

Orientation Programs

New Employee Orientation Team (NEO) Charge

Purpose:

To improve the orientation process so that new employees to the Library feel more confident, prepared and able to be successful in their positions and fully participating members of their teams.

Problem:

- Having a new employee orientation process is critical to retention and success of the employee. As the Financial and Administrative Support Team (FAST) assessed its processes at the retreat this was identified as a priority for improvement. This process relates to "recruiting and hiring" and "training and development," but is not assessed per se in the FAST survey. Experience this past year pointed out the need to collaborate with Team/Work Team Leaders and develop a better process library-wide. The process has never been studied as a whole and assessed for consistency, comprehensiveness, and success. Roles and responsibilities have not been clarified since the 2000 vacancy in the Staff and Organization Systems Team. The design of the "Performance Effectiveness Management System" (PEMS) process called for some responsibilities and monitoring of team new staff/faculty orientation that have not been assessed. Forty or 23% of our current staff could be described as "new" (hired since July 1999).
- The FAST "customer" survey does not assess this process directly.
- Team/Work Team Leaders, and various SOS staff "coordinate" part of this process, but have not done so with clear delineation of responsibility and communication has not been regular and thorough. The Library Information Systems Team (LIST) and FASTCATS also play a role in NEO. Teams are not aware of what each other do. There have been 6 new team leaders since 1998.
- In the most recent restructuring there are new work teams and new teams and new staff will need to understand their teams relationships to these teams.
- There is no documented NEO process recognizing responsibilities.
- Timing of parts of the NEO process may be problematic i.e. the employees ability to absorb.

Context/Opportunity:

- The Library continues to change and this new information needs to be integrated into present process and continually updated.
- Campus changes need to be incorporated into our NEO processes -- and the library's relationship to the University needs to be incorporated.
- The Learning Networks and partnerships with our customers present an opportunity to cooperate in improving this process.

Parameters:

- Include candidates that search teams are interviewing, finalists and new hires before they actually arrive.
- Include all permanent and extended temporary full and part-time staff, and permanent and year-to-year appointed personnel (including Sabio residents) through their first full year.
- Exclude students, temporary staff and librarians (although teams can decide how to include these employees when appropriate).

Products/Outcomes:

1. A process map/flow chart of all NEO processes, with assigned responsibilities.
2. Written guidelines for NEO at the Library/Team/Work team levels that resides on the SOS website and each team's internal website.
3. Orientation materials for new employees.
4. Needs assessment results (2001).
5. Training for TL/WTL's and SOS/FAST and others involved.
6. The performance measures for this project team will be:
 - a) satisfaction measured by a survey of new employees after their first year
QS: 80% satisfaction on a scale of 1-4
 - b) satisfaction measured by the FAST survey (needs to be added as a process and baseline data gathered)
 - c) satisfaction measured by input from Team/Work Team Leaders
QS: 80% satisfaction

Resources:

- Current NEO guidelines on SOS website.
- Checklists for NEO (SOS)
- Binders for NEO (SOS)
- \$500 (FAST marketing may be available)
- Michael, Martina, Ketty
- All Library staff
- U of A HR website/office
- Present orientation materials (UA, Library)
- Chamber of Commerce; other local companies
- Literature on NEO
- The Diversity Council

Suggested Approach (Steps):

1. Assessment with new staff (up to 1 yr.) and Team/Work Team Leaders.
2. Map the current process
3. Gather other data related to NEO (#s of new staff since July 1999)
4. Analyze all information

5. Identify/pareto major problems
6. Benchmark other institutions
7. Brainstorm solutions to top problems and gain agreement to pilot
8. Pilot improvements
9. Assess which have been successful and gain agreement on implementation
10. Train appropriate people in new processes/guidelines
11. Integrate into new SOS/Team NEO processes
12. Annual assessment as part of FAST survey and to new staff (quick survey)

Reporting Relationships:

- We are a FAST project team.
- We will need SOS', FASTCATS' support
- FAST is the Management Review Team (MRT)
- We want to partner with the TL/WTL, Learning Networks, LIST
- We will report out as part of FAST Team Reports.

Roles:

Teams:

- SOS is a source of "current situation"
- TL/WTL are a source of "current situation"
- We will recommend to FAST/TL/WTL's changes in the process and jointly decide with them.

Individual:

- To be determined

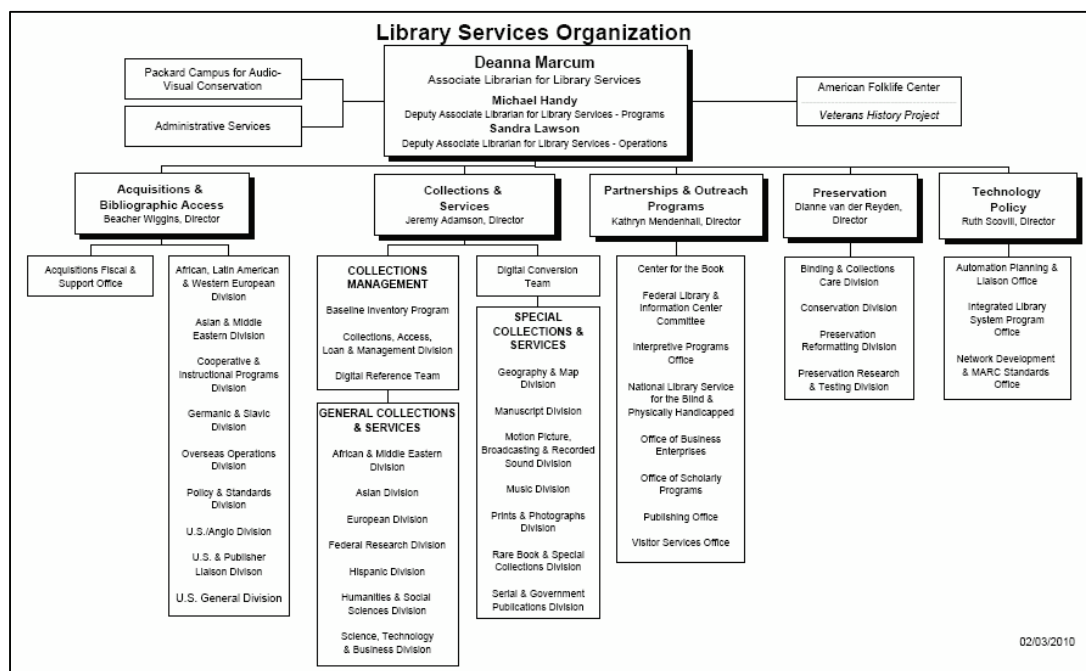
Timeframe:

