

Music Department Student Worker Manual

1. Contact Info

- A. Music Department Administrative Assistant (A.A.)
 - i. 410-704-2840 – A.A.'s Main line
 - ii. 410-704-2839 – Music Dept main line
 - iii. 410-704-2841 – Music Dept Fax
 - iv. A.A.'s email: slidard@towson.edu
- B. For other faculty/staff
 - i. The Music Dept directory is posted in the main office.
 - ii. Mailboxes for all faculty/staff members are in alphabetical order. Graduate assistants, associations, & the Music Preparatory division mailboxes are at the end.

2. Job Descriptions

- A. Parts of the A.A.'s job that we help with:
 - i. receptionist for department
 - ii. key control
 - iii. overseer of student evaluations
 - iv. liaison with piano tuner
 - v. liaison with facilities management
 - vi. coordinate textbook ordering
 - vii. monitor dept expenses
- B. Student worker's job
 - i. make copies on Xerox & duplicating machines
 - ii. fill in for A.A. when needed
 - iii. check office equipment & supplies & reorder when necessary
 - iv. distribute mail
 - v. run errands around campus
 - vi. answer the telephone
 - vii. help pack instruments, books, record albums, equipment, supplies, etc.

3. Attendance at work

- A. If you are going to be late or can't come in & you know ahead of time, write it on the calendar in the main office.
- B. If you are going to be late or can't come in, call the A.A. at 704-2840 & leave a message if she doesn't answer!

4. Timesheets

- A. Timesheets are now done online & are due every other week on Thursdays at noon.
- B. Your paycheck will be sent to whatever address you wrote down when you went to payroll (it takes 3 weeks for clearance to go through for your first check).

5. Opening the office

- A. The A.A. will give you directions how to get into the office in the morning.
- B. Unlock the key cabinet.
- D. Check the voicemail for all 3 lines.

6. Closing the office

- A. If you are closing the office:
 - i. Lock the key cabinet.
 - ii. Turn off the lights.
 - iii. Shut & lock the door to the office.

7. Work Request

- A. When a faculty member needs something copied, they will fill out a work request form with all necessary instructions.
- B. When the request has been completed, cut off & fill out the bottom half of the form.
- C. Put the bottom half in the cup on the student desk.
- D. Paper clip the top half of the form to the original document & place it, along with the copies, in the professor's mailbox (unless it is a quiz or test – see section F).

8. Copies

- A. When you are making 10 or more copies, use the duplicator. When you are making 9 or less copies, use the Xerox machine.
- B. Colored paper is located in the supplies cabinet.
- C. We cannot make copies of any copyrighted material. No exceptions.
- D. Duplicating
 - i. Enter the code then press the # button.
 - ii. Open the lid & place page of the item to be copied face down on the glass.
 - iii. Enter the number of copies desired & press the green print button.
 - iv. Be sure to remove the original when done.
 - v. If the duplicator breaks, please don't try to fix it. Notify the administrative assistant. If she is not available, call John Spivey at 44633.
 - vi. If the duplicator pauses or has to stop for any reason (ie out of paper, jam, new toner cartridge needed), after the necessary action has been completed, press the "Print Start" button, which is above the big green "print" button. The "Print Start" button resumes wherever the project was left off.
- E. Xeroxing
 - i. Enter the 4-digit copy code & press "access."
 - ii. Open the lid & place page of the item to be copied face down on the glass.
 - iii. Enter the number of copies desired & press the print button.
 - iv. Be sure to remove the original when done.
 - v. If you need to make enlarged, lighter/darker, or double sided copies, the features are all there. If you can't find them on the touch pad menu on the copier, ask another worker or A.A. to help you.
 - vi. If Xerox breaks, call James Hunnicutt at 42342 (he is the Building Manager & knows how to fix it).
 - vii. When you are finished copying, press "access" to clear the number.
- F. Copying Tests/Quizzes
 - i. When you get a work request that is for a test or quiz, don't leave any of the pages out for people to see. Never leave the test or quiz unattended.
 - ii. Before you leave the duplicator, be sure to press the "clear" button in order to prevent possible re-printing.
 - iii. When you are finished copying & collating the test or quiz, put it in a large intercampus envelope & write the faculty member's name on it. Place a strip of paper in their mailbox that informs them that their test/quiz has been finished.
 - iv. Put the envelope(s) on top of the key boxes in the top section of the filing cabinet in the main office.
- G. Student Copying & Faxing
 - i. If students need copies, we will do it for 10 cents/page.
 - ii. If students need something faxed, direct them to the University Union bookstore's customer service desk.

9. Recital Programs

- A. When a student or faculty member gives you an original copy of a recital program,

make sure they have followed the format on the program template. The template is available on the music department website under the link entitled "Resources for Current Students." Sample copies of the template are saved on the student computer.

- B. If the format appears to have been adhered to, ask Dr. Anthony to review the program.
- C. After Dr. Anthony has checked the original copy, return it to the performer so that they may make the necessary corrections & bring you a newly printed copy or make the changes yourself if you have the document on the computer.
- F. Save 11 copies of the program. 1 for the stage manager; 6 for posting; 4 to be filed away for records.
- G. Place the rest of the copies in Melanie's mailbox with a note that indicates they have been posted.

10. Posting

- A. Publicity for upcoming events.
 - i. The A.A. will give you programs or flyers for an upcoming concert & ask you to post them around the department.
- B. Grad school info, positions, for sale, wanted...
 - i. These all get posted on the big bulletin board across from 377.
 - ii. If people call & want something posted, they must email, fax, or send a hard copy. We do not make flyers for them.
- C. Class cancellation Notices
 - i. If a faculty member calls & cancels a class, print out a sign with the date, name of class, professor's name, & the words "Class Cancelled" & tape this sign to the door of the classroom.
 - ii. The chairperson & A.A. both need a copy of this notice.

