Lab Assistant Protocols and Rules

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Overview

In this section, you will learn the protocols and duties you should be able to perform as a computer lab assistant.

During Your Shift

You should be able to perform your duties and work on any assigned projects on a daily basis.

During your shift, you should remember to:

* Greet students/faculty as they walk in.
* Remind them to sign-in.
* Make your presence known.
  + Walk around.
  + Ask if the student needs assistance if they look distressed.
* Record any questions you receive in your journals and upload them onto Asana.

Opening Procedures

If your shift begins at 8:00AM, you are required to open the lab. Remember the following procedures:

### **Unlocking the Door**

1. Get the key from the office.
2. Set the automatic door switch to the ON position.
3. Open the door, insert the key, turn left once fully, and remove key. Check the opposite handle to see if it opens.
4. Return the key to the Front Office.

Closing Procedures

If your shift ends at 5:00PM, you are required to close the lab. Remember the following procedures:

### **Locking the Door**

1. Get the key from the front office.
2. Set the automatic door switch to the OFF position.
3. Open the door, insert the key, turn right once fully, and remove key. Check the opposite handle to see if it is locked.
4. Return the key to the front office.

### **Cleaning the Lab**

* Vacuum the floor if there are no students testing in the private rooms. Check in with the Front Office to see whether there are students testing.

Pollak Library North (PLN) Lab Procedures

If you have a shift in PLN, check in with Roman before starting your shift.

If your shift ends in PLN, check back in with Roman before heading out.

Procedures are the same in PLN as it is in the lab. However, students are not required to sign in.

Rules and Guidelines for Computer Lab and PLN

Here are rules you may need to enforce while working in the lab or at PLN.

* No food or drink.
* No cell phone conversations.
* No loud conversations. Please be respectful and courteous of others.
* Do not leave your items unattended. DSS is not responsible for lost or stolen items.
* Keep walking area/aisles free from obstacles.
* Clean up area after leaving.

Professionalism

You are representing the Disability Support Services department as a computer lab assistant. Understand that the way you act, speak, and behave can affect the department. You are accountable to have a level of professionalism in the workplace. To maintain this, you should:

* Wear your nametag during all your shifts.
* Wear your uniform during all your shifts.
* Do not use cell phones during your shifts.
* Keep conversation levels to a minimum.
* Remember the DSS Core Values.