May 2002 - Final report and FAST survey
2002 and beyond - survey done by SOS after 1 year completed
Steps 1-4 - Nov. 1
Steps 5-7 - Jan. 15
Step 8 - April 15
Steps 9-11 - May 15

Skills and Knowledge:

- Orientation and education of staff
- Process improvement
- Focus group and survey skills
- PowerPoint
- Guideline writing
- Old and new perspectives
- Knowledge of current processes, guidelines
- Different work teams in FAST
- New staff or Work Team Leader with non-FAST perspective

ORIENTATION TO LIBRARY SERVICES FOR NEW STAFF



Prepared by

Tim Carlton

Cooperative and Instructional Programs Division
Library of Congress

Rev. October 2010

Orientation to Library Services for New Staff

Course Summary

This 3-hour course is designed to provide a comprehensive orientation to Library Services. It is intended as a follow-up to the general orientation to the Library, provided by Human Resources in the first days of an employee's service at the Library, and is the culminating element in the Library Services "New Employee Orientation Program."

The course has three purposes: summarize the essential "need to know" information (e.g., policies and logistics) which the staff member should already have learned; provide "good to know" information about the Library and Library Services missions, activities, and procedures; and go "Beyond the Walls" to enhance the employee's "Library life" through a selection of documents, web links, discussions, and "Tips from an Expert."

The course can serve as a means of regularly reviewing the growth of the employee's career, both by the employee and in consultation with the supervisor. For that purpose, "Action Items" are interspersed throughout the units, and a checklist of these appears in Unit 5.

Learning Objectives

At the end of this course, participants will be able to:

- Access, review, and process all HR-related resources (such as WebTA, NFC, etc.)
- Comply with Library policies for absenteeism, tardiness, leave, and behavior
- Comply with the Library policies for Computer Security
- Utilize Audix and email
- Access LC Regulations and the Collective Bargaining Agreements
- Know what to do in cases of emergency
- Describe the mission and basic history of the Library of Congress
- Describe the structure of Library Services and its Directorates
- Describe in some detail the mission of their Division, its importance within Library Services, and its key partners in other Divisions and Directorates
- Search the collections, request items, and monitor their borrowing account
- Practice effective procedures for Collection Security
- Work with their supervisor to develop and manage a comprehensive training plan
- Locate interesting "extracurricular activities"
- Learn about employee organizations
- Know about the world "Beyond the Walls" of the Library
- Be able to share a few interesting "I bet you didn't know" anecdotes

Training Methods: Lecture, discussion, and guided exploration of LC and LS web pages

Table of Contents

| | |
|--|----|
| Unit 1: Review of Things You Should Already Know | 1 |
| The Logistics of Time and Attendance | 1 |
| Hours and Duty Shifts..... | 1 |
| Leave and Absence | 1 |
| Web TA..... | 1 |
| Telework | 2 |
| Office-Specific Procedures | 2 |
| Action Items for You: | 2 |
| Policies Related to Behavior | 3 |
| Entrance/Exit Inspections | 3 |
| Identification Badges | 3 |
| Security | 4 |
| Computer Security | 4 |
| Ethics and Standards of Conduct | 5 |
| Action Items for You: | 5 |
| Communication..... | 6 |
| Email..... | 6 |
| Telephone..... | 6 |
| Telephone Service..... | 6 |
| Staff Directory | 7 |
| Labor/Management Relations..... | 7 |
| LC Regulations | 7 |
| Collective Bargaining Agreements..... | 8 |
| Emergencies..... | 8 |
| Medical Emergencies..... | 9 |
| Building Evacuations | 9 |
| Full or Partial?..... | 9 |
| Shelter-in-Place..... | 10 |
| Weather | 10 |
| Internal Emergency Action Plans | 10 |
| Action Items for You..... | 10 |
| Unit 2: Essential Things You Might Not Know | 11 |
| The Library – History and Buildings | 11 |
| Tours | 11 |
| The Library and Library Services – Missions and Activities | 12 |
| Mission of the Library | 12 |
| The Librarian’s Office and Other Service Units..... | 12 |
| Enabling Infrastructure Units..... | 13 |
| Library Services and its Directorates..... | 13 |
| Acquisitions and Bibliographic Access (ABA)..... | 14 |
| Collections and Services (CS) | 14 |
| Partnerships and Outreach Programs (POP) | 15 |
| Preservation (PRES) | 15 |
| Technology Policy (TECH) | 16 |

