Welcome to the Learning Resource Center. While our main (and most enjoyable) task is working with individual students, the LRC fulfills many roles. We serve as a proctoring center for make-up exams. We supervise the Quiet Study Area. We have a collection of textbooks, books, videos, CDs, and tapes for student and faculty use, and we serve as a distribution/collection center for several classes. The LRC can be rather hectic at times, but the job is rewarding. We look forward to working with you.

Important Phone Numbers
The prefix for LCN numbers is 268, but on campus you only need the 4 digit extension number.
LRC Director........................................... (268) 4321
Testing Center........................................... (268) 4899
Tutoring Area........................................... (268) 4343
Front Desk............................................. (268) 4303
Faculty Room ........................................... (268) 4999
IT ......................................................... (268) 4357 (HELP)
Security .................................................. (268) 4325
MCC ....................................................... (268) 4328

Important Forms
In the Learning Resource Center, sign in on your time sheet (kept in a folder in the Reserved Materials Cabinet). Each time you work in the LRC, keep track of the students you assist on the Tutor Student Session form (on clipboards in the cubby holes). Be sure to record all information requested.

Tutoring Area
We are a drop-in center. Instead of taking specific appointments, we work with individual students as they come in for help. A general procedure to follow is

- Greet each student as they enter the LRC
- Identify the needs of the student
- Identify the assignment and the instructor’s goals
- Work with the student as appropriate.
- If appropriate, help the student set up a timeline to complete the assignment and recommend subsequent meetings as needed.

The Tutoring Area should not be left unattended. If you must leave the LRC, be sure to lock the door during your absence.

Quiet Study Area
Generally, students in the Quiet Study Area won’t need direct tutor assistance. Our main responsibility there focuses on the “quiet” part. The wooden doors between the two areas are not soundproof, so it’s sometimes helpful to work at one of the tables farther from the door to avoid disturbing students in the Quiet Study Area. Conversely, if the Quiet Study Area is noisy, it’s appropriate to remind students to hold it down a bit.

LRC Computers
The three computers in the tutoring area should be kept free for students to use for research, to work on specific programs, or to work with tutors. The computer on the far left has some assistive technology and a scanner. Encourage students to use the computers in the three computer labs or the Quiet Study Area for personal use. The user ID and password for the computers are lrc and lrc2005, but students must sign in with their LCN IDs. The LRC printer is in the Quiet Study Area. Extra printer paper is available in the mailroom.

Reserved Materials Cabinet
Faculty may leave materials with LRC staff to be placed in the Reserved Materials Cabinet in the Tutoring Area. If you add material to the cabinet, indicate the addition on the posted list. Unless otherwise specified, students may not check materials out of the Learning Resource Center. Most items must be used on site.
Referrals
Faculty may refer students to the LRC for specific help. When you work with students who have been referred to the LRC, fill out a Referral Update (kept in the Reserved Materials Cabinet) and place it in the instructor’s mailbox.

Textbooks
If you need to check out a textbook to use with a student, go to the bookstore and check one out to the LRC. (Keep the textbooks locked in the Reserved Materials Cabinet so they don’t wander away.)

Assistive Technology
Students may come to the LRC to use the assistive technology. Students must be trained in the technology before they create a profile. Send students with questions about assistive technology to the ODS office (106B).

Testing and the Testing Center
Review the Testing Center Procedures manual.

Briefly, if you proctor an exam, request a photo ID from the student unless he or she is personally known to you. Pull up the Excel workbook tests on file (password lrc) on the Testing Center computer, and enter the date the exam is being administered and your initials in the appropriate boxes. Find the exam in the test drawer (filed by students’ last names). The instructor will have indicated any time limits or special instructions that must be observed; share this information with the student. Have the students place their books under their desks or in the cubbyholes. Then give them the test and monitor their work.

On the proctor request form, complete the LRC USE ONLY section. Any problems during a make-up exam should be reported to the instructor in that section. Completed tests and proctor forms should be returned to the instructor’s box in the faculty room unless indicated otherwise.

To schedule an exam, use the calendar feature in Outlook. Remember to save any data you add to either sheet.

Absence
Your work is very important to LCN students, so it’s important that you be in the LRC during your shift. If you must be absent, please notify the LRC Director in advance (by email is best) and try to find a substitute.

Closing up
When you leave the Learning Resource Center at the end of the day, turn off the computers, turn off the lights, and lock the reserved materials cabinet, folding doors, tutoring area, and testing center. The Quiet Study Area should remain unlocked with the light on.
Please review the attached forms.

**Make-Up Exam Request**
This form is used by instructors and attached to tests submitted to the LRC. Make-up exams are filed alphabetically by student name in the Testing Center.

**Tutor Student Session Form**
This form is used to record students with whom you work.

**Part-Time Time Sheet**
This form is used to record the hours you work in the LRC. Pay periods end on the 15th and the last day of the month. Payment is generally by direct deposit. Paystubs will be placed in your mailbox on the 1st and the 16th of each month.

**Referral Form**
This form is used by instructors to refer students to the LRC for help with specific problems. Instructors turn the completed form in at the front desk or in the LRC box. The students will be contacted personally and will then be responsible for making an appointment in the LRC.

**Referral Update**
This is used to keep faculty apprised of the progress of students they have referred to the LRC.