TEMPORARY EMPLOYEE HANDBOOK

INDIANA UNIVERSITY LIBRARIES
BLOOMINGTON CAMPUS
2014-2015
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TEMPORARY EMPLOYEE SECURITY AGREEMENT ........................................................................................................................................................................7
Welcome to the IU Bloomington Libraries!

Our Temporary employees are an important part of the Libraries’ operations – we could not function without you! We value the significant contributions of the approximately 600 students who work side by side with us every day. You are integral to our success and to our reputation as one of the leading research libraries in the country. We welcome your input and ideas. If you have questions, comments, or concerns, we encourage you to contact Libraries Human Resources (LHR).

Employee Responsibilities

As a Temporary employee, it is your responsibility to:

• Complete all of your employment paperwork
• Ensure the hours you have worked are recorded accurately on your timesheet
• Report to work on time
• Notify your supervisor as early as possible in the event of an illness or other reason for absence or tardiness
• Attend all training sessions
• Perform duties to the best of your ability
• Wear appropriate clothing at all times
• Work only from your assigned work area
• Exercise maturity and good judgment
• Honor confidentiality
• Work as a team, in harmony with others
• Conduct yourself appropriately and according to the job requirements
• Provide sufficient notice to your supervisor (at least two weeks) if resigning or leaving your job for an extended period

The Work Day

Schedules

Your supervisor sets work schedules at the beginning of each semester. Schedules will be adjusted during exam week if necessary.

You are allowed one 15-minute break for every 4 hours you work. If you work less than an 8-hour shift, you are entitled to one 15-minute break period. You will receive normal compensation for break periods. Break times are determined by the supervisor and are not cumulative. If not taken, breaks may not be used to cover late arrival or early departure from work.

If your shift is eight hours or longer, you are entitled to a 1-hour, uncompensated lunch period.

Work Location / Hours

Temporary Employees are not allowed to work from any physical location other than in the department that hired them. As part of their job duties, some Temporary employees may have to visit other departments, e.g., mail delivery, computer repair, usability testing. This is acceptable as long as the employee only works at those locations and during those hours specified by the supervisor.

Employees are expected to work during regular business hours (Monday – Friday, 8:00 a.m. to 5:00 p.m.) and/or during hours a supervisor is present.

Any exceptions to this policy require completion of the Libraries Temporary Employee Telecommuting Request Form.

Telephone Calls/E-Mails

Personal calls and e-mails placed or received on work phones, personal cell phones, or computers should be kept to a minimum. Use should be limited to break and lunch periods.

Absences/Time Off

You are expected to be at work when scheduled, and are personally responsible for reporting anticipated absences to your supervisor before you are scheduled to begin your workday. Regular attendance as established by your supervisor is a condition of employment.

If an absence is due to an emergency, you must notify your supervisor as soon as possible as to the reason and
expected time of your return. If your supervisor cannot be reached, you should follow the reporting procedure outlined by your supervisor.

Unexcused absences, with or without notification, may be subject to disciplinary action up to and including termination.

You are not expected to work during designated university breaks, e.g. Spring Break, but you may be offered the opportunity to do so. You are ineligible for paid vacation, holiday or sick leave. You are paid only for the hours you actually worked.

Limit to Hours Worked
Temporary employees are not to break either of the following thresholds.

• 116 hours over two consecutive biweekly pay periods; this includes regular and overtime hours across all jobs across all units
  o To avoid exceeding the above “116 hour limit,” units may want to set a limit of 58 hours in a bi-weekly pay period, with any excess hours adjusted in the following biweekly pay period.

• 999 non-student hours across all jobs across all units in a calendar year

The Importance of Customer Service
Why does Customer Service Matter to Indiana University?
• It’s important for students and parents to have a positive customer service experience so they choose Indiana University! It’s important that they stay and refer others!

Why does Customer Service Matter to the Libraries?
• You and the Libraries represent IU!
• Good customer service makes a good impression of your department.
• If the Libraries do not provide a good level of customer service, it will cause the Libraries to have a poor reputation and may even hinder future funding.

