



## DEPARTMENTAL ORIENTATION

SUGGESTED COMPONENTS OF THE DEPARTMENTAL ORIENTATION  
PROCESS USING CLEMSON UNIVERSITY'S LIBRARY EXAMPLE



## **Suggested Components of the Departmental Onboarding Orientation**

Sharing key departmental information from the onset rather than distributing it as needed makes an employee's new role more manageable and the work environment more comfortable. Listed below are suggested orientation components proven in world-class organizations to ease an employee's transition to a new job:

A. **The department's vision, mission, and goals**, which articulate the department's move toward positive change, provide new team members the background necessary to quickly engage in team projects and the motivation derived from contributing targeted, high-impact products and solutions.

B. **The department's organizational chart** provides an overview of departmental structure in terms of relationships between employees. An organizational chart visualizes the chains of command, or hierarchies. Including members' headshots on the organizational chart is also a best practice, because it allows new employees to become familiar with key team members with whom they will be working.

C. **Departmental communication guidelines and the editorial style guide** provide everything the new employee needs to compose targeted, branded communications. These guidelines include but are not limited to:

- Current logos
- Communication templates used by the department, including the department's:
  - Email signature template
  - Email communication templates
  - Memo communication templates
  - PowerPoint master slides
- Glossary of departmental terms

D. **A peer guide program (Clemson's Tiger Pal system, for example)**

E. **A history of the department and important facts**

F. **Timekeeping how-to's**

G. **Acronyms and a glossary of terms**

H. **Telephone directory / list**

I. **Helpful links**



## Sample: Welcoming Informational Email

Dear [Insert Name],

Welcome to Clemson University's [Insert Department Name]. The department is delighted that you are joining our team and would like to take this opportunity to acquaint you with some important information:

- Your office area will be located in [insert Building name and room number].
- Your business phone number is 864.656-[XXXX].
- Your university authorization code for making business related long distance calls has been issued. Your code is [413 351 151].
  - When making a long distance call, dial 9 --> 1 --> area code --> the number. You will hear a 4-beep tone after the number is entered.
  - At the tone, enter your 9-digit code, and the call will go through.
  - Note: The authorization code is for University business purposes only.

Visit our department's website [HERE](#) [hyperlink the word here] to find directories and other pertinent information. You may need to log in with your user name and password. Attached is the departmental phone listing.

Once your Clemson University password is established, you will be instructed on one of two ways to record time worked and request time off.

- Kronos is Clemson University's timekeeping system that manages employees' time and leave. Click [here](#) to record your work time. Please visit here [\[Insert Link\]](#) for instructions.
- MyCLE (which stands for My Collaborative Learning Environment) is the web portal that contains links to Clemson University applications, websites, workgroups and faculty/staff resources. To access employee leave through Blackboard, follow the steps shown below:
  - Visit [www.clemson.edu](http://www.clemson.edu)
  - Click Faculty/Staff link on top left side of the page.
  - Click Blackboard on the middle right side of page.
  - Login with your username and password
  - Scroll down page to the CU Faculty & Staff Resources (lower right).
  - Click Employee Leave

Soon after you begin work, your supervisor will construct a planning stage as a reference document for both you and your supervisor. The planning stage lists your job expectations and outlines a set of goals and objectives. It is a good resource for reviewing your new duties and responsibilities. All new classified and administrative unclassified employees who have completed their probationary or trial period will be reviewed annually. New hires in regular, permanent positions, time-limited project positions, and temporary grant positions will be reviewed one year after their hire date. This performance review is called the EPMS,



short for Employee Performance Management System.

If you have questions regarding this information or any concerns about your new job at Clemson, please contact me at xxxx.

On behalf of your new colleagues in the [insert department name], we are looking forward to your joining the team.

Sincerely,

# **Sample Departmental Orientation: The Clemson University Libraries**

## **Vision Statement**

The Clemson University Libraries will be a national leader in providing access to information and in educating individuals for effective, life-long learning.

## **Mission Statement**

Clemson University Libraries connects our university community with resources vital to learning, teaching, research, and innovation in an expert and courteous manner.

## **Statement of Goals**

### **Services**

To provide high level information to library users.

### **Collections**

To have the capabilities and resources to provide cost effective access to the information needed by students, faculty and staff.

