

## HIDDINGH HALL LIBRARY

### Student Assistants: Code of Behaviour

#### Introduction

As a Student Assistant, appointed to serve users of the UCT Libraries, you are expected to conduct yourself and perform your duties/tasks in a manner that is professional, courteous and efficient.

Please study this document carefully and sign it below, as it specifies a code of behaviour the Libraries expect Student Assistants to follow.

You will be on probation for the first month after which your appointment will be cancelled or confirmed subject to satisfactory performance.

**Please also note that any transgression of this code may lead to disciplinary action.**

Sign the document to acknowledge your acceptance of what is contained in it.

**You are on probation for the first month. During this time, your appointment can be cancelled or confirmed.**

#### CODE OF BEHAVIOUR

##### Your responsibilities

Your responsibilities are to assist the library staff on a part-time basis, library users in the Hiddingh Hall Library. You will refer more complex enquiries to the professional librarians for more specialised assistance.

Duties include:

- Circulation duties, including issuing and returning items, reserving items for users, etc.
- Answering basic reference and directional queries, referring more complex ones to the library staff
- Assisting with other administrative and ad hoc tasks
- Assisting users with the photocopier machine and troubleshooting photocopier problems
- Monitoring student behaviour in the library and intervening where necessary

##### Conduct

You will behave politely, pro-actively and flexibly when you are assisting at the desk.

### **University and Libraries' rules**

You will abide by and promote University policies on appropriate and responsible use of computers and software and the Libraries' **rules**.

### **Punctuality**

You are expected to be at the desk, *ready to start work*, when your shift starts. Repeated lateness is a disciplinary matter and may lead to dismissal.

### **Timekeeping**

Claims can only be submitted for periods of 30 minutes. If you work a period of 15 or 45 minutes, the extra minutes need to be carried over until you can complete a 30 minute period.

You **must** alter your shifts if you find that your academic commitments and library shifts clash.

### **Contact names/telephone numbers/emails**

Solvej Vorster  
021 6507139  
082 5791766  
[solvej.vorster@uct.ac.za](mailto:solvej.vorster@uct.ac.za)

Kay Shade Lucas  
021 6507163  
082 5600358  
[kashiefa.shade@uct.ac.za](mailto:kashiefa.shade@uct.ac.za)

### **Work attendance/Swopping of shifts**

Please confirm your shifts so that there can be no confusion. If you cannot do an agreed shift, it is **YOUR responsibility** to find a replacement and inform the library staff about the new arrangements in good time. Document the change on the roster sheet or diary. In a genuine emergency, please contact the Hiddingh Hall staff (see details above) as soon as possible.

### **Attendance register**

Sign and note your hours in the timesheet file when starting and finishing each shift. You are only paid for the hours you work. It is YOUR responsibility to ensure that your timesheet is completed correctly so that you get paid on time. You are expected to keep accurate timekeeping records which reflect your actual hours of work. If you are late we cannot pay you for the time you have not worked.

**N.B. You will be paid at the end of the following month**, i.e. February work will be paid at the end of March.

### **Patron problems/queries**

If you are unable to assist a user, consult the Hiddingh staff. Never leave a query unresolved.

### **Use of the telephone**

The telephone is to be used for library business only. Please do not use your cell phone while on duty.

Do not talk to your friends whilst on duty at the help desk - you are employed to assist library staff and should be readily available for this at all times.

### **Use of the PCs**

The PCs at the Circulation Desk are strictly for library work. Please do not read your email or log onto any social networking sites. You may not use your shift for your personal work or course assignments.

Please do not use the Circulation Desk PCs for personal reasons without the permission of the library staff member.

### **Tasks set for the shift**

You will be given special tasks to do from time to time and are your priority after helping users. Please be proactive about your job and ask if it seems there is nothing to do.

### **Student assistant circulation transactions**

Student assistants are not allowed to do their own transactions. This is to ensure that there can be no suspicion of unfair advantage or dishonesty.

### **Breaks during long shifts**

During a long shift of 4 hours, you may take a break of 10 [ten] minutes which is included in your paid hours.

If you work more than 5 [five] or more *continuous* hours you are required by law to take a 30 [thirty] minute break. This is NOT included in your paid hours i.e. if you work from 17.00 to 23.00 you must take a minimum of a 30 [thirty] minute break but will only be paid for 5.5 hours. You may start 30 [thirty] minutes earlier i.e. at 16.30, to claim a 6 [six] hour shift. Please note however, that this must be arranged with your supervisor.

Signed: \_\_\_\_\_  
(Student Assistant)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
(UCT Libraries Staff Member)

Date: \_\_\_\_\_