Why does Customer Service Matter to Your Customer?
• Did you know that a typical organization never hears from 91% of its unhappy customers, but that an unhappy customer tells between 8 and 10 people of the poor experience? It can destroy the reputation of your workplace.

Why should Customer Service Matter to YOU?
• It’s your job.
• It makes a good impression of you for later job references.
• It’s good training for future employment. Many companies look for potential employees with customer service experience.
• It makes your job more satisfying and fun!
• Most of all…You are the face of IU and the Libraries in the eyes of the customer!

Libraries Customer Service Philosophy
Customers are both internal and external.
We are committed to providing service that is respectful, responsive and supportive by courteous and competent staff.

Reliability
We can be relied upon to provide access to a variety of informational needs, services, and resources. We will meet customer needs and expectations by providing quality services and accurate information.

Responsiveness
All library staff will provide prompt and courteous service.

Diversity
We will create an environment that is respectful, building an inclusive library community that supports differences.

Accessibility
We will give individualized attention to needs without bias and with full use of available resources.

**Clear Communication**

We will communicate with others clearly, respectfully and in a timely manner, both verbally and in writing. Signage, print materials, and electronic communications will be understandable and effective.

**Confidentiality**

Recognizing the right to privacy, an individual’s records and interactions will not be used for any other purpose than routine record keeping, or where otherwise required by law.

**Workplace Safety**

**On-the-job Injuries**

All employees, including Temporary, are covered by workers’ compensation. You must report any work related injury or illness to your supervisor immediately, even if you do not plan to seek medical treatment. Your supervisor will help you complete the required forms. If you need treatment and the incident occurs between 8:00 am and 8:00 pm, you are to go to Indiana University Health Occupational Services (3443 West 3rd Street – in Whitehall Plaza)

If an incident occurs between 8:00 pm and 8:00 am, or it is a critical case (where an ambulance is called), notify your supervisor and then go to the IU Health Bloomington Hospital emergency room. If your supervisor is unavailable, follow the reporting procedure outlined by your supervisor or notify LHR.

**Emergency Action Plan**

The purpose of the Emergency Action Plan is to protect employees from serious injury, property loss, or loss of life, in the event of an actual or potential major disaster. A major disaster may include, but not limited to, any of the following: fire, tornado, earthquake, bomb threat, or hazardous chemical spill. Your supervisor should review the emergency action plan with you and tell you where it can be accessed. Please note that each building has its own plan. For example, employees in the Education Library are not covered by the same plan as those in the Herman B Wells Library.

You should notify your supervisor if you need any special assistance evacuating the building in case of emergency.

**Timekeeping/Payment**

**Recording Time Worked**

You are responsible for accessing your timesheet and clocking in and out to record the time you work.

You can access your timesheet two ways:

1. Navigate to [https://www.fms.indiana.edu/time/links.asp](https://www.fms.indiana.edu/time/links.asp), click on “Current Timesheet” (*this provides the most direct access to your timesheet*)

2. Log directly into OneStart ([http://onestart.iu.edu](http://onestart.iu.edu)), click TIME on the left edge of the window, then “Enter Kuali Time.”

Your timesheet should be available approximately one hour after your hire paperwork has been submitted to and processed through Libraries Financial Services (LFS). You may click “Time Detail” in order to see the details of the timesheet and Hours Summary. Also, you can always “add a note” at the bottom of your timesheet, if needed. If you need help, ask your supervisor for assistance.

**Viewing Previous Timesheets**

You may view your timesheets in OneStart after a pay period has ended by clicking TIME on the left edge and then “Enter Kuali Time.” Click on the Time Detail tab and use the back arrow to view previous timesheets.

**Pay Schedules**

You will be paid every other Friday. For pay dates, please refer to the pay schedule card you received when you were hired. If you did not receive one, please contact your supervisor or LFS.
Initial Completion of Direct Deposit and W-2 Forms
Within 7-10 days after your initial hire has been processed in the payroll system, you will receive an email directing you to the Employee Center in OneStart to enter your bank information for payroll direct deposit and to enter your withholding status for state and federal taxes. This information should be entered as soon as possible after you receive the email. If you need assistance with entering the data in OneStart, you may stop by the LFS.