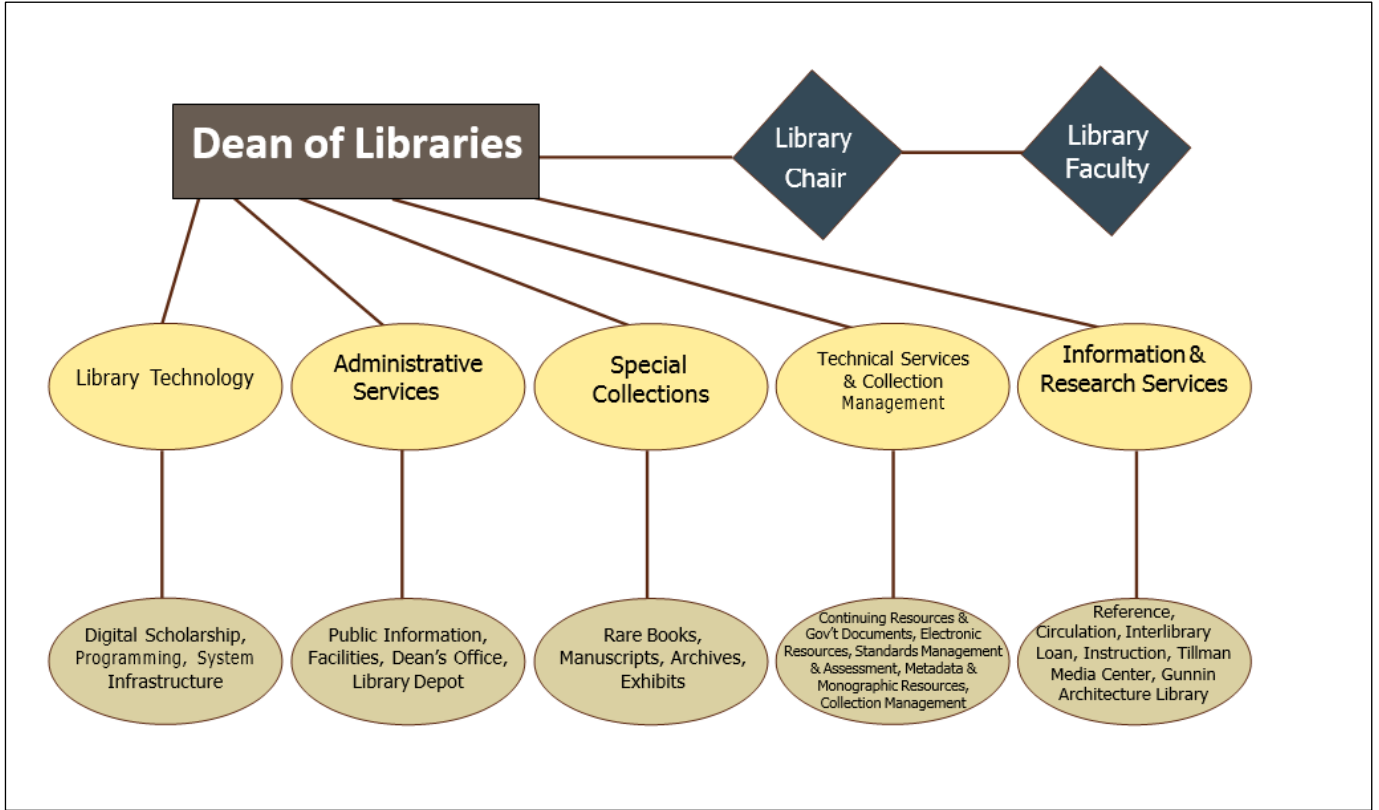
### **Facilities**

To provide facilities needed for adequate care and use of the resources, study space and staff work areas.

### **Funding**

To have the financial resources to meet the other goals.

# Organizational Chart



## History of Clemson University's Libraries

The Clemson University Libraries consists of R.M. Cooper Library (main), the Emery A. Gunnin Architecture Library, the Special Collections Library in the Strom Thurmond Institute, the Tillman Media Center in Tillman Hall, and the Library Depot at the Research Park in Anderson.

Robert Muldrow Cooper Library, more commonly known as Cooper Library, was built in 1966. The building was dedicated during homecoming on October 14, 1966, and is named for Robert Muldrow Cooper, a member of Clemson's Board of Trustees for 44 years and president of the Board for 15 years. The building has 184,839 square feet and seating for over 1,600 people. The building also holds over 1.5 million items including books, periodicals, monographs, and microforms. Cooper Library houses a coffee shop, Java City, and a P.O.D. convenience store.