| | |
|--|----|
| Other LS Offices Not in One of the ‘Directorates’ | 16 |
| Administrative Services | 16 |
| American Folklife Center | 16 |
| Packard Campus for Audio-Visual Conservation | 17 |
| <i>Action Items for You</i> | 17 |
| Human Resources and Benefits | 18 |
| Library-Wide Resources | 18 |
| “Other Stuff” Available from the LS Home Page | 19 |
| Benefits & Finance | 19 |
| Employee Programs | 19 |
| General Information | 20 |
| Jobs, Training, and Webcasts | 20 |
| Financial Planning -- and Retirement | 20 |
| Integrated Support Services | 21 |
| Facility Services | 21 |
| Office Systems Services | 21 |
| Safety Services | 21 |
| <i>Action Items for You</i> | 21 |
| A Few “Perks” of LC Employment | 22 |
| Using the Collections | 22 |
| Access to the Collections | 23 |
| Requesting Material from the Collections | 23 |
| Collection Security | 24 |
| Employee Discounts | 25 |
| Business Cards | 25 |
| <i>Action Items for You:</i> | 25 |
| Unit 3: Beyond Your Office Walls -- Enhancing Your Work Life | 27 |
| Career Enhancement | 27 |
| Training | 27 |
| Cooperative and Instructional Programs Division (COIN) | 27 |
| Center for Learning and Development (CLD) | 27 |
| Online Learning Center | 28 |
| How Do I Sign Up for Training? | 28 |
| A Few Suggested COIN Courses | 28 |
| Other Training Channels | 28 |
| Professional Development | 29 |
| Leadership Development Program | 29 |
| Career Development Program | 30 |
| Graduate Education in Library Science | 30 |
| Webcasts | 31 |
| Staying Informed | 31 |
| Associations and Organizations | 32 |
| Library of Congress Professional Association | 32 |
| How do I Find Out What Other Divisions Do? | 33 |
| Public Web Pages | 33 |
| Fun Extracurricular Stuff | 34 |

| | |
|--|----|
| <i>Action Items for You</i> | 34 |
| Unit 4: Beyond the Library Walls..... | 35 |
| Working on the Hill | 35 |
| A Few Other Notable Parts of the Congressional Complex | 35 |
| Longworth Post Office..... | 35 |
| Longworth Cafeteria | 35 |
| Capitol Visitor Center | 35 |
| Access Within the Congressional Complex..... | 36 |
| Getting Beyond the Library Buildings..... | 36 |
| United States Supreme Court..... | 36 |
| United States Botanic Garden..... | 37 |
| Smithsonian Institution | 37 |
| Folger Shakespeare Library | 37 |
| Performing Arts | 38 |
| Theatre | 38 |
| Music..... | 38 |
| Health and Fitness..... | 39 |
| Food and Drink | 39 |
| Eastern Market..... | 39 |
| To Avoid Disappointment | 40 |
| ‘Wisdom of Speech’ | 41 |
| Tips from a Guest Speaker..... | 41 |
| Unit 5: Checklist of Action Items | 43 |

Unit 5: Checklist of Action Items

Use this checklist as a record of your personal progress.

| AI # | Description | Date Completed |
|------|---|----------------|
| 1-1 | Talk to your supervisor to be sure you clearly understand the policies in your unit relating to duty hours, leave, work schedules, and Telework. | |
| 1-2 | Review LCR 2015 to make sure you understand the various types of leave. | |
| 1-3 | Make sure you know your WebTA responsibilities, and those of your WebTA clerk and approving official. | |
| 1-4 | Review any Standards of Conduct that might be relevant to you. | |
| 1-5 | Complete the mandatory IT Security Awareness course. | |
| 1-6 | Complete the mandatory Ethics Briefing. | |
| 1-7 | Search the Staff Directory for yourself, your work unit, and 1 classmate. | |
| 1-8 | Review the CBA that applies to you, and ask your supervisor if anything is unclear. | |
| 1-9 | Read the Employee Emergency Action Guide and your Internal EAP, and learn your assembly and SIP locations from your colleagues. | |
| 2-1 | Read the web-documents: "Jefferson's Legacy" and "On These Walls". | |
| 2-2 | Take the Tour – and consider becoming a future docent. | |
| 2-3 | Learn to effectively navigate the LS web page. | |
| 2-4 | Learn all you can about your own Directorate, and then about the others. | |
| 2-5 | Consider conducting an interview for the Veterans History Project. | |
| 2-6 | Access your "My EPP" account, review your latest earnings and leave statement, and click on "Self Service" to consider making changes (change withholding? allocate some of your pay to savings accounts? buy bonds?) | |
| 2-7 | With your supervisor's approval, complete the classroom course, <i>Federal Benefits & Financial Planning for New Employees</i> . | |
| 2-8 | Review the Ergonomic Tips and arrange to make any needed adjustments to your workstation. | |
| 2-9 | Complete the searching course most appropriate for your duties. | |
| 2-10 | Set up a borrower's account and request an item from the collection | |
| 3-1 | Create a personal Development Plan in the Online Learning Center | |
| 3-2 | Consider applying for the Leadership Development Program or Career Development Program | |
| 3-3 | Watch at least one webcast from each of these groups: "Webcasts", "Journeys and Crossings", "LCs Digital Future and You!" | |
| 3-4 | Become active in LCPA or another employee organization | |
| 3-5 | Develop the routine of studying the web sites of divisions cited in "Friday's News" | |
| 3-6 | Explore myLOC.gov | |
| 3-7 | Attend the <i>Briefing</i> for staff attending ALA Annual or Midwinter. | |



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www.nara-at-work.gov

New Employee Resources



Message from the Archivist of the United States



Start the Orientation and Welcome Video

Welcome to NARA! You have joined a great agency!
You can start learning about your new agency in this 10-minute introductory video.

Introduction to NARA

How does your work help NARA accomplish its mission? What does everyone else do at NARA? This three-hour interactive course presents a comprehensive overview of our agency. You can start and stop the course at any time.

Start the Introduction to NARA Course

After viewing the course here, you will need to login to [NARA@training](#) (you will receive an ID and password to access the site 2-3 weeks after your start date), access the course link from the homepage, and review the course again in order to receive a certificate of completion. You may also wait until you have access to NARA@training to complete the course.

