cycle following the submission of the evaluation. Students hired in Fall Quarter or later will not be eligible for an increase until the annual performance evaluation in the next calendar year.

### Hours of Work

While enrolled at UCSB it is important to remember that you are a student first. The UCSB Library places emphasis on academic success as a main priority for our Student Assistants. It is your responsibility to manage your time commitments between academic study and employment with the UCSB Library, determine your desired workload, and effectively communicate that information to your supervisor.

Students may work up to, but not to exceed, 10 hours in a day and 40 hours in a week. Hours of work are not guaranteed and are assigned based on operational need and available funding.

Units in the UCSB Library will require that Student Assistants commit to minimally work between 6-12 hours each week.

*You must notify Library Human Resources if you are working concurrently in any other campus departments.*

## Work Schedules

Employees are expected to maintain their work schedules throughout the quarter, including mid-terms, finals, and holiday periods. Most units will arrange special work schedules for finals week, but make sure to check with your supervisor before you agree to a work schedule for the quarter.

Changes from your assigned working hours must be approved by your supervisor. If anything prevents you from reporting to work on time, notify your supervisor immediately. If you foresee recurring problems with meeting your schedule, discuss it with your supervisor, who will decide if a schedule adjustment or reduction in hours can be accommodated by the department. Frequent tardiness or absences may result in termination of employment.

## Rest Periods

Fifteen-minute breaks with pay are scheduled at the convenience of the department for employees who work more than three (3) consecutive hours during a shift. Breaks cannot be accumulated, added to another break, or taken at the beginning or end of a work shift. University policy states that rest period privileges may be withdrawn if abused. Breaks are to be taken outside the work area whenever possible; the facilities of the Library Staff Room (4th floor, Ocean Side) & other breakrooms are available to Student Assistants **ONLY** during your shift.

Employees who is scheduled to work more than five (5) consecutive hours are entitled to take an unpaid meal break for at least one-half hour during their shift. An employee must be completely relieved from duty during meal periods. Meal periods are neither time worked nor time on pay status. Meal periods may not be taken at the beginning or end of a shift.

## Shift Coverage & Trades

In the event that you wish to not work a scheduled shift you may coordinate with your supervisor and peers to have someone cover your shift or you may seek to swap shifts with a peer to retain the number of assigned hours each week.

All shift coverages and trades are not official until approved by a supervisor. Whoever accepts an approved coverage or trade is responsible for that shift (see 'Absences and Tardies').

## Time-off Requests

The UCSB Library will aim to provide accommodations to your work schedule for your academic pursuits, but there may be planned, personal life events (sibling graduation, weddings, family or personal trips, etc.) that you would like to attend but have one or more shifts scheduled during that time.

Where possible, supervisors will aim to accommodate a request for time-off in accordance with the following procedure:

- The student assistant must communicate with their supervisor, in writing, a request for time-off work no later than three weeks prior to the intended absence.
- Student assistants must coordinate with their peers to seek coverage for any shifts that they have been assigned during the requested absence (see 'Shift Coverage & Trades').

- If the unit's shift schedule is yet to be published for the requested absence, the student assistant may request to not be scheduled for requested date/time away from work, and the supervisor will accommodate where operational needs permit.
- If coverage is not found, and there is an operational need, the supervisor may deny your request for time away from work.
- Supervisors will respond to Time-off Requests no later than one calendar week from the first date requested away from work.

### Timecard Approval Protocol

Kronos is the official timekeeping system for the University of California, Santa Barbara. Employees are responsible for accounting for their hours worked with electronically entered time stamps, either through a time clock or computer. Any discrepancies with hours worked and timecard totals must be resolved with the department supervisor by the end of each week.

Employees are responsible for approving their timecard. Failure to approve your timecard in accordance with the approval schedule may result in a delay of your paycheck until the proper approvals are obtained. Please note that both your approval and that of your supervisor are required before your paycheck is processed. The Kronos system maintains a full audit trail of timecard transactions that is kept indefinitely.

### Employee Benefits

The University and the UCSB Library have established benefits programs to attract and retain employees. It is your responsibility to be aware of and take advantage of the benefits that are available to you. Please contact Library HR for any questions you may have related to employee benefits.

#### Sick Leave, Holiday Pay, and Vacation Leave

Student Assistants who work 50 % or more of the total working hours of the quadra-weekly cycle will accrue sick leave. Sick leave is calculated at rates proportional to the percentage of time worked at or above 50 percent. Sick leave may be used in any pay period following the one in which it is accrued.