## Important Facts

- The Cooper Library building won a first place award from the SC Chapter of the American Institute of Architects.
- The Clemson Libraries have access to more than 100,000 ebook titles.
- The Special Collections Library contains 362 processed manuscript collections including the papers of John C. Calhoun, Thomas Green Clemson, James F. Byrnes and Strom Thurmond.
- 12,581 questions were answered by Reference staff in the R.M. Cooper Library last year.
- R.M. Cooper Library is open 24 hours a day, five days a week in addition to weekend hours.
- A new one day attendance record of 10,585 was set on Monday, September 23, 2013.
- There is a secret book available for check out at the circulation desk of Cooper Library. Students have been searching for the hidden call number on campus for decades, and those lucky enough to figure out its location can present the call number at the circulation desk and check out the secret book for two hours. Hundreds of seniors have signed the book before graduation. Underclassmen are said to be inflicted with a curse of not graduating if they sign the book before their senior year.
- The Special Collections Library holds a copy of the "Heisman Bible," a Bible that belonged to Clemson cadet B.H. Lawrence, Class of 1903. Lawrence played football for John Heisman when he was head coach at Clemson. He wrote Heisman's advice and football plays in the back of his

- Bible and would study them during Chapel.
- The Library Depot is the University Libraries' offsite shelving and storage facility. To number the aisles at the depot, the Libraries borrowed the 6 ft. tall stencils used to paint the numbers on the football field in Death Valley!
- What was the most checked out item during the 2012-2013 fiscal year? Dry erase markers.
- The fountains in the library reflection pond are turned off when the area is facing drought-like conditions. They are often turned back on for events like football games and graduation.
- The library provides part time employment to approximately 70 Clemson University students.
- Tillman Hall was originally built in the 1880s and served as the main administration building for many years; the current Tillman Media Center equipment room was once the University vault.

## Timekeeping How-To's

The University's timekeeping and leave management system is Kronos®. All Library employees are required to use Kronos in some capacity, whether to record time worked each day and/or to request leave time.

## How to Log In

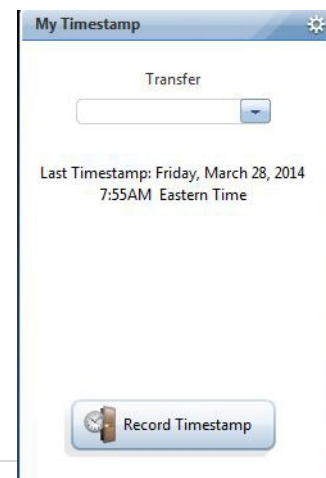
It is recommended to bookmark the Kronos link: [www.kronos.clemson.edu](http://www.kronos.clemson.edu).

The user name and password are the same Clemson user name and password that is normally used. Note: Kronos is lower-case sensitive (for user name).

## How to Record Work Time

Kronos rounds time to the nearest quarter hour. In order to record time worked for a day, you must punch in upon arriving to work, punch out for a meal break, punch in after returning from a meal break, and punch out when leaving for the day.

After clicking "record timestamp," you can refresh the page and the punch will





show up as recorded time.

If a missed punch occurs, contact your supervisor ASAP in order to resolve the issue.

## How to Request Time Off

You can either submit the leave request, or save it as a draft and submit it later. Once you submit the request, your supervisor will be notified to approve it.

In order to request leave time, click "request time off" and fill out the appropriate information. Important things to consider:

- Entries that span a weekend must be entered as two separate entries.
- Entries that request different amounts of time for more than one day must be entered as two separate entries.
- For "start time," enter the time the leave will begin (e.g. 8:00AM, 1:00PM, etc.)
- For "length," enter the amount of hours of leave per day (e.g. 7.5, 2.0, etc.)

You can either submit the leave request, or save it as a draft and submit it later. Once you submit the request, your supervisor will be notified to approve it.

**Request Time Off**

Type: Request for Time Off

Start date: 3/20/2014

End date: 3/20/2014

Pay code: Annual

Duration: Hours

Start time: 1:00PM

Length: 3.5

Accruals on:

- Accrual
- Annual
- Comp Overflow
- Comp Time
- FMLA
- Holiday Comp
- Optional Holiday