Page URL: http://www.nara-at-work.gov/staff_resources_and_services/employee_resources/new_employee_resources/index.html

The U.S. National Archives and Records Administration
8601 Adelphi Road, College Park, MD 20740-6001 • Telephone: 1-86-NARA-NARA or 1-866-272-6272

Introduction to National Archives and Records Administration

Module 5



Module 5: Course Summary

Page 1 of 1

D-link:

Page indicating completion of the Introduction to NARA course. Page has 4 buttons and a note saying "The Main Menu displays this icon (Archives building with a tick mark) to indicate which modules have been completed. Make sure you have completed each module to receive the credit. Once you have a check mark for each module, find the Completion Certificate on your Learning Progress page in the LMS." The four buttons are labeled Module 1-History of NARA, Module 2-Facilities and Organization, Module 3-Managing our Government's Information, and Module 4-Our Customers Matter. These buttons can be selected to see the key summary points of the corresponding module. The thanks icon on the page can be selected to open up the course credits page.

Introduction to National Archives and Records Administration

Module 5

Course Summary

Congratulations! You have completed the Introduction to NARA course. It's time to review some key points from this course.

Module One--History of NARA covered the following key points:

- NARA was formed because records were widely dispersed and in jeopardy, and various organizations requested a single agency be charged with maintaining the Government's historical records.
- NARA is an independent agency of the executive branch of the federal government. In our facilities around the country, customers are able to discover, use, and learn from this history.
- NARA is an important part of the Federal Government and continues to grow and embrace its mission of safeguarding and preserving the records of our Government.
- We will continue to ensure that American citizens have access to records that document the actions of their Government and promote the historical understanding of our national experience.
- The mission of NARA is rooted in various laws that provide NARA with its authority.

Module Two--Facilities and Organization covered the following key points:

- All employees and program offices throughout the country are connected and are vital parts of NARA.
- NARA has eight staff offices and six program offices. Each of these offices has specific functions.

Module Three--Managing our Government's Information, covered the following key points:

- The records life cycle includes the following steps: Records Creation, Records Maintenance, Records Disposition, Archival Preservation, and Access.
- At NARA, our work touches all stages of the records life cycle. The Federal Register, Information Security Oversight Office, Presidential Libraries, Office of Records Services, Washington, DC, and Office of Regional Records Services all play a key role.
- The offices of Records Services, Washington, DC, and Regional Records Services collaborate in implementing a National Records Management Program intended to assist agencies.
- An important outcome of successful Federal records management is the identification of records appropriate for transfer to the custody of the Archivist for long term preservation and access.
- NARA's holdings provide information about people, places, and events.

Introduction to National Archives and Records Administration**Module 5**

- NARA holdings are created and stored in various formats such as paper, electronic, microfilm, microfiche, special media, and artifacts.
- NARA manages internal records by creating and receiving records as required by the job, keeping records correctly to document work activities, as determined by your unit, and keeping records for the required length of time in accordance with the NARA Records Schedule.

Module Four--Our Customers Matter covered the following key points:

- NARA's customers include those who are creators of records and those who are users of records.
- NARA makes holdings available through a series of steps: initial processing, holdings maintenance, preservation, arrangement, description, and access/reference.
- Customers may gain access to our records through: published guides and other finding aids, online databases, and consultation with reference staff (e.g., ARC)
- Reference services are available throughout all NARA locations. These services include onsite reference services, digitization of holdings, AAD resources, Presidential Libraries, FOIA, declassification, access through FRCs, public programs and exhibits, educational outreach programs, and special events.
- The ERA program is a strategic initiative by NARA to preserve and provide long-term access to the electronic records of the U.S. Government. The ERA is moving certain NARA business processes from primarily a paper-based process to an online process.

Audio Transcript:

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Introduction to National Archives and Records Administration**Module 5**

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| Introduction to National Archives and Records Administration | Module 5 |
|---|----------|
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| Page 5 | |



University Libraries

Orientation Process for New Faculty

A Message from the Dean

Welcome to the University Libraries (UL) faculty. The Libraries are a great place to work and we will all be doing our best to make your library experience top notch. It is an exciting time to be a library employee as we adjust to the information needs of UNM students, faculty, and staff in this electronic age.

Mission of the University Libraries

The University of New Mexico Libraries is a dynamic leader in connecting customers to information, collections, and instruction - anyplace, anytime, as well as providing and maintaining exceptional facilities for the evolving education, research and service needs of UNM and the wider community.

Completing the Orientation Process

Your supervisor (or their designee) is responsible for guiding you through the Libraries' orientation process and will answer any questions you have as you complete each step. The orientation is divided into three parts, each with its own form to complete, sign, and turn in. Part Four is a feedback form which is optional. You may turn in each form as it is completed. Some steps in the orientation will require scheduling time away from your new job. Your supervisor will work with you to coordinate this time with the other needs of your department. Some steps may not be necessary if you have transferred to the Libraries from another UNM department.

Important Discussion Points

Confidentiality: Details of the library information resources used by UNM students, staff, faculty, and other customers are confidential and should never be released. UL employee personnel and personal information should also never be released. Your supervisor will elaborate on this topic and provide specifics related to your position.

Security: All employees are expected to keep abreast of new policies and procedures as they arise. Your supervisor will provide more specific security information related to your position and your department.

Chain of Command: Your supervisor will provide you with the chain of command details for your department.

Faculty Sponsor Program: The UL supports new faculty in many ways including the faculty sponsor program. The UL Promotion & Tenure Committee and the Deputy Dean will assist you with selecting a tenured faculty member to act as your mentor as you move through the tenure-track process. Set up a meeting with the Chair of the P&T Committee and with the Deputy Dean early on so that you know what to expect of this important support program and how to select a mentor.

Sharing Knowledge and Ideas: Employees are encouraged to generate and share creative/imaginative ideas that may enhance workflow and/or the work environment. Please explore the many avenues provided for this exchange of ideas such as unit meetings, serving on committees, speaking with your supervisor, or with other management personnel.

New Faculty Orientation (Part One)

Employee Name: _____

SUPERVISOR (or designee): Discuss each item with the employee. Coordinate any time needed to complete the checklist within the first few weeks of work. Assist the employee with finding specific UNM offices and with making any appointments with Library staff or faculty that may be needed. Answer questions as needed. Turn in when complete and signed.