Student Assistants who work 50% or more of the total working hours of the quadra-weekly cycle (excluding holiday hours) prior to the pay period in which a University Holiday occurs, may receive pay for that holiday proportional to the percentage of time for which they are on pay status.

Student Assistants are not eligible to accrue vacation hours due to their position classification.

#### Healthcare Eligibility

Student Assistants may become eligible for [Core Healthcare](#) coverage if they work at 75% time, or more, for three (3) months, or more. Student Assistants must opt-in to healthcare benefits and will be notified by UCPath when they become eligible and may enroll in them. Student Assistants enrolled in Core Healthcare coverage may see larger deductions on their paychecks for their contributions to the selected plan.

#### Learning and Growth

The UCSB Library is committed to building a Learning Organization, where our work-culture is dedicated towards continuous learning and growth. To help facilitate this, Library Administration has approved for a modified

version of the Staff Learning and Growth Program for Student Assistants. Each Student Assistant is allotted up to 3 hours of paid time per academic year (Fall Quarter through Summer Quarter) to attend any online or in person learning event. The time paid for training will be counted towards weekly maximum (see 'Hours of Work').

Additionally, Student Assistants working for the UC have full access to [LinkedIn Learning](#) and the 1000+ online learning opportunities within it.

## Jury Duty

The UCSB Library encourages all employees to fulfill their civic obligations by performing jury service when called. An employee called for jury duty will be provided an excused absence to respond to a jury summons and will receive normal pay for regularly scheduled shifts. If an employee does not have to attend court, they are expected to report to work. If an employee who works evenings is required to attend court during the day, individual arrangements with the direct supervisor can be made to facilitate the situation. Employees are responsible for the following actions:

- Upon receipt of a juror summons, the employee must promptly present it to their supervisor.
- The employee must then forward the summons to the Human Resources Assistant for placement in the employee's file. Any changes to the leave required should be forwarded to the supervisor and the HR Assistant immediately.
- Upon completion of service, the employee obtains documentary proof of time served for submittal to the supervisor and HR Assistant.
- Absences due to Jury Duty will be recorded by Library HR on the employee's time sheet.

## Federal Work Study Program

The Federal Work Study referral letter from the Financial Aid & Scholarships Office is required to be delivered to Library HR at the start of each Academic Year (Fall Quarter). Supervisors may collect and deliver the referral letters on the behalf of their Student Assistants. Eligibility in the Federal Work Study Program does not guarantee employment.

## Safety

Your safety is paramount to the Library. Comply with any safety regulations in your area and report any safety hazards you may notice to your supervisor. Never feel obligated to stay in an area in which you feel threatened by another person or situation in the work environment itself. Contact Building Operations (ext. 3220) or the campus police if you need help.

## Injuries at Work

Notify your supervisor immediately if you should suffer any work-related injury or illness. Student Assistants are eligible for workers' compensation benefits, and **MUST** submit an "[Employers First Report](#)" within 24 hours of the injury. If you have any questions regarding workers' compensation, please contact Library HR.

## Title IX

The University of California is an Equal Opportunity/Affirmative Action Employer and discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law will not be tolerated. Student Assistants may be faced with unpleasant or upsetting situations. It is the intention of the UCSB Library and the University to take whatever action may be necessary to

prevent, correct, or discipline such behavior. As an employee of the UCSB Library you play an important role in the reporting of harassment. It is required that you report any instances that occur while in the workplace that may be related to harassment to the Title IX Office (<https://titleix.ucsb.edu/> 805-893-2701).

## Additional Requirements

New employees are required to read the following regarding Substance Abuse. Please read each of the documents below in their entirety:

[UC Policy on Substance Abuse](#)  
[UCSB Alcohol & Drug Program website](#)

## Library Expectations

Library operations and staffing depend in large part on student positions. The Library is a public service department, assisting faculty, students, and the general public with their teaching and research needs. Library Student Assistants are expected to conduct themselves in a professional and courteous manner during their employment here, and to recognize the importance of their assigned duties and obligations to the operation of the Library and its service to the public.

### Absences and Tardiness

As a Student Assistant, you are expected to work your shifts as scheduled. Should you need to change your schedule, it is your responsibility to cover your shift with a replacement that is trained to do the specific duties you are assigned unless otherwise approved by your supervisor. Two **unexcused** absences will result in immediate termination. Absences related to extenuating circumstance, such as the death of a close friend or relative, may be excused at the Library's discretion. Contact your supervisor immediately if you are going to be absent for **any** reason.