- Direct deposit is a condition of employment for all new Indiana University employees.
- If you do not set up direct deposit, a paper check will be prepared and you will need to pick it up at the Poplars Building, room 527. You must bring a photo ID and you will be required to provide direct deposit information at that time, otherwise, you will be issued a paycard to which future payrolls will be applied.

Accessing Your Direct Deposit Advice
Direct deposit advices are available online via OneStart's Employee Center. Your supervisor will show you how.

Important Tax and Recordkeeping Information

W-2 Forms
You are encouraged to sign-up for online delivery of your W-2 Wage and Tax Statement via OneStart's Employee Center. The system will notify you that it's ready for you to print each January. Electronic notification is sent out 1-2 weeks earlier than the W-2's that are printed and mailed. If you do not sign-up for electronic notification, your W-2 will be mailed to the permanent home address that you listed on the Personal Profile Form. This federal form is important, as you may need it to file your income taxes. Any change in your name or permanent address should be reported immediately. After you separate employment with the University, the Employee Center will be available to you until October 15th of the year following the year in which your employment ended.

Tax Withholdings
After your hire has been processed in the payroll system and you have the Employee Center available to you in OneStart, you will need to enter your tax withholding information for Federal Tax and Indiana State Tax. You may indicate the number of allowances (exemptions) you wish to claim and, if you prefer, an additional amount you would like deducted from your earnings for tax purposes. You may change this information anytime during the year. The links below offer instructions and a worksheet if you are unsure what you should claim. You can update either tax withholding status in OneStart's Employee Center.

Change in Personal Information
To change your personal information, such as your legal name, you must complete a Personal Data Change Form. The completed form should be submitted to LHR. You can access the form using the link below or by contacting LHR. You can update your preferred name or address in OneStart's Employee Center.

Form: www.indiana.edu/~uhrs/pubs/forms/hrms/change.pdf

Separation of Employment
In cases of voluntary separation, you are expected to give your supervisor an advance notice of at least two weeks in order to leave in good standing. Please note that not leaving in good standing or being terminated from your position could result in a “Conditional” or “No” rehire status with the university (See the Eligibility for Reemployment Policy: http://www.indiana.edu/~uhrs/policies/uwide/eligibility_reemployment.html).

University policy states that Temporary employees are employed at the sole discretion of the employing department and may be released from employment at any time without cause. They also do not serve a formal probation or new-employee evaluation period.

Also see policy on voluntary and involuntary separations http://www.indiana.edu/~uhrs/policies/hourlyTemporary/voluntary.html.

University Policies
Personnel Policies for Temporary Staff Employees at IU are located at http://www.indiana.edu/~uhrs/policies/hourly/index.html.
Affirmative Action

From the Board of Trustees: Indiana University pledges itself to continue its commitment to the achievement of equal opportunity within the university and throughout American society as a whole. In this regard, Indiana University will recruit, hire, promote, educate, and provide services to persons based upon their individual qualifications. Indiana University prohibits discrimination based on arbitrary considerations of such characteristics as age, color, disability, ethnicity, gender, marital status, national origin, race, religion, sexual orientation or veteran status. Indiana University shall take affirmative action, positive and extraordinary, to overcome the discriminatory effects of traditional policies and procedures with regard to the disabled, minorities, women, and Vietnam-era veterans. Policy: [http://www.indiana.edu/~uhrs/policies/uwide/eoaa.html](http://www.indiana.edu/~uhrs/policies/uwide/eoaa.html)

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act requires employers to provide "reasonable accommodations" to the known physical or mental limitations of an otherwise qualified applicant or employee who has a permanent disability. Reasonable accommodation is any modification or adjustment to a job, an employment practice, or the work environment that makes it possible for a person with a disability to enjoy an equal opportunity to successfully achieve acceptable job performance. This requirement applies to all aspects of employment, is ongoing, and may arise any time that a person's disability or job changes. Policy: [http://www.indiana.edu/~uhrs/policies/uwide/ada.html](http://www.indiana.edu/~uhrs/policies/uwide/ada.html)

Confidential Information

Confidential information refers to nonpublic information about students, faculty, and employees. Some examples of confidential information include grades, financial aid, performance evaluations, family data, and medical records. Employees cannot use confidential information for personal reasons.