EMPLOYEE: Check off each item on the list as it is completed. Schedule your time to complete this list in the first few weeks of work. When complete, sign and give to your supervisor.

The Basics

- ☐ **FIRST:** Meet with UL Employee Resources Manager to determine if any hiring paperwork is needed
- ☐ **LOBO Card:** go to LOBO Card Office located in the SUB.
- ☐ **UL Badge:** (requires a LOBO Card and UL form) Obtain the form from Administration and take card and form to LOBO Card Office.
- ☐ **Parking on Campus:** visit Parking Services to request parking pass, review parking maps, rules, and restrictions (if interested, discuss bicycle parking availability in Zimmerman with Facilities Services staff)
- ☐ **Departmental Functions and Responsibilities**
- ☐ **Work Schedule, Hours, Breaks and Work Space**
- ☐ **Payroll & Faculty Leave Requests:** meet with UL Payroll office to review leave forms, information, and receive training (if employee is a manager or supervisor, payroll training is also required)
- ☐ **Groupwise Email, Chat, and Calendar Account:** request an account at <http://its.unm.edu/groupwise/accountrequest.html>
- ☐ **Campus Mail:** UNM and UL policy/procedures
- ☐ **Telephone Use:** UNM system, department procedures and rules
- ☐ **Voice Mail Training:** schedule training, if applicable
- ☐ **Sick Leave, Annual Leave, Professional Leave:** policy and procedures
- ☐ **Lateness:** policy and procedures
- ☐ **Introductions to Other Department Employees**
- ☐ **Facilities:** department and employee areas
- ☐ **Emergency Contacts:** review department procedures
- ☐ **Emergency Evacuation:** visit primary/secondary routes; review procedures and roles
- ☐ **Safety:**
 - ☐ Review policies and procedures
 - ☐ Role of UL Security Personnel
 - ☐ Right to Refuse Service policy
 - <http://elibrary.unm.edu.libproxy.unm.edu:8080/services/facilitiespolicy.php>
 - ☐ Schedule employee for required safety training
 - ☐ Hazard communication training (*required if employee has chemical exposure beyond normal household use*)
- ☐ **Security:** review policies and procedures
 - ☐ building entry/exit
 - ☐ offices, rooms, files, desk, equipment, and personal belongings

Part 1 Review completed: _____

Employee Signature

Date Completed

SEND SIGNED FORM TO: Rita Critchfield, Zimmerman 201

New Faculty Orientation (Part Two)

Employee Name: _____

SUPERVISOR (or designee): Discuss each item with the employee. Coordinate any time needed to complete the checklist within the first few months of work. Assist the employee with making any appointments with Library staff or faculty that may be needed. Answer questions as needed. Turn in when complete and signed.

EMPLOYEE: Check off each item on the list as it is completed. Schedule your time to complete this list in the first few months of work. When complete, sign and give to your supervisor.

Who, Where, & How

- ☐ Using University Resources: department and UNM policy/procedures for use of offices, computers, computer accounts, campus mail, department equipment, etc.
- ☐ General Building Tour in assigned area
- ☐ Chain of Command
- ☐ Channels of Communication
- ☐ UL Organization Charts
- ☐ Confidentiality: review policies
- ☐ Performance Review (employee and direct supervisor only)
 - ☐ review job description (see letter of offer for details)
 - ☐ review Faculty Performance Review policy
<http://libintra.unm.edu.libproxy.unm.edu:8080/Main/Policies/>
 - ☐ review Professional Enrichment Award Program including available funds, UNM tuition remission, etc.
- ☐ Faculty Sponsor Program (employee meets with Promotion & Tenure Committee and Deputy Dean)
- ☐ Promotion and Tenure (employee meets with UL Promotion & Tenure Committee and Deputy Dean)
- ☐ Office Supplies
- ☐ Food and Drink (if applicable)
- ☐ New Managers and Supervisors Only -- UNM Manager Orientation Workshop
(contact UNM's HR Department to schedule this workshop)
- ☐ Disaster Preparedness and Recovery
- ☐ Branch Libraries on Campus: schedule meetings & tours, as appropriate:
 - ☐ CSEL ☐ FADL ☐ PML ☐ ZIM
- ☐ Meetings with UL people:

Arrange a meeting time with each person or department listed below

- | | |
|---|--|
| <input type="checkbox"/> Dean | <input type="checkbox"/> Director of Cataloging and Discovery Services |
| <input type="checkbox"/> Deputy Dean | <input type="checkbox"/> Director of Collections and Acquisitions Services |
| <input type="checkbox"/> Assoc Dean of CSWR & Special Collections | <input type="checkbox"/> Director of Access Services |
| <input type="checkbox"/> Assoc Dean: Facilities and Access Services | <input type="checkbox"/> Director of Outreach |
| <input type="checkbox"/> Director of Instruction | <input type="checkbox"/> Curator: InterAmerican Studies |
| <input type="checkbox"/> Director of Library Information Technology | <input type="checkbox"/> Curator of INLP |
| <input type="checkbox"/> Employee Resources Manager | <input type="checkbox"/> Budget & Cost Management Manager |
| <input type="checkbox"/> Facility Services Manager | |

Part 2 Review completed: _____
Employee Signature

Date Completed

SEND SIGNED FORM TO: Rita Critchfield, Zimmerman 201

New Faculty Orientation (Part Three)

Employee Name: _____

SUPERVISOR: Coordinate any time needed by this employee to complete this electronic resources review within the first few months of their new assignment. Answer questions, as needed. Turn in when complete and signed.

EMPLOYEE: Check off each website or policy as you complete your review. When complete, sign and give to your supervisor.

Websites & Policies

GENERAL UNM INFORMATION

☐ UNM Business Policies and Procedures Manual: review table of contents to familiarize yourself with this important document. Located at <http://www.unm.edu/~ubppm/>

☐ Section 3000, Personnel Policies (for new employees and for managers/supervisors) – this page contains important, relevant policies that will help guide you as an new employee or as a supervisor of other employees such as Performance Review, Leave and Paid Holidays, Work Schedules, Compensation, Benefits, and many other general policies.