*Absences due to illness:* Employees must contact their supervisor immediately if unable to come to work because of illness. A note from your doctor or student health is required for illness related absences lasting longer than two days. Any absence during finals week requires a note from your doctor (or student health). Failure to provide a note will result in immediate termination. Please do not come in to work sick as many illnesses spread easily. Additionally, please do not come in sick and then leave shortly thereafter, as this leaves the Library with few alternatives for coverage of your shift.

If a Student Assistant has a sick leave balance, they may choose to use this balance to receive pay for any shifts missed due to illness. Student Assistants seeking to use their sick leave must notify their supervisor or Library HR so that the sick leave can be entered into their timecard.

*Tardiness:* Employees are expected to arrive on time to their scheduled shifts. Arriving 10 minutes (or more) late to a scheduled shift will result in one "tardy." Three tardies per quarter equals one **unexcused** absence.

### Dress Code

Student Assistants are expected to be neat, clean, and appropriately dressed to maintain a business-like demeanor. The way we appear is an important form of non-verbal communication, which creates in others an



impression about the Library as a competent and professional academic resource. When on duty, you represent the Library. Your appearance directly affects our patrons' experiences. For safety requirements closed-toe shoes and shirts must be worn at all times during your shift.

### Change of Address and Phone Number

It is the responsibility of each Student Assistant to maintain their contact information in the UCPATH System. Official tax and legal documents may be sent to the address on file.

### Personal Phone Calls and use of Smartphones

Personal calls should not be made on office phones in the Library, nor should you receive personal calls unless it is an emergency. Use of any cellular phones are not permitted while at work. If you have a special circumstance for which you need to keep your personal phone available to you, please discuss this with your supervisor and requests will be approved on a case by case basis.

### Library Equipment

All Library equipment including computers, typewriters, photocopy machines, etc. are to be used by employees for Library business only.

### Audio Equipment

Radios, CD players, iPods, etc. are not permitted for personal use in public areas of the Libraries. Use of these devices in non-public areas varies from one department to another. Please consult your supervisor regarding the use of personal audio equipment in your unit. Supervisors may deny use of personal audio devices if the work of the unit is negatively impacted.

### Food and Drink

Drinks and food are permitted in the Library; however you should check with your supervisor to make sure that there is not a different policy regarding food and beverages in your department. The Library Staff Room is available for your use, and is located on the 4th Floor, Ocean Side.

## Performance Evaluations

Continued employment is dependent upon the quality of your performance. A written performance evaluation is prepared by your supervisor at the end of the 10<sup>th</sup> week of employment, and thereafter at the end of each calendar year. You will also receive an evaluation at the time of separation from Library employment. Additional evaluations may be performed whenever a supervisor feels it desirable, or at an employee's request.

Performance of assigned duties, attendance record and attitude are among the items on which you will be evaluated. You will have an opportunity to discuss your performance and evaluation with your supervisor, and to make written comments if you wish. These evaluations become part of your work record and may be used when prospective employers request an employment reference, unless you specify that you do not want the results released.

## Grounds for Discipline/Release

This handbook has outlined the Library's policies, procedures, and expectations for Student Assistants. Occasionally the behavior of a Student Assistant will result in grounds for discipline or release. It is your responsibility to be aware of these conditions and be guided accordingly.

As a Student Assistant you may be disciplined/released for any of the following reasons:

- Misconduct or failure to perform satisfactorily
- Poor attendance or numerous tardies
- Dishonesty, theft or misappropriation of University property; fighting on the job; acts endangering others; inappropriate sexual behavior; or other serious misconduct
- Insubordination
- Unauthorized use of Library materials, equipment, facilities, or supplies.

## Leaving Employment

All Student Assistants wishing to end their employment with the UCSB library must submit to their supervisor a letter of resignation. Failure to do so may result in delayed final pay. Final pay will be administered on the next scheduled pay day via its normal distribution (Direct Deposit, or mailed paper check).

## Academic Study

If you would like to broaden and expand your knowledge and experience in libraries, consider applying for graduate studies in Library and Information Science. The Library Human Resources Office will be happy to talk to you about the field should this be a career interest.

Congratulations on your new job! Feel free to contact Library HR or your supervisor if you have any questions regarding your employment.