A federal law, Family Educational Rights and Privacy Act (FERPA), classifies most student record information as private. This information cannot be released to third parties (including parents) without signed consent from the student.

You should not provide anyone with confidential information. If anyone requests such information, contact your supervisor or LHR. Policy: [http://www.indiana.edu/~uhrs/policies/uwide/confidential.html](http://www.indiana.edu/~uhrs/policies/uwide/confidential.html)

Conflicts of Interest and Commitment

Employees of the university are expected to conduct the affairs of the university in accordance with the highest legal, ethical and moral standards.

Conflicts of Commitment

Employees are expected to devote their university work activities to official functions of the university, and to use university resources only in the interest of the university. An employee may not commit university resources to activities not in the interest of the university. Employees should not allow external activities to impede the fulfillment of university responsibilities. Policy: [http://www.indiana.edu/~7Euhrs/policies/uwide/coc.htm#general](http://www.indiana.edu/~7Euhrs/policies/uwide/coc.htm#general)

Conflicts of Interest

Employees shall not use their university position to secure personal financial benefits for themselves or any member of their immediate family. Supervisors and employees are expected to use good judgment to identify possible conflicts of interest and to manage such so as not to adversely influence Indiana University operations. Policy: [http://www.indiana.edu/~uhrs/policies/uwide/coi.htm](http://www.indiana.edu/~uhrs/policies/uwide/coi.htm)

Fiscal Misconduct/Ghost Employment

Indiana law makes it a criminal and civil law offense for Indiana University to employ and pay an employee when that employee is not performing duties related to the operation of the employer.

- No employee is to receive salary or wages for work not performed in the exercise of duties for the institution.
- It is also unlawful for the employee to accept salary or wages in this situation.
- Both the employer and the employee are subject to civil and criminal penalties for violation.

IU financial institutional policy states, "If any employee knows or suspects that other university employees are engaged in theft, fraud, embezzlement, fiscal misconduct or violation of university financial policies, it is their responsibility to immediately notify the Internal Audit department or the appropriate campus police department."
All investigations will be conducted in the strictest of confidence. The names of those communicating information will only be revealed if legal action requires disclosure of names. Policy: http://www.indiana.edu/~uhrs/policies/uwide/fiscal.html

Privacy of Electronic Information
This policy allows that there are times legitimate reasons exist for persons other than the account holder to access computers, computer files, or network traffic. This may occur with or without authorization from the individual to whom the account/device/communication has been assigned.

The policy covers data and other files (including email and voicemail) stored on or in transit to/from individual computer or voicemail accounts; university data and other university files on personally owned devices; and telecommunications (both voice and data) from/to/between any devices described above or connected to the IU technology infrastructure.

You can find the policy in its entirety on the web at http://policies.iu.edu/policies/categories/information-it/it/IT-07.shtml. If you have question or concerns, please contact LHR or the Office of the Vice President for Information Technology, University Information Policy Office (itpo@iu.edu).

Sexual Harassment
Harassment on the basis of sex is a violation of Title VII of the Civil Rights Act of 1964 and the Civil Reform Act of 1978. Indiana University does not tolerate sexual harassment of students or employees. Indiana University will investigate every complaint, respond, and take corrective action including discipline up to and including termination of employment.

Employees and library users have the right to raise the issue of harassment, and they are protected by faculty and staff personnel policies and student codes. Sexual harassment can be a grievous action having serious and far-reaching effects on the careers and lives of individuals. Thus the charge of sexual harassment is not to be taken lightly by a charging party, a respondent, or any other member of the university community.

