Welcome to Tisch Library! This handbook is designed to give all staff members easy access to important Tisch-specific employee information. Our policies and procedures complement existing Tufts University policies. Please also refer to the Tufts Employee Handbook and the Knowledgebase at Tufts Support Services.

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Attendance Tracking
To report absent days, please complete an Employee Request for Absence Form. Time off will be entered into the payroll system after the time has been taken.

Employee Handbook links:
- Vacation days
- Sick time
- Personal Days
- Sympathy Days Tisch will send an appropriate acknowledgement (flowers, donation, gift basket, plant etc.) in the case of the loss of a staff member’s spouse, child, step-child, parent, step-parent, brother or sister. Please consult with Admin Office staff on specific details. Arrangements will be handled by the Admin Office.
- Bonus Days

Building Access
Please submit all requests regarding building access to tischadmin@tufts.edu. The Admin Office staff manages all requests to grant or revoke access to card swipe readers at Tisch. Please notify the Admin Office as soon as a new employee receives their ID to request access.

Please also notify the Admin Office as soon as there is notice of a termination, and specify the date/time when access should end. In the unlikely event that you have a termination over the weekend or weekdays after 5 PM, please contact TUPD directly and make the request.

Emergency and Weather Closing
Tufts maintains an opt-in emergency alert system. Emergency notices will also be posted on the Tufts homepage, and the information emailed to affected campuses. Notice of library closing or reduced hours of service will be posted on the Tisch website.

When an emergency closing is not in effect, all employees are expected to report to work. Those wishing to leave work before a closing decision is made should consult with their supervisor to use accrued vacation or personal time. Staff on vacation or using a personal or sick day when an emergency closing goes into effect will still have that time deducted.

Facilities Work Requests
Building-related issues should be reported to the Tisch Library Administration Office.

Emergency situations (water leaks, clogged toilets, etc.) should be called in to the Admin Office at 617-627-3345. If the office is closed during regular business hours, please call 617-627-3496 directly and report the problem. After 5:00 p.m. and during weekends, please report all building issues to the Police at 617-627-3030. In an emergency (i.e. fire, injury, robbery, etc.), call Police Emergency at 617-627-6911.

For non-emergency issues, please email tischadmin@tufts.edu or complete a work request form.
Filming and Photography
Filming or photography inside the library by someone affiliated with Tufts requires prior written approval through the Administration Office. If the requestor is not Tufts-affiliated, or is Tufts-affiliated but is working with an outside camera crew, the requestor must get permission directly through the university’s Public Relations office, who will notify the Tisch Administration Office.

Flexible Work Policy
Tisch Library provides flexible work arrangements, at the discretion of department heads or their designees, to enable staff and management to serve customers well, meet university goals, and help employees balance personal and professional responsibilities.

- Tisch Library Flexible Work Arrangements Policy
- Tisch Library Flexible Work Arrangements Form

Hiring Checklist
A description of our hiring practices can be found on the Tisch staff web page. The guidelines represent the key areas where consistency of practice is expected, while still allowing Tisch to be strategic. Exceptions to the guidelines may be negotiated with the director as deemed appropriate to the situation.

- Announcements about staff departures will be made by the director.
- All open positions will be reviewed vis-à-vis the strategic needs of the library. The supervisor, department head and director will review the job description and discuss the business needs and priorities of the department and how these relate to other library priorities.
- As appropriate, discussion will be held at EC, so that cross-departmental input is provided.
- The director will decide whether to post the position or hold it open.
- If a job description is to be revised or changed, the director assigns that task to the appropriate manager(s). The director obtains budget approval for the position.
- Director and supervisor decide upon the search process.
- The hiring supervisor will communicate the posting to all staff and clarify the search process. The director will announce the new hire in collaboration with the hiring supervisor.

Once an offer is accepted:
- HR does the PAF for new hires; the supervisor should receive a copy
- The supervisor will inform the Admin Office staff of:
  - phone jack number at desk
  - computer/technology needs (at least two weeks lead time for this)
  - information for business cards
  - name tag information
  - when new staff have their ID, so Admin can request card access
- New staff should come to Admin for office and desk keys
Keys
All building, office, and desk keys should be requested through the Administration Office. When staff leave the University, their Tufts ID and keys must be turned in to the Admin Office.

Office Supplies
Requests for supplies should be submitted online using the Supply Request Form.

Payroll – Non-exempt staff, Students
Timesheets are printed on Thursday and distributed to each department. Completed timesheets must be returned to the Admin Office no later than Monday at noon. In the event of a Monday holiday, an email with timesheet due date instructions will be sent to appropriate staff.

Personnel Action Forms
Tufts uses personnel actions to record and manage personnel-related actions. Personnel actions are completed through eServe Workforce Portal. ePAFs will still be used for student hiring. Please see the Admin Office staff to ensure that the appropriate paperwork is completed. A change PAF is still needed for:

- Change of title, position or supervisor
- Change in pay or number of hours

For a name or address change go eServe Workforce Portal.

Press Inquiries
On occasion, staff members are approached to provide information to representatives of the press concerning library programs, services, or policies. Such inquiries are referred to the Library Director. Arrangements are made during standard business hours Monday through Friday; night and weekend staff should feel comfortable explaining that inquiries will be addressed on the next regular business day.

If the information requested pertains to the University, please refer the person to the Director of Communications (617-627-5826) or Department of Public Relations (617-627-4173). Please notify the Director and/or Associate Director immediately after making such a referral.

Printers and copiers
Problems with printers should be called in to the Help Desk at 617-627-3376.

