

## CHAPTER 1: Organization and Administration

### Procedure 1A.11/11: Service Hours

#### Part 1. Procedure.

1. The college unit scheduling an activity outside of the operational hours is responsible for the provision of administrative supervision.
2. Any use of the Performing Arts Center, Visual Arts Center or Fine Arts Building on the Coon Rapids Campus or the control room attached to the Lecture Hall on the Cambridge Campus requires technical and/or administrative supervision.
3. Typically, a maintenance staff member must be on campus at any time when any portion of either campus is being used.
4. Facilities, Information Center, Information Technology and Public Safety employees are on duty during operating hours.
5. Anoka-Ramsey instructors or designated staff members conducting an activity on campus during non-operational hours will serve as the supervisor for periods when single events are scheduled.
6. Anoka-Ramsey classes will not be scheduled on campus during Education Minnesota Conference or Faculty Development Days without approval of the president or the president's designee.
7. Anoka-Ramsey will be closed during three-day holiday weekends or on other official holidays unless approved by the president or the president's designee.
8. Facilities, Technology, and Public Safety departments should be notified one month prior to scheduled on-campus University Portal classes occurring on days that the college is closed.
9. Requests for expanded or reduced service or operating hours require an exception to policy.
10. Limited services are available on Saturdays.

#### Part 2. Definitions.

**Operating Hours (OH):** Hours during which the building is accessible to the public. Facilities, Public Safety, Information Center and Information Technology employees are available during hours of operation.

**Limited Operating Hours (LOH):** Access to the building is restricted to specific audiences. Any combination of employees in the Facilities, Public Safety, Information Center and Information Technology departments may be available.

**Service Hours (SH):** Hours during which college services are available. Service hours are hours within operational hours.

See attached chart which shows detailed service hours in various departments.

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#### *History:*

11/2004      *Adopted*  
04/2017      *Removed statement about administrative coverage*

*(Coverage hours on corresponding chart are reviewed annually and updated if necessary)*

<b>Semester &amp; Spring Break Hours - Unless Stated Otherwise</b>	7:30 a.m.	4:30 p.m.	M-F
<b>Summer Hours - Unless Stated Otherwise</b>	7:30 a.m.	5:00 p.m.	M-Th
	7:30 a.m.	11:30 a.m.	F

	Cambridge Campus			Coon Rapids Campus			Both Campuses
Dept.	Summer Service Hours	Standard Service Hours	Semester & Spring Break Hours	Summer Service Hours	Standard Service Hours	Semester & Spring Break Hours	Peak Service Hours
<b>Academic Support Center</b>	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F -	8:00 a.m. - 5:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F -	8:00 a.m. - 4:30 p.m. M-F  Revert to Standard Service Hours the first week of class.	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F -	8:00 a.m. - 7:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F -	8:00 a.m. - 4:30 p.m. M-F  Revert to Standard Service Hours the first week of class.	N/A
<b>Advising &amp; Admissions</b>	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Some evenings by appointment	8:00 a.m. - 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F -	8:00 a.m. - 4:30 p.m. M-F  Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Some evenings by appointment	8:00 a.m. - 6:30 p.m. M-Th 8:00 a.m. - 4:30 p.m. F 8:00 a.m. - 12:00 p.m. Sat* *Saturday hours only the Saturday before Fall and Spring semester start.	8:00 a.m. - 4:30 p.m. M-F  Revert to Peak Service Hours the week before Fall and Spring Semesters and the Saturday before Fall and Spring Semester in Coon Rapids	7:30 a.m. - 6:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F  One week prior to the beginning of Fall Semester through the first week of the term. One week prior to the beginning of Spring Semester through the first week of the term.
<b>Bookstore</b>	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 4:30 p.m. M-F 8:00 a.m. - 12:00 p.m. Sat*	8:00 a.m. - 4:30 p.m. M-F -	7:30 a.m. - 6:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F