Draft Submit

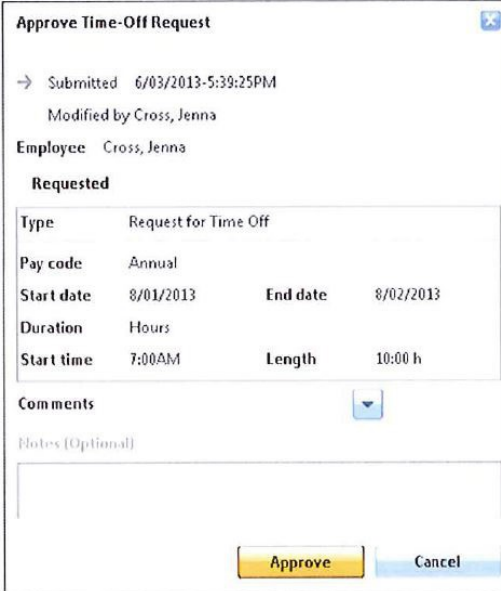
## How to Approve Time Off

Supervisors are required to approve time off requests from their direct reports. When an employee submits a time off request, the supervisor will get one notification via email. A notification bubble will also appear in Kronos.

To approve or deny a time off request, select the "manage time off requests" widget.

The details of the employee's request will be shown and the supervisor can either deny or approve the request.

\*Note: All leave entries must be approved by the end of each pay period.



**Approve Time-Off Request**

→ Submitted 6/03/2013-5:39:25PM  
Modified by Cross, Jenna  
Employee Cross, Jenna

**Requested**

Type	Request for Time Off		
Pay code	Annual		
Start date	8/01/2013	End date	8/02/2013
Duration	Hours		
Start time	7:00AM	Length	10:00 h

Comments   
Notes (Optional)

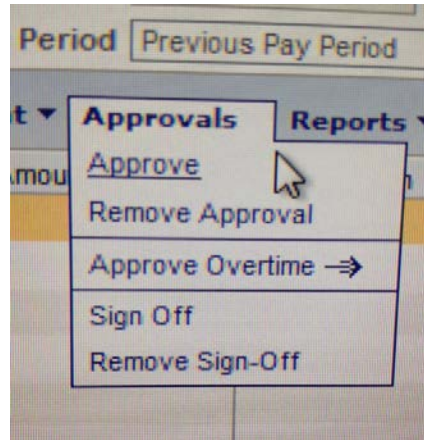
## How to Approve Timecards

At the end of each pay period, supervisors are required to approve their employee's time cards.

\*Note: Timecards must be approved for all employees, including exempt and faculty.

In order to approve an employee's timecard, double click the employee name and then "View Timecard." Then click "Approvals" and "Approve."

See the enclosed "Timecard Approval Due Dates" sheet for due dates and other information.



## Library Glossary of Terms

The following terms and definitions may or may not be applicable to your specific role at the Libraries, but having this ready resource will help shape your understanding of the many different functions of the Libraries and its employees.

### Specific Internal Terms Used at Clemson Libraries

- Summon - a tool from Serial Solutions that searches both the catalog and many of our databases at the same time. Patrons can find anything from books to videos to federal documents to full text articles
- ebooks - books in electronic format
- LibGuides - online guides that are created by library staff to help in many different ways. They can be subject pages, class specific, or used for internal projects like the Future Is Now task force.
- Libstats - a web-based tool used to track statistics for the number of questions asked at both the circulation desk and the reference desk.
- PASCAL - the Partnership Among South Carolina Academic Libraries. It offers the students and employees of participating libraries access to all available materials in any of the other participating libraries.
- Shelf-ready/Outsourcing - paying vendors or publishers to send materials that are already processed, along with corresponding records.
- Shelf Reading - checking the call number of each book in a given area, one by one and in order, to ensure that every one is shelved in its appropriate place.
- Ranges/Stacks terminology - a range (front and back) is made up of sections, which are made up of shelves.
- Better World Books - a used book seller that collects and sells textbooks online to fund literacy initiatives worldwide.

- Binding - sending materials out to have hard covers added to protect the books from damage.
- Open Parks Grid Project - project that aims to connect all of the nation's parks in one online community.
- Coutts/Patron-Driven Purchasing - patrons can find the records for ebooks in our catalog and they can even view them twice before the library automatically purchases the item.
- Serials/Journals/Monographs - monographs are works published singly, usually a book. Serials are publications issued in parts, over time. Journals are periodicals published at regular intervals and written about specific subjects (such as the *Journal of History and Anthropology*).
- ILS - an Integrated Library System. The system that a library uses to manage the collection; we use Millennium.
- Metadata - a set of data that describes other data.
- Online Ordering - liaisons can now order with Yankee Book Publishers online without creating a Book Order Request Form.
- LIB 100 - Since 2008, the libraries have taught library workshops for all incoming students. These workshops are designed to introduce new students to the library resources and to help them think critically about the material that they find. In the fall of 2012, the workshops moved to an online format.
- Institutional Repository - an online space for collections, preserving, and distribution the intellectual output of an institution in digital form.
- Pages/Holds/Recalls - All essentially the same process by which patrons ensure they are next in line for the material. Millennium determines which method to use; if the book is available, Millennium will page it (we run notices to see if pages are submitted), if the book is checked out Millennium will place a hold on it, and if the book is due more than 10 days in advance, Millennium will recall the item with a new due date.
- ILLIAD - Interlibrary loan borrowing system
- Embedded librarian - a librarian who works in a department instead of from the library
- Vendors/databases - provide access to materials through purchase or subscription
- Serial Solutions - a vendor that supplies bibliographic records for electronic serials.