From 8:00am to 5:00pm Monday-Friday, copier-related issues are handled by the Admin Office. After 5:00pm, patrons should be directed to the Circulation Desk.
Room reservations and scheduling

**Conference Rooms:** Please call 617-627-3345 or fill out the Conference Room Request Form to reserve the Austin Conference Room, Room 204, or the Staack Room (213A; limited to Tisch building occupants only).

The Austin Room and Staack Room have overhead projectors and screens. Room 204 is equipped with a screen only. Please fill out the Videoconference cart request form to check availability for conference room use or to make a reservation. Each room has its own speaker phone that remains in the room. The phone in the Austin Conference Room is kept in the credenza.

Phone numbers:
- Austin Conference Room: 617-627-4894
- Room 204: 617-627-6014.
- Staack Room (213A): 617-627-3861.

**Teaching spaces:** For requests to use the **Mark Lab:** Mark Lab is booked for non-Tisch users by emailing tischmarklab@tufts.edu. The mailbox is checked daily. This info is also on the Tisch website at: https://tischlibrary.tufts.edu/use-library/spaces/classrooms-and-conference-rooms

To reserve **LTC (Room 223),** please contact jennifer.ferguson@tufts.edu

**Security Issues**

Any suspicious or emergency activity should be reported directly to TUPD at 617-627-6911 as soon as you’re aware that there is a problem. Please have detailed information about the incident before reporting. Afterwards, report the incident to the Tisch Administration Office. Non-emergency issues should be called in to TUPD at 617-627-3030.

**Separation from the University**

**Resignation:** Staff must provide a letter to their supervisor with the specific date they will discontinue employment. A copy of the letter must be sent to the Admin Office. ID card and keys must be returned to the Admin Office on the last day of work. [Separation checklist for supervisors](http://example.com)

**Termination:** Our HR business partner must be consulted prior to executing a termination. Please immediately notify the Admin and TTS offices so that building and computer access is disabled. ID card and keys must be collected at termination and returned to the Admin Office.

**Student/Temp Hiring Process**

**Student Hiring:** A PAF must be completed for each new student hire. Please submit an ePAF worksheet to the Administration Office. The student must then bring proper identification and complete an I-9 form at TSS, 62R Talbot Ave, Medford.

At the beginning of each semester, the Administration Office will ask for names of returning students so pay rates can be set. An ePAF worksheet must also be completed for students receiving a raise.
Temporary Help Hiring: Please submit an ePAF worksheet to the Administration office.

Travel and Expense Reimbursement
Travel and professional development must be approved in advance by your supervisor.

If you travel on Tufts business or make business purchases, the Tufts Corporate Travel Card (“t-card”) should be used to the fullest extent possible to pay travel-related and/or business expenses. You must then submit an expense report. The form is in Aptricity, Tufts’ online expense reporting system; or, you can send itemized receipts to TSS (tss@tufts.edu). Expenses must comply with Tufts Travel and Business Expense Guidelines. Itemized receipts must be scanned and attached to the expense report or email. Credit card or cash receipts without itemization are not sufficient for audit purposes. Please note that Tisch policy is to use itemized receipts for meals rather than per diem allowances.

- Current mileage reimbursement guidelines

Taxes on any meal, room, or transportation incurred as a result of doing University business are eligible for reimbursement; sales taxes on goods are not. The Admin Office has copies of Tufts tax-exemption certificate. If you need Tisch Admin staff to make a purchase with a p-card, please let them know.

Trial Period
All new hires are subject to a 90-day trial period. Staff must successfully complete a trial period before they are eligible for the University’s paid time off program.

Supervisors should schedule a formal midpoint evaluation within the first 45 days of employment, documenting strengths and weaknesses and detailing any areas requiring immediate improvement. Every attempt will be made not to assign additional work until it is established that fundamental groundwork is laid and all of the basic job requisites have been fulfilled.
Addendum: Patriot Act

All parties involved in any Foreign Intelligence Surveillance Act (FISA) search warrant or other USA PATRIOT ACT-authorized subpoena or court order must treat all information and inquiries for information as confidential and must not tell the subject of the inquiry about the investigation. Student assistants should refer all official inquiries to a staff member.

With subpoena or court warrant:
Monday-Friday 9:00AM – 5:00PM
Staff member at a public desk will:
• Ask for identification and immediately refer the individual to the Library Director or Associate Director. Public desk staff will not provide any information. In the event that neither the Library Director nor the Associate Director is available, public desk staff will refer the inquiry to their supervisor. (If required by a warrant—which gives government officials the right to search records as soon as the warrant is served--supervisory staff can provide only the information currently on the user’s account. Historical data from the ILS is not available to Circulation staff.)

After 5:00PM M-F, Saturday, Sunday or Holiday
Staff member at a public desk will:
• Ask for identification. Contact the Library Director or Associate Director by phone at home (Laura Wood, xxxxxxxxx or Dorothy Meaney, xxxxxxxxx). Public desk staff will refer the inquiry to their supervisor.
(The only information available to Circulation staff at any time is what is currently on the user’s account. Historical data from the ILS is not available to Circulation staff.)

Without subpoena or warrant:
Monday-Friday 9:00AM – 5:00PM
Staff member at a public desk will:
• Ask for identification and immediately refer the individual to the Library Director or Associate Director. Public desk staff will not provide any information.

AFTER 5:00PM M-F, Saturday, Sunday or Holiday
Staff member at a public desk will:
• Ask for identification. Record the information including photocopying as needed. Inform the individual that records are not available without a warrant or subpoena in proper form.
• Provide update to Library Director or Associate Director during regular business hours.