HUMAN RESOURCES DEPARTMENT INFORMATION

☐ UNM HR: Conduct a general review of this important and helpful website: <http://hr.unm.edu/> You will find in-depth information on benefits and insurance, retirement, employee training, UNM's employee health programs, employment, and access to your electronic pay statements.

FACULTY HANDBOOK

☐ Faculty Handbook: the home page for this document is located at <http://handbook.unm.edu/> . It contains information related to your status as a UNM faculty member including the tenure-track process, promotions, faculty leave policies, performance review, and much more.

UNIVERSITY LIBRARIES INFORMATION

- ☐ Home Page: <http://elibrary.unm.edu/>
- ☐ UL Intranet <https://libproxy.unm.edu:4443/login?url=http://libintra.unm.edu/>
- ☐ UL History at a Glance: <http://elibrary.unm.edu/deansoffice/ULhistory.pdf>
- ☐ Fast Facts: <http://elibrary.unm.edu/deansoffice/factbook/ULFactSheet06.pdf>
- ☐ Strategic Plan: <http://elibrary.unm.edu/deansoffice/StrategicPlan2006-09.pdf>
- ☐ Annual Report: <http://elibrary.unm.edu/deansoffice/ULAnnualReport05-06.pdf>
- ☐ Organization Charts: <http://libintra.unm.edu.libproxy.unm.edu:8080/documents/org-chart.pdf>
- ☐ Library Branches: <http://elibrary.unm.edu/locations.php>
- ☐ Library Committees: <http://libintra.unm.edu.libproxy.unm.edu:8080/Main/Committees/>
- ☐ Library Organizations & Affiliations: <http://elibrary.unm.edu/deansoffice/organizations.php>
- ☐ Library Policies: <http://libintra.unm.edu.libproxy.unm.edu:8080/Main/Policies/>
- ☐ Library Forms: <http://libintra.unm.edu.libproxy.unm.edu:8080/Main/Forms/>
- ☐ Library Employee Phone List: <http://elibrary.unm.edu/employment/lists/employeeedirectory.pdf>
- ☐ Library Department Phone List (under Directories): <http://elibrary.unm.edu/employee.php>

Part 3 Review completed: _____

Employee Signature

_____ Date Completed

SEND SIGNED FORM TO: Rita Critchfield, Zimmerman 201

NCSU LIBRARIES NEW STAFF ORIENTATION TOUR SCRIPT [updated 9/22/09]

Introduction

As part of orientation you will participate in three tours of D.H. Hill Library today. We will be doing a lot of walking, so if you have any limitation such as not being able to use the stairs, please let me know. Throughout the year, you can also participate in advertised tours of other important parts of the Libraries, such as the branches, offered by the Staff Learning and Development Committee. The tours today will provide a broad introduction to various departments and the services provided to our users. You can find out more about each department by exploring the departments websites available on the NCSU Libraries public website.

* = unit where we would like to have a representative introduce themselves and department in 2-3 minutes (provide a face)

10:45 – 11:05

First Tour – Preservation / Ground Floor

Ground Floor

Receiving and Distribution Unit

The mailroom processes all incoming and outgoing mail and shipments, including books. It is managed by the Facilities department, which also oversees building maintenance, housekeeping, and ongoing construction projects.

Metadata and Cataloging

The Metadata & Cataloging Department provides effective, accurate tools that assist Libraries' clients in locating information resources of value to them, either locally or remotely through the Internet. They catalog all materials, including electronic journals and texts, for all libraries in the NCSU system.

Acquisitions

The Acquisitions Department is committed to acquiring resources in all formats for the NCSU Libraries' collections. They collaborate with Collection Management to spend just over \$9 million. The department has 19 staff divided into two Units: the Monographs Unit and the Serials Unit. Last fiscal year, we bought over 25,000 books (in various formats), processed more than 47,000 serials, and more than 500 electronic journals.

Preservation – *Presentation (~10-15min.)*

The Preservation department works to maintain and preserve collections and the information they contain in viable and accessible formats. It consists of two units: Conservation and Shelf Preparation.

Special Collections Research Center Offices

The Special Collections Research Center identifies and collects rare and unique materials to support the research and teaching needs of the university. The collection contains over 13,000 linear feet of material as well as some 250,000 photographic images documenting the history of NCSU, the history of science, entomology, architecture and design, engineering, and a host of other subjects. These resources are housed in one of three collecting units: Manuscripts, Rare Books, and the University Archives. The Special Collections Research Center also provides access to its collections through digitization and exhibition programs. The digitization program makes digital versions of photographic and manuscript materials available online. With the completion of the East Wing

renovations, the exhibition program expanded by adding a special exhibit gallery for original material that would be otherwise too sensitive to display.

*** NC LIVE**

North Carolina Libraries for Virtual Education (NC LIVE) offers the citizens of North Carolina online access to various electronic resources. NC LIVE is available free of charge for library patrons, researchers, and educators from four communities of interest – public libraries, community colleges, the state's university system, and members of the North Carolina Association of Independent Colleges and Universities.

Contact Scott Ross in NC Live to let them know we're coming so they can be prepared.

[invite new staff to take a 5 minute break in the bathroom / seating area of the learning commons / exhibit gallery]

11:10 – 11:55

Second Tour – East Wing

First Floor

Special Collections Research Center – *Presentation (~10-15 min.)*

Friends of the Library

Friends of the Library organizes an annual book sale and organizes various programs in support of NCSU Libraries. Membership is open to all.

Second Floor

***Digital Media Lab (SKIP??)**

The Digital Media Lab provides assistance for the NC State community in creating and converting all types of media to digital formats. In addition to a diverse mix of scanners allowing conversion of documents, slides, photographs, and microforms to digital format, the Digital Media Lab provides the means for converting analog video to digital video, as well as creating digital video clips.

