

REGULAR DUTIES

All lab attendants are asked to perform the following duties on a regular basis during their shift. Failure to adequately complete each of these during a shift may result in a written warning or dismissal.

ASSIST STUDENTS UPON REQUEST

The most important duty of a Lab Attendant is to assist students upon request. You do not need to know a lot about computers to do this... All Lab Attendants will be instructed during the Employee Orientation session on how to deal with many of the basic problems that arise in the Microcomputer Labs. If a student needs assistance with any of the basic abilities or services provided by the labs, you are expected to assist them to the best of your ability. Call the Microlab Office at x1413 if necessary.

FUNCTIONALITY OF ALL EQUIPMENT

All computer workstations should be turned on and functioning at all times. At the beginning of your shift, walk around the entire lab to ensure that all workstations are powered on. If any PCs are experiencing problems, please report these issues using the procedures outlined in the 'Lab Maintenance' section of this binder. It is also the Lab Attendant's responsibility to verify that the printer and print release station are powered on and functioning.

All lab equipment should be checked **twice per hour** to ensure continued functionality.

PAPER & OTHER SUPPLIES

At the beginning of your shift, please fill both trays of the printer with paper and check the total paper supply. Also, always ensure that any staplers are filled and that the printer has toner. Check the printer for paper every **20 minutes** during your shift and fill it if necessary.

Some labs are equipped with locked paper cabinets. If you are staffing a lab that has a locked cabinet, the combination to unlock it is **7277**. Please do NOT give this combination to any students, faculty, or staff. It is for Microcomputer Lab employees only.

For those labs that have a locked paper cabinet, verify during each shift that 4 or 5 reams are in the unlocked 'Overnight Cabinet'. This will ensure that students have access to extra paper in the event that a lab attendant is not covering a shift. This procedure is especially important for those lab attendants who have the final shift of the evening or a final shift before a weekend begins.

DO NOT LET SUPPLIES GET LOW -- If additional supplies are needed, please contact the Supply Manager Grad (see employee contact list) or the Microlab Office.

PUSH IN CHAIRS

At the beginning of your shift, walk around and push in any empty chairs to keep the lab looking tidy. Repeat this procedure every **20 to 30 minutes** during your shift.

CLEAN UP PAPER AND TRASH

While pushing in chairs, discard any paper or trash that is left behind at all student stations. Also discard any abandoned paper located by the printer, or on any counters or tables in the lab. Make sure there are no staples or other items on these surfaces. Arrange all supplies and lab equipment to present a neat and tidy look to all lab users. This procedure should be repeated every **20 to 30 minutes** during a shift.

REMOVE FOOD FROM THE LAB

It is the lab attendant's responsibility to rid the Microcomputer Labs of any food that is brought in. Should a student bring food into the lab, please ask them to discard the item or consume it outside the lab. These items may also be placed in a student's backpack or bag.

Covered (with lids) drinks are allowed in the labs. Be sure to report any issues to the Head Grad surrounding drinks spilling or any equipment that was affected by the spill. It is also the responsibility of the student who spills the drink to clean up the mess.

KEEP TALKING & SOCIALIZING TO A MINIMUM

All Microcomputer Labs should maintain a relatively quiet working environment. To assist in this effort, Lab Attendants are required to confront those who are carrying out loud conversations, either in person, in a group, or on a cell phone. Students engaging in these types of loud conversations should be asked to refrain from speaking loudly. If the student continues to talk loudly, please ask them to leave.