Definition of sexual harassment:
• Unwelcome sexual advances - request of sexual favors and other verbal or physical conduct of sexual nature - constitute sexual harassment when:
  • Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education,
  • Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting such individual, or
  • Such conduct has the effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive working or leaning environment.

Policy: http://www.indiana.edu/~uhrs/policies/uwide/sexual_harass.html

Smoking
Smoking is prohibited on and in Indiana University owned or leased property.

Substance-Free Workplace
The university absolutely prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance or alcohol on university premises or while conducting university business off university premises. Violation of this policy may result in immediate termination of employment.
Policy: http://www.indiana.edu/~uhrs/policies/uwide/substance.html

Threatening or Violent Behavior in the Workplace
It is the goal of Indiana University to promote a safe, respectful, and productive work environment in which to deliver quality academic programs and administrative services. To this end, the university will not tolerate, condone or ignore threatening or violent behavior in the workplace as described in this policy.
Policy: http://www.indiana.edu/~uhrs/policies/uwide/violence.html

Voluntary Services/Overtime
Federal law prohibits an employer from accepting voluntary services from any paid employee. Any Temporary employee must be paid for all hours worked, even those in excess of forty hours a week. Any employee, who has been
approved to work more than forty hours per week, must be paid overtime out of department, not work-study funds. If s/he exceeds the 40 hours per week limit, the department where the Temporary employee works her/his 41st hour is responsible for paying the overtime wages. Policy: http://www.indiana.edu/~uhrs/policies/uwide/overtime.html

Background Checks
It is the policy of Indiana University that all new Staff and Temporary employees have certain credentials and criminal and other background information verified as a condition of employment. Policy: http://www.indiana.edu/~uhrs/policies/uwide/bkg_check.html. Programs must ensure that all faculty and academic staff, staff, students, volunteers, or other personnel who will work with certain programs involving children have been subject to a criminal background check and sex offender registry check within the last three years. Policy: http://policies.iu.edu/policies/categories/administration-operations/public-safety-institutional-assurance/PS-01.shtml.

Reporting Child Abuse/Neglect
- Indiana state law requires any person who has reason to believe that a child is a victim of child abuse or neglect has an affirmative duty to make an oral report to Child Protective Services (CPS) 1-800-800-5556 or to their local law enforcement or to the IU Police department. Failure to report may result in criminal charges.
- In addition to notifying CPS and/or local law enforcement, state law and the university also require that faculty, staff, students, volunteers and other university personnel report any suspected abuse of minors to the Indiana University Director of Public Safety.
- Indiana University law enforcement and the Director of Public Safety have the obligation to report any suspected abuse to CPS, which will conduct an investigation.

Other Policies
Refer to the IU handbook for information on these policies:
3.1 Attendance and Reporting Absences
3.2 Consensual Relationships
3.5 Firearms and Weapons Prohibitions
3.7 Political Activity
3.10 Corrective Action
3.11 Problem or Grievance Resolution Procedure
3.14 Whistleblower Policy
5.1 Health and Safety
5.5 Adverse Weather Conditions
5.6 Adverse or Unsafe Working Conditions
6.2 Family and Medical Leave Act (FMLA) Rights and 6.3 Leaves for Military Duty and Leaves for Military Families

Temporary Employee Security Agreement
If you do not understand one or more of the conditions below, you would like additional information, please contact your supervisor or Libraries Human Resources.

Access of accounts and computer systems
I understand that I must not:
- Share my passwords and/or access codes with anyone.
- Use my access to the Libraries’ computer system (Unicorn Workflows) to manipulate my personal account (e.g., check out materials; alter due dates and fines; etc.). If I would like to pay my library fine or check out material, my supervisor must perform the transaction.
- Violate computer system security or make unauthorized use of accounts, network identification, or access codes.
- Use my access to any accounts for private financial gain or to advertise the products/services of a private company.

Access to buildings
I understand I must not:
- Lend or give my library keys to anyone. I am responsible for returning all keys at the end of the school year or when I separate employment from the Libraries
- Access my unit/library when it is closed without prior permission from my supervisor and that I must not loiter
in my unit/library when I am not working.

