Guidelines for working with UM Law School faculty

**General rule**

University of Michigan Law School faculty normally abide by library rules and procedures. However, if you have explained our policies and procedures as best you can, and a Law School faculty member over-rules you, abide by his or her decision. Other groups that should be given this same consideration are: U of M Regents, the President of the University and University Provosts/Vice Presidents.

Faculty from other schools on campus are expected to adhere to library rules. Refer the person to Margaret, Barb, or Bobbie for follow up, but do not override established rules.

**Recognizing faculty**

It can sometimes be difficult to know whether to allow the person to over-rule library rules based on law school faculty status. You will get to know some law school faculty, but not all. Many will introduce themselves, expecting you to know by their names that they are faculty. Others will assume that you recognize them. The face book has pictures of faculty. Spend some time studying the faculty section of that, and you will be somewhat familiar with faculty names and faces. A list of law school faculty is posted by the fax machine. Sometimes a name can be matched discreetly against that list to check status. If not, do not be embarrassed about not recognizing the person. If a person is insistent and seems to have a confidence of manner that leads you to think he or she might be a member of law school faculty, you might pause and say something like this:

"I'm Susan Jones; I'm sorry, but I don't know who you are." or "could I ask your name?" And if you don't recognize the name, add: "Do you teach in the Law School?"

**Follow up**

If you then go ahead and allow an exception based on law school faculty status, be sure to submit a complete incident report. We will then contact the faculty after the fact to work out a better arrangement for the future.

**Behavior**

Most faculty members will introduce themselves and conduct themselves courteously in such an exchange, but sometimes a faculty member is pressed and may not be polite when confronted with library procedures and rules. Here are some guidelines for dealing with such a situation:

1. Don't take it personally!
2. Don't respond in kind; continue to represent the library in a professional and courteous manner.
3. Explain the rules and procedures as best you can, within the limits of the situation. Do not argue; do not feel you have to persist.
4. If the faculty member continues to insist, comply graciously with what he or she asks. (Feel free to comment and vent anger in your incident report!)