### **Terms Used by All Libraries in General**

- Library Associations
  - ACRL - Association of College and Research Libraries
  - ARL - Association of Research Libraries

- ALA - American Library Association
- SCLA - South Carolina Library Association
- OCLC/WorldCat - a unified global catalog
- R2 Consultants - assists libraries in the transition from print to digital materials.
- Scholarly communication - the creation and dissemination of peer-reviewed research
- Copyright - a form of protection for authors of original works, both published and unpublished
- Google Books - Google's plan to digitize millions of books and make them searchable. The books were chosen from the collections of five major libraries, known as the "Google Five": Harvard, Stanford, University of Michigan, Oxford, and the New York Public Library.
- Netlibrary - an ebook provider
- Born digital publications - publications that have never been in print (such as online newspapers)
- Yankee Book Peddler - one of the vendors/selection tools we use. YBP provides book and supporting collection management and technical services.
- Hathi Trust - a worldwide library-based collection at web-scale whose mission is to gather, organize, preserve, communicate, and share knowledge. Membership is open to institutions across the globe.
- Open access - information content made freely and universally available, usually because the publisher offers free access to online archives or because the material has been deposited in an open access repository.
- SOPA/PIPA Acts - Stop Online Piracy Act and Protect Internet Privacy Act
- Tiered Service - providing help like an ER triage
- Berlin Declaration - Berlin Declaration on Open Access to Knowledge in the Sciences and Humanities defines how open access should be handled.

## **The Tiger Pal Program**

The Tiger Pal System is a program you should consider to welcome new employees and to help them in their first twelve months to build a personal connection with Clemson University.

It's tough being new. Apprehensions make new employees feel like "outsiders" and less confident in their abilities to build relationships with colleagues. A "Tiger Pal" can answer questions about the work environment, culture, resources and other information.

The specifics of the Tiger Pal Program will vary slightly from one department to the next. It is the hiring manager's responsibility in conjunction with the Human

Resources Partner (HRP) to assign each new employee a Tiger Pal and to effectively communicate the expectations to him/her. Use the New Employee's Interest sheet to choose a Tiger Pal with similar interests and backgrounds. For example, if a new employee enjoys hiking, a wise choice for a Tiger Pal might be someone who also enjoys hiking.

When meeting with a prospective Tiger Pal for the first time, please use the Tiger Pal Checklist to discuss potential activities and gain their commitment.

## **EXPECTATIONS FOR TIGER PALS**

Perhaps an all-important step for any Tiger Pal is to provide an introductory meeting with the new employee during his or her first week. This first meeting is an opportunity to tour the department, to introduce colleagues, to find the new employee's work space, and to explain the operation of any equipment or systems such as copiers and desk phones. As a Tiger Pal, it's very important that you become familiar with the content of the orientation training, so that the information you are going over is new.

Explain how you can be reached during the day for assistance with anything that materially hinders their work or performance. Make it clear that you are available to them as required, but to leave non-urgent issues for a scheduled weekly meeting. Make sure you clearly cover rules regarding contact outside working hours. Ask if the new employee has any questions; then leave the new employee to get on with the job. Remember: your role is to help the new employee get up to speed....not to prevent them from doing so.

### **Frequency and Timing of Meetings**

Aim to meet regularly for at least 30 minutes. This meeting is best held over lunch or in an informal setting and is used to discuss any non-urgent issues the new employee may have. During the first few days of employment, it is reasonable to expect as many as a half dozen questions a day; this should taper down to one or two a day thereafter. All new employees are different; after two or three months, you may hear little or nothing from them on a daily basis. THIS IS A GOOD SIGN.

