

Expectations for the Reference and Instructional Services Internship Program

The reference department will treat you as new professionals during your time in our program and we expect you to participate in the program as professionals.

Our expectations for your behavior:

- Be on time for your shift. If you are going to be five or more minutes late, then call the reference desk.
- If you have an emergency, call the Reference Desk at 336-334-5419 as soon as possible and let them know what shifts you will be unable to cover.
- Dress professionally and appropriately.
- Orientation, weekly trainings, meetings, and book reviews are all required components of your internship.
- If you need to miss a weekly training session, you must let us know in advance. If it is an emergency, you must contact us as soon as possible. You are responsible for meeting with the instructor to make up missed work.
- We expect you to complete training assignments within the time periods given by the instructor. If you cannot complete the assignment, it is your responsibility to contact the instructor in advance of the due date.
- If you are having trouble with an assignment, you are encouraged to ask the instructor for assistance.
- If you are having difficulty completing any part of the internship, it is your responsibility to inform Jenny, Emily, and/or Liane as soon as possible.
- You are responsible for assigned desk shifts. If you need to miss a desk shift, it is your responsibility to find coverage and inform Emily, Jenny, and/or Liane.
- We expect you to abide by the customer service standards for the library.
- You have committed to two consecutive semesters in the intern program. Failure to complete two consecutive semesters means that we will be unable to serve as professional references for you.

What you can expect from us in return:

- Reference desk support
- Ongoing informal mentoring (professional development support)
- Formal mentoring (mock interviews and presentation support)
- Letter of reference

I have read and agree to these expectations of my performance as a reference intern including attending the required weekly trainings, being on time, and keeping the coordinators informed of any issues and emergencies.

Intern

Date

Coordinators