Information Technology

IT ensures the smooth operation of information technology services to a diverse constituency of both Libraries staff and the NCSU community. IT staff are responsible for managing existing production services as well as designing and implementing new services, often in collaboration with DLI staff. Services include: Desktop support for Libraries staff (Help Desk), programming and development, technology training for Libraries staff, and management of networked resources.

Scholarly Communication Center

The Scholarly Communication Center is a campus resource on issues related to scholarly publishing, intellectual property, and copyright.

Information Technologies Teaching Center Labs (ITTC Labs)

The two ITTC teaching laboratories are used to train faculty and students in pedagogical technologies. They can be reserved online, and the keys are available in Reference and Information Services. DELTA, which has a unit housed in DH Hill (sharing space with DLI), also uses the labs to provide instruction to the campus faculty.

Assembly Room

The Assembly Room is used for mid-sized library meetings and programs.

Interlibrary Loan and Document Delivery Services (ILL/DDS)

Interlibrary Loan and Document Delivery Services provides access to materials needed by NCSU students, faculty, and staff but not available in the NCSU Libraries. ILL/DDS also delivers library materials to distance learners and Extension faculty and staff.

Learning Technology Service

LTS offer instruction and support primarily to faculty, helping integrate technology into instruction and training. LTS is part of DELTA, which manages the university's learning technology infrastructure, including the Wolfware and WebCT course management systems, and the campus video classrooms.

Third Floor

*Personnel

The Personnel Services Department coordinates recruiting and hiring of librarians, library staff, and student assistants. They provide staff development and training programs, and offer employee relations services. They are your first contact for any questions or concerns regarding employment in the NCSU Libraries. **Contact Laura Blessing (Director, Personnel).**

Finance and Business

The Finance and Business Office leads the budget development and reconciliation processes for all the Libraries funds sources: state appropriated, service fee generated, privately donated, and extramurally funded. F&B performs the purchasing function for library staff, including the collections purchases, and also assists the funds receipts processes in Circulation, ILL, RIS, and FOL. Travel and non-travel employee reimbursements are also handled here. Finally, the department also performs contract management, maintains insurance coverage, and does the wage reporting.

Administration

The NCSU Libraries Administration helps plan, organize, direct, and promote activities across the Libraries, including recruitment and personnel development, planning and research, facilities, and public relations. The offices house the Director and Vice Provost of Libraries, Deputy Director and four Assistant and Associate Directors as well as support and professional staff. Tuition waiver forms must be brought to the office for approval from the Director. Their staff is available to answer or direct questions to the appropriate person.

Break!

1:00 – 1:55

Third Tour – West Wing / Learning Commons

First Floor

*Digital Library Initiatives

Referred to as DLI, this department works to create new digital services and collections utilizing leading-edge library and Internet resources. DLI staff often

test and refine initiatives before working with the IT department to implement the full-blown rollout of a digital “product”. For any given web, database, or software technology in use for patrons or staff, it’s very likely that both DLI and IT have contributed greatly to the effort. **Contact Tito Sierra (Associate Head) or Angie Ballard.**

Research and Information Services Offices

RIS provides research and research assistance to all university students, faculty, and staff — at the Reference Desk, over the telephone and via chat, and in the classroom.

Learning Commons / Service Desk – *Presentation (~15 min.)*

*Circulation / Reserves and Bookstacks

Circulation staff provides information on how users can borrow library materials from the NCSU Libraries as well as from other libraries. They can explain loan, recall, and fine policies, provide borrowing privileges to students, faculty and staff from NCSU and from institutions with which NCSU has reciprocal borrowing privileges, and search for books that cannot be found in the bookstacks. Behind the desk are materials placed on reserve by N.C. State faculty as assigned or supplemental readings for their courses. Most items can only be checked out for short-term use by currently registered NCSU students and faculty members.

Media and Microforms Services

The Media and Microforms Services provides in-library use of material in several formats: videocassette, CD, DVD, laser disc, slide, and audiocassette. The center also contains collections in microfiche, microfilm, and microprint formats. Newspapers, technical reports, standards, statistics, NCSU dissertations and patents are included.

WolfCopy

WolfCopy provides support for and answer questions about using the public photocopiers and network printers

Second Floor

*Collection Management

The Collection Management Department develops the Libraries’ collections, allocates the collection budget, formulates collection development policies, assesses users’ needs, and performs faculty liaison activities. **Please contact Katie Wheeler (was Garling) – she will make sure someone is available.**

First Floor

Assistive Technologies Center (ATC) – *Presentation (~5 min.)*

Facilitates library research and alternate format access to library materials

Basement

Staff Lounge

Welcome to York Libraries,
new hire!

This package contains information to assist you in getting started
at York Libraries.

I. Personal Information at Work

Employee ID –

Direct Line (voicemail) – x temporary password:

Computer Workstation Userid –

Password – (to be changed immediately upon login)

Email Userid –

Email Password – (to be changed immediately upon login)

Passport York Account – This account is required for online services on and off campus at York. Send an email to: accounts@yorku.ca and request a Passport York account. The request must include your full name and your employee number.

FAS Account – This account is required to access public workstations on campus. If you would like one of these accounts, go to Manage My Services: <http://mms.yorku.ca>, sign in with your passport York password, and click on FAS – File Access Service on the left side of the page.

When you use your FAS account to log into a campus computer, you get access to the software applications specific to that location. **For example**, a computer in the library offers different resources from a computer in the Computing Commons.