Meetings with the new hire are expected to occur during working hours. However, some buddies and new employees agree to meet on a social basis, outside working hours. This is a discretionary matter between you and the new employee. It is up to you to tell the new employee how you feel about being contacted regarding work-related issues outside of working hours. Many buddies have felt comfortable with being contacted where necessary outside working hours up to 9:00 pm on weeknights, but not on weekends. The details are entirely up to you.

### **Expectations from the Tiger Pal Relationship**

Your relationship should be open, positive, supportive, and your discussions, confidential. Discourage gossip and speculation within a Tiger Pal relationship.

## **Dissolution of the Relationship**

The Tiger Pal relationship operates under a “no-fault” mechanism: at the request of either party, the Tiger Pal relationship can be dissolved at any time. The new employee will be assigned a new Tiger Pal, and the Tiger Pal is assigned a different new employee. Contact your manager if you wish to start the process.

### **Quick Tips:**

#### **What is a Tiger Pal?**

Tiger pals are colleagues who are willing to serve as resources for newly hired employees and help them feel connected to the team by answering questions and providing opportunities to socialize.

A Tiger Pal can contribute to the success of a newly hired employee by:

- Scheduling regular contact, such as lunch, coffee, and phone calls
- Sharing insights about “how things are done around campus”
- Discussing why you like working here and the Clemson culture
- Answering questions and providing resources
- Introducing them to colleagues, the organization, and the facilities
- Are available for support during a new employee’s first year.

# Suggested Clemson Favorites Web Sites

## Links to know when setting up your laptop/computer

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- How to connect to Clemson's Wireless Network
  - <http://guestman.clemson.edu:8080/tigernet/tigernet.html>
- How to get Help (864-656-3494 or ithelp@clemson.edu)
  - <http://ithelp.clemson.edu>
- MyCLE/Blackboard Learn
  - <http://bb.clemson.edu>
- Voicemail – Quick Tips
  - <https://voicemail.clemson.edu/>

## Training Resources

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- Faculty and Staff Computing Orientation
  - [http://www.clemson.edu/ccit/learning\\_tech/computer\\_training/faculty\\_orientation/index.html](http://www.clemson.edu/ccit/learning_tech/computer_training/faculty_orientation/index.html)
- Register for training provided by CCIT, OTEI, CITI:
  - <http://www.clemson.edu/clereg/>
- SkillPort:
  - <https://elearning.app.clemson.edu/>

## Campus Resources

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- Bookstore – Faculty and Staff receive 10% off purchase with university ID
  - <http://www.clemson.edu/campus-life/campus-services/book-store/>
- CAT Bus
  - <http://www.catbus.com/>
- Clemson Libraries
  - <http://www.clemson.edu/library/>
- Fike Recreation Center
  - <http://www.clemson.edu/campus-life/campus-recreation/facilities/>
- Parking Services
  - To add another vehicle or make changes to your vehicle information - <https://clemson.t2hosted.com/cmn/auth.aspx>
  - Parking Map - <http://www.clemson.edu/campus-life/campus-services/parking/multimedia/pdf/ParkingMap.pdf>
- Campus Police Department
  - <http://www.clemson.edu/campus-life/campus-services/cupd/>
- Tiger 1 Card
  - <http://www.clemson.edu/campus-life/campus-services/tiger1/tigerstripe/index.html>
- Software:
  - [http://www.clemson.edu/ccit/software\\_applications/software/licenses/index.html](http://www.clemson.edu/ccit/software_applications/software/licenses/index.html)
  -



- [http://www.clemson.edu/ccit/software\\_applications/software/web\\_downloads.html](http://www.clemson.edu/ccit/software_applications/software/web_downloads.html) ○
  - [http://www.clemson.edu/ccit/mac\\_software](http://www.clemson.edu/ccit/mac_software)
- Accessing your Email from home
  - <http://xmail.clemson.edu>

## Optional Clemson Web Sites

### Logos and Branding [Include if Needed]

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- Creative Services
  - <http://www.clemson.edu/campus-life/campus-services/creative-services/>
- Brand Guide
  - <http://www.clemson.edu/campus-life/campus-services/creative-services/visual-guide/>
- Websites
  - <http://www.clemson.edu/campus-life/campus-services/ows/services/cascade.html>

### Purchasing and BuyWays [Include if Needed]

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- BuyWays Login Screen:
  - <https://solutions.sciquest.com/apps/Router/Login?OrgName=Clemson&tmstamp=1311029318295>
- Procurement Services
  - <http://www.clemson.edu/cfo/procurement/>