11. Phones

- A. Answer lines 2143, 2840, & 2839 by saying, "Towson University Music Department – 'name' speaking. How may I help you?"
- B. Transferring calls
 - i. Tell the caller the name & phone number of the person you are transferring them to, in case they get disconnected.
 - ii. With the caller on the line, press "transfer" button at bottom of phone.
 - iii. Dial the 5 digit extension of the person you are transferring to & hang up.
- C. Message Taking
 - i. Take down all pertinent info legibly, print your name at the bottom & place in mailbox or on desk.
 - ii. When taking a message, don't let the caller say, "Oh, they have my number." Please always get all their contact info.
- D. Voicemail
 - i. When you are covering the office, check voicemail often.
 - ii. Dial 410-704-6100.
 - iii. Enter 42840 & then press the star (*) button.
 - iv. Enter the password.
 - vii. Return the calls, transfer the message to appropriate person, or write it down.
 - viii. When you are finished checking the messages for line 42840, repeat this process for lines 42839 & 42143.

12. Fax

- A. The fax machine is in the main office.
- B. Make sure the item has a cover letter (blank ones are located next to the fax machine).
- C. On the clipboard by the fax, write down the date, your name, the fax number it's going

to, & number of pages.

- D. Place the item in the tray face down.
- E. Enter the fax number.
 - i. For on campus - you only have to dial the 5-digit extension.
 - ii. For off campus - dial "9" then "410" + the number.
 - iii. For long distance - dial "9" + "1" + the area code + phone number.
 - iv. For out-of-country - dial "9" + "0" + "011" + phone number.
- F. Press "Fax Start."
- G. Once it's gone through, the fax will print out a confirmation page. Take the faxed materials & fax confirmation page & return it to whoever gave it to you.

13. Ordering Supplies

- A. Look up the items in AJ's Stationer's Supply Catalog & write down the item numbers.
- B. Call the warehouse number which is on the front of the book & tell them you want to place an order for delivery.
- C. You will be asked where you're calling from (TU Music Dept), what room it's to be delivered to, Susan's name as the person who is ordering, what the phone number is (410-704-2840), what the budget code is 111920, & if it's the credit card on file (yes).
- D. Say the item numbers & indicate the amount needed clearly.
- E. When your order is complete, you will be given a transaction number & a total. Write these numbers down.
- F. If you prefer, you can order online - <http://www.ajstationers.com/>.

14. Facilities Management

- A. If someone reports a building problem, call 4-2481. For example, if a teacher reports that a room is too cold, you would call & tell them & they would come take care of it.
- B. Housekeeping is used if there's a spill, trash issues, paper towels needed in the bathrooms, etc. Their number is 42610.
- B. If you ever need the Police, call 42133 (emergencies) or 42134 (non-emergencies).
- C. When you call anyone about a problem, write it down in the problem log. The problem log is a clipboard next to the A.A.'s desk, on which you write the date, who reported the problem, room number/area, & problem description.

15. Keys

- A. Keys are located in the top drawer of the big filing cabinet.
- B. If the A.A. is not here & a student wants a key to a practice room, the student to fill out the forms (which are on the wall in 376) & come back when she is here.
- C. If a faculty/staff member wants a key, you must first ask if they need it temporarily or permanently.
 - i. If they need it temporarily, fill out the temporary key issue form & put it in the maroon folder by A.A.'s desk.
 - ii. If they need it permanently, fill out the permanent key issue form & put in Laura's mailbox.

16. Mail

- A. The mail comes daily at around 2:00. When it comes, they will take away the old bag & leave a new one that is zipped in its place. Most of the mail will have the faculty/staff names clearly written on it. Do those first.
- B. For mail that is addressed to Dr. Ewell/Dept Chair, Susan Lidard, TU Music Dept, hand deliver to the A.A..
- C. If you don't know what to do with a piece of mail (no specific name, don't see mailbox) give it to the A.A. She will go through it & write the appropriate name on the mail & give it back to you.

17. Faculty Schedules & Contact Info

- A. There is a pink binder labeled faculty schedules in the main office.
- B. We only give out the prof's office phone number, location, & email address – not their home phone number.

18. Info for Music Students

- A. For private lessons
 - i. Refer them to Alla at 45447. If they are inquiring about private lessons for a child or non –TU student, refer them to the Music Prep dept at 704-3248.
- B. For auditions
 - i. Tell them to see Alla. She can give them a packet with all the information they'll need, including the audition times.
- C. If students are looking to declaring Music Major or Minor, add/drop classes, or have questions about fees, refer them to Mary Ann Criss.
- D. Scholarships
 - i. General scholarships can be found at <http://onestop.towson.edu/ss/>
 - ii. Music scholarships can be found at <http://onestop.towson.edu/ss/category.asp?catID=19>
- E. Resource materials for classes can be found in the computer lab.
- F. If students are looking to reserve a classroom or the concert hall, refer them to Mary Ann or Alla.

19. General Information

- A. Lost & found is in the main office.
- B. Don't be afraid to ask questions or ask for help.
- C. Dr. Anthony is a great resource if you need help.
- D. If someone reports a piano is out of tune, make a note of who is reporting the problem, the room number, and which piano if there is more than one piano in the room & leave it for the A.A. who will contact the piano tuner.
- E. Student workers should have no contact with completed scantron forms. If you are covering the office when a student deputy turns in a packet of forms, have the deputy put the forms in the designated box for same.

If you see any errors in this manual or you think something should be in here that's not, please leave a note in Laura's mailbox in the main office or email me at ltoll1@towson.edu.