

Central Access Services (CAS) Unit Policy

Purpose: Provide a set of standard expectations for the unit.

HOURS OF OPERATION

The Bookstacks and ILL Offices will be open Monday-Friday, 8AM-5PM.

The Discharging Office will be open Monday-Friday, 8AM-4PM.

The Billing Office will be open Monday-Friday, 8:30AM-4PM.

Circulation Services will be open according to the current semester's posted schedule, which is subject to change based on operational needs.

Current Circulation Services Schedule:

Spring and Fall Semesters:

Monday-Thursday, 8:30AM-10PM; Friday, 8:30AM-6PM; Saturday, 1PM-5PM;
Sunday, 1PM-10PM

Spring Break, Fall Break, Winter Break, and Interim:

Monday-Friday, 8:30AM-5PM

Summer I & II: Monday-Thursday, 8:30AM-6PM; Friday, 8:30AM-5PM; Saturday-
Sunday, 1PM-5PM

Employees scheduled to open or close Circulation Services will be scheduled to start their shift 15 minutes prior to the scheduled opening time or end their shift 15 minutes after the scheduled closing time. Employees whose work shifts span longer than the open hours of the unit will be scheduled for an entire work shift even though the unit is not open for services (e.g. Saturdays during the semesters).

Employee schedules should enable CAS to meet Library policy regarding uniform opening and closing procedures. [See Library's Uniform Opening and Closing Procedure.](#)

SCHEDULES AND ATTENDANCE

- Details regarding individual schedules should be worked out between an individual and their direct supervisor.

- Any changes to standard working hours need to be approved by a supervisor beforehand
- Consideration of schedules is based on the unit's operational needs.
- Employees will be in their work area no earlier than 15 minutes before their scheduled start time and no later than 15 minutes after the end of their work shift.
- If employees need to report a situation that occurs after their work shift has ended (i.e. when the Library is closed), they will be granted up to 10 minutes to work on resolving the situation (contacting appropriate parties, etc.) which will be owed to them and can be used within the next week.

Planned Out-of-Office Needs (Vacation/Jury Duty/Appointments)

- Requests for anticipated absences (vacation time or appointments) should be submitted to the immediate supervisor as early as possible, but no earlier than 6 months prior to the anticipated absence.
- Billing, Bookstacks, Circulation, and Discharging will communicate anticipated absences via the appropriate Request for Benefit Usage Webform:
 - Direct reports to the Patron Services Manager and Bookstacks employees: <https://forms.illinois.edu/sec/379769723>
 - Direct reports to the Library Operations Associate for Circulation: <https://forms.illinois.edu/sec/7064849>
- ILL will request time off via the Interlibrary Loan and Document Delivery Civil Service / Non-Academic Vacation Policy form.
- In determining whether to give such approval, the supervisor will take into account staffing requirements needed to insure necessary continuity of operations.
- Employees are discouraged from taking planned time off during the first week of the Fall and Spring semesters.

Unplanned Out-of-Office Needs (Arriving Late/Illness/Emergencies)

- Circulation employees will send an email to circlib@library.illinois.edu (copying the Library Operations Associate for Circulation and the Patron Services Manager) as soon as possible, and no later than before your regular workday begins, of unplanned out-of-office needs.
- Billing, Bookstacks, and Discharging employees will send an email to the Patron Services Manager as soon as possible, and no later than before your regular workday begins, of unplanned out-of-office needs.
 - If the Patron Services Manager is scheduled to be out of the office, direct reports to this individual should copy the Head of Central Access Services on the message

- ILL services will contact their direct supervisor as soon as possible via phone, email, or text, and no later than before your regular workday begins, of unplanned out-of-office needs.
- For Billing, Bookstacks, Circulation, and Discharging, when such leave is necessary to handle urgent personal or emergency situations that are beyond the control of the employee and that arise too suddenly to permit advance approval, the employee may be granted post-approval by the supervisor, who may require clarification of such situations. If you are dealing with an emergency, notify your direct supervisor as soon as you can do so safely.
- When Billing, Bookstacks, Circulation, and Discharging employees are back in the office after an unplanned absence, they will submit the appropriate Request for Benefit Usage Webform to communicate the time they were out of the office
- For ILL, if you are dealing with an emergency, notify your direct supervisor as soon as you can do so safely.

Reporting Time Worked and Benefit Usage

- Follow the designated method for reporting your time based on your exempt or non-exempt status.
- Please be mindful of the maximum accrual limits for your vacation time, as once you reach it, you will cease to earn leave until the accumulation is reduced. Therefore, it is imperative that employees manage their vacation time in order to maximize their accruals. See [System Human Resources Vacation policy](#) for more details.
- An employee can only use vacation up to the amount they have accumulated. An employee cannot borrow from, use, or loan another employee earned benefits (e.g. vacation, sick leave), except as provided by the [Shared Benefits Program](#) which establishes a sick leave pool.
- Accrued sick leave cannot be used for vacation purposes.
- In keeping with [University Policy](#), an employee's supervisor may require the employee to provide evidence to substantiate the reason for the absence, including a physician's certification or FMLA medical certification, if applicable, if the absence exceeds three (3) work days or if the supervisor has sufficient justification to believe that the employee does not have a valid reason for requesting sick leave.

BREAKS AND FOOD

A change of environment at work can contribute to your own well-being and comfort.

- Employees are encouraged to take their break time away from the work area as often as possible.
- Consider using the staff lounge or other areas outside the office for your lunch break. If you are eating at your desk, please be mindful that food odors may be distracting to those around you. Please follow the [Library employee food and drink policy](#) to protect Library materials.
- All food and drink waste must be disposed of in the food trash cans and not at individual desks.

FRAGRANCES

- Please be thoughtful and courteous with your use of any scented products at work, as others may have medical conditions such as asthma, migraines, and upper respiratory issues that make them sensitive to chemicals and fragrances.

ATTENDING TRAINING OR OTHER EVENTS

- Please request supervisor approval to attend approved Library or campus training, whether or not they occur during your scheduled work shift. Approvals are based on the unit's operational needs as well as campus policy.
- Employees may utilize the [Know Your U](#) program, which provides ways to discover and experience, during the normal workday, the initiatives, research, academic programs, history, and infrastructure at our university.

PHONE CALLS & TEXTS

- Personal phone calls, texting, and communication should be kept to a minimum, and should occur during your breaks insofar as possible.
- To accept a personal phone call, employees will step away from work areas (immediate room or office space) and/or public service points. Personal phone calls should be kept to a reasonable length as often as possible.
- Please be mindful that in a shared, open environment, phone calls can be easily overheard.

***Please follow the campus [Code of Conduct](#) to maintain a professional and respectful work environment.**

Drafted October 14, 2019
Updated January 31, 2023

Please read this document carefully to understand the CAS policies and guidelines before you sign this document.

Employee Signature

Date

Employee Name (Please Print)