Library Card – At York, we have a multi-purpose YU Card, which serves as your overall York ID. Visit the YU-card Office to have your photo taken. You will need your York employee ID number and one piece of valid, government-issued photo identification. Your photo will be taken and you will receive your YU-card on the spot. To learn more: <http://www.yorku.ca/yucard/facultystaff.html>

II. Map Library (home branch)

Hours

Monday - Thursday 10:00 am - 9:00 pm
Friday 10:00 am - 5:00 pm
Saturday & Sunday 12:00 pm - 5:00 pm

File Management

Home Personal Drive -
Map Library staff shared Drive -
Public Drive
H:/PUBLIC/

Phone

Dept Phone (voicemail) - x33353
Department Fax - 416-736-5838
Long distance fax usage - retain activity reports for reconciliation

Note - To place internal calls, just dial the extension; for external calls, dial "9"

Online

dept library home page -

Maintenance of the web pages:

YUL's Content Management System: <http://www.library.yorku.ca/ccm/pvt/>

UserID: Password:

Library Hours that are fed via RSS feed to the Library Home Page:

<http://www.google.com/calendar/embed?src=1nrnldvrvqbvoq2ctgsjct9nn8%40groupp.calendar.google.com&ctz=America/Toronto>

Currently, dept staff and ULO staff have access to update the hours. Further documentation: <http://www.library.yorku.ca/ccm/web/docs/hours/>

Caretaking Service Requests

dial 22401 or <http://www.yorku.ca/csbo/requestform.html>

Absence Reporting

Self: complete leave [request form](#), sign and submit for approval by Mark Robertson

Staff - contact you directly, state reason and anticipated date of return

YUSA Collective Agreement

http://www.yorku.ca/hr/documents/collectiveagreements/YUSA_Collective_Agreement_2008-2011.pdf

Meetings

Pan-Library Meetings

Listed in the YUL Google Calendar, which can be viewed and printed from the staff home page, or visit:

<http://www.google.com/calendar/embed?src=ulo.yorku%40gmail.com&ctz=America/Toronto>

Christina encourages Librarians and Department Heads to use the Google calendar for scheduling, and to give ulo.yorku access to see their free and busy time. It helps decide the best times for meetings, invitations can be sent and pan-library events can be sent directly to the staff web page.

Library Management Committee

- monthly on the 3rd Monday
- Librarian Department Heads and CPMs
- (see enclosed agenda/notes)

Library Forum

- monthly on the 2nd Tuesday
- all Librarians and CPMs

III. York University Libraries

Staff intranet

<http://www.library.yorku.ca/staff>

Username:

Password:

here you'll find the YUL google calendar, staff phone & email list, Committee pages, policies and other useful information.

YUL Google Calendar:

address

The YUL calendar is public..

*we use this for:

- listing pan-library events
 - checking librarians' availability
 - scheduling meetings b/w librarians and ULO people. (using a Private ULO calendar)
- updating branch hours

Mailing Lists

Your email account has been included in the following mailing lists:

Library Management Committee - LMC
Library Forum - LF
All Staff

YUL listservs (with contact information):

- **Reference-L:** -reference related and general discussion. (Admin: Walter Giesbrecht walterg@yorku.ca) *you have been added to this list.*
- **Web Committee:** -used by the committee, but open to other interested parties (Admin: Bill Denton wdenton@yorku.ca)
- **Information Literacy Committee:** -used by the committee, but open to other interested parties (Admin: Sophie Bury sbury@yorku.ca)
- **Librarians' Group:** Librarians only, meets twice quarterly (Admin: Bill Denton wdenton@yorku.ca)

Important Contacts

University Librarian's Office - 416-736-5601 (or x55601)

Hours: 8:30am-4:30pm

Mark Robertson markr@yorku.ca

Associate University Librarian X88869 310 Scott

- Issues related to operation of Department and staff

Glenn Cumming gcumming@yorku.ca

Executive Officer X88867 310 Scott

- Issues related to Finance, Ereports, Expense accounts, Facilities, Personal Expense Reimbursement Accounts,

Anita Lee anital@yorku.ca

Administrative Officer X66592 310 Scott

- Issues related to Human Resources, YUSA Collective Agreement, non-academic staff

Library Computing Services

For computing assistance, please contact lcshelp@yorku.ca.

A ticket will be entered and you will be contacted by a technician or appropriate LCS staff.

IV. Health and Safety Contacts in the Library

John Thomson, Manager, Facilities
(Health and Safety Officer for the Libraries)

Glenn Cumming, Executive Officer
Anita Lee, Administrative Officer

V. Emergency Contact and Procedures

If you require any security related information or if you would like to contact Security, please call 416-650-8000 or Ex. 58000. For more urgent matters contact 416-736-5333 or Ex. 33333. York's Security Control Centre is staffed 24 hours every day. **In a Life Threatening Emergency call 911 Directly.**

URGENT MATTERS Call 416.736.5333 or Ex 33333

- If you observe suspicious persons or situations
- First aid for non-life threatening incidents
- When crimes such as thefts have taken place
- Potential hazards
- Hate Crime Incidents

NON-URGENT MATTERS & SERVICE ENQUIRIES Call 416.650.8000 or Ex 58000

- Building or room access
- Minor floods, spills
- General security information
- Lost or stolen keys
- Broken windows, walls or graffiti

In a Life Threatening Emergency call 911 Directly.

For situations where people or property is at immediate risk, for example a medical emergency, fire or a crime in progress we ask that you contact 911 directly, and then contact security services at 416-736-5333 or Ex. 33333. York Security meets and expedites emergency vehicles directly to the scene of the emergency so that valuable time is not lost searching for a particular building or location.

Keele Campus

York University
4700 Keele Street, 228 William Small
Centre
Toronto, Ontario, M3J 1P3
General Phone: 416.650.8000 or Ex.
58000
Urgent Phone: 416.736.5333 or Ex.
33333
Fax: 416.736.5377 or Ex. 55377
E-mail: scc@yorku.ca

Glendon Campus

York University
2275 Bayview Avenue, Greenhouse
Toronto, Ontario, M4N 3M6
General Phone: 416.650.8000 or Ex.
58000
Urgent Phone: 416.736.5333 or Ex. 33333
Fax: 416.736.5377 or Ex. 55377
E-mail: scc@yorku.ca