**Privacy/Confidentiality**
I understand that:
- Records of both library patrons and library staff are confidential.

**Timekeeping**
I understand:
- I am responsible for recording my own time worked using the Kuali Time timekeeping system. I agree that I will not request that anyone else record my time for me and I also agree I will not record time for anyone else.
- I must record my time from approved computer terminals in my unit only. If I forget to clock in or out, I will not do so from another computer terminal, but will notify my supervisor via email as soon as possible.
- My supervisor must review and approve my time and attendance before it is submitted for payment. During this review/approval cycle, it may be necessary for my supervisor to adjust time and attendance from how it was entered or collected.
- I have the opportunity at any time to review my totals for the current pay period. I also understand I may review all corrections/adjustments to my time and attendance information, but my approval is not required to submit for payment.

**Fiscal Misconduct**
I understand:
- I must be aware that if an employee engages in fiscal misconduct, university disciplinary action will be imposed, in accordance with respective personnel policies.
- If any university employee, including myself, knows or suspects that other university employees are engaged in misconduct, it is her/his responsibility to notify immediately the Libraries’ Fiscal Officer or Libraries Human Resources.

**Important Contact Information**

**Libraries Financial Services (LFS)**
Herman B Wells Library, E075  
Hours: Monday – Friday, 8:00 – 5:00  
856-4888  
libbud@indiana.edu  
Payroll Contacts, Debbie Howard 855-5989 and Diana Burch 855-1635

**Libraries Human Resources (LHR)**
Herman B Wells Library, 201  
Hours: Monday – Friday, 8:00 – 5:00  
855-5988  
libpers@indiana.edu / www.libraries.iub.edu/libpers

**University Payroll, Customer Service/International Taxes**
Poplars Building, 527  
Customer Service Help Desk, 855-0375  
Direct Deposit: Michelle Parks, 855-1500 / International Taxes: Margaret Gross, 855-0053 www.fms.iu.edu/payroll

**University Human Resource Services**
Poplars Building, 165 / 855-2172  
www.indiana.edu/~uhrs
Office of Student Financial Assistance
408 N. Union Street / 855-0321
www.indiana.edu/~sfa

Office of International Services
Poplars Building, 221 / 855-9086
http://ois.indiana.edu/

Bloomington Social Security Office
515 W. Patterson Dr. / 334-4222
www.socialsecurity.gov/

Directions from the Wells Library: 1) Go west on East Tenth St (toward Fee Ln), 2) turn LEFT onto North College Ave, 3) turn RIGHT onto East First St., 4) turn LEFT onto South Rogers St., and 5) turn RIGHT onto West Patterson Dr.

You can also take the Bloomington Transit bus, Route 4 West
Employee Handbook Acknowledgement of Receipt

Employee

I understand that:

- The policies and guidelines in this handbook are intended as a guide to university and Libraries policies and procedures.
- Libraries administration and the university have the right to change the information found herein without notice, and that such changes may supersede, modify, or eliminate existing policies and procedures and that employees will be notified of such changes through normal communication channels.
- It is my responsibility to read, understand, and comply with the policies and procedures contained herein and I will contact my supervisor or Libraries Human Resources if I have questions.

I acknowledge:

That I have read the Temporary Security Agreement section and I agree to abide by its conditions for the duration of my employment with the Libraries. I understand that any violation of these conditions may result in:

- Corrective action up to and including termination.
- Termination resulting in a “no rehire” status with Indiana University.
- A Judicial Conference and a Formal Hearing conducted by the Office of the Dean of Students.
- Criminal charges.

Employee’s Name (please print): __________________________________

Employee’s Signature: ___________________________________________

Date: ________________

Supervisor

I have reviewed this handbook with the above signed employee and I have ensured the employee has read the guidelines set forth in the Temporary Employee Security Agreement section.

Supervisor’s Name (please print): _________________________________

Supervisor’s Signature: _________________________________________

Date: ________________