					*Saturday hours only the Saturday before Fall and Spring semester start.		One week prior to the beginning of Fall Semester through the first week of the term. One week prior to the beginning of Spring Semester through the first week of the term. Fall Semester and Spring Semester finals week.
<b>Business, Financial Aid, Registration &amp; Records Offices</b>	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 4:30 p.m. M-F 8:00 a.m. - 12:00 p.m. Sat* *Saturday hours only the Saturday before Fall and Spring semester start.	8:00 a.m. - 4:30 p.m. M-F	7:30 a.m. - 6:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F  7:30 a.m. - 6:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F One week prior to the beginning of Fall Semester through the first week of the term. One week prior to the beginning of Spring Semester through the first week of the term.
<b>Career Center</b>	N/A	N/A	- - N/A	7:00 a.m. - 4:00 p.m. M-Th 7:00 a.m. - 11:30 a.m. F	7:30 a.m. - 4:00 p.m. M-F	7:30 a.m. - 4:00 p.m. M-F	N/A
<b>Central Services</b>	N/A	N/A	N/A	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	7:30 a.m. - 4:30 p.m. M-F  First week of semester: 7:30 a.m. - 6:30 p.m. M-Th 7:30 a.m. - 4:30 p.m. F	7:30 a.m. - 4:30 p.m. M-F  Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.	N/A
<b>Instructional Labs</b>	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	Hours posted monthly by lab doors	N/A
<b>Library</b>	9:00 a.m. - 4:30 p.m. M/Th 9:00 a.m. - 6:00 p.m. T/W -	8:00 a.m. - 8:00 PM M-Th 8:00 a.m. - 4:30 p.m. F -	- - - Revert to shortened hours (9 am.- 4:30 p.m.) the Wednesday to Friday	7:30 a.m. - 4:00 p.m. M/Th 7:30 a.m. - 7:00 p.m. T/W Closed	7:30 a.m. - 8:00 p.m. M-Th 7:30 a.m. - 4:00 p.m. F 9:00 a.m. - 1:00 p.m. Sat	8:00 a.m. - 4:30 p.m. M-F	N/A

	Closed	F		prior to first day of Fall and Spring Semester. Spring Break Hours will be posted on Library Doors.																	
<b>Math Skills &amp; Advising Center</b>	N/A	N/A	N/A	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	8:00 a.m. - 8:00 p.m. M-Th 8:00 a.m. - 4:30 p.m. F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	Revert to Standard Service Hours the first week of class	N/A										
<b>Mosaic Center</b>	N/A	N/A	N/A	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	8:00 a.m. - 4:30 p.m. M-F Closed Sat	8:00 a.m. - 4:30 p.m. M-F Closed Sat	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts.	N/A										
<b>Switchboard</b>	7:15 a.m. - 4:45 p.m. M-Th 7:15 a.m. - 11:15 a.m. F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. F	7:15 a.m. - 4:45 p.m. M-Th 7:15 a.m. - 11:15 a.m. F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. M-F	7:15 a.m. - 3:45 p.m. M-F		N/A										
<b>Testing Center</b>	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 4:30 p.m. M, T, F 11:30 a.m. - 8:00 p.m. W	8:00 a.m. - 4:30 p.m. M-F	7:30 a.m. - 5:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F	8:00 a.m. - 4:30 p.m., F 8:00 a.m. - 8:00 p.m. M,T,W,Th	8:00 a.m. - 4:30 p.m., F 8:00 a.m. - 8:00 p.m. M,T,W,Th	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	8:00 a.m. - 4:30 p.m. M-F	Revert to Standard Service Hours the week before Spring Semester starts and the week before Fall Semester starts with no Saturdays during break.	N/A										
<b>Departments on Duty During Operating Hours</b>																					
	<b>Cambridge Campus</b>						<b>Coon Rapids Campus</b>														
<b>Dept.</b>	<b>Summer Limited Operating Hours</b>			<b>Standard Operating Hours</b>			<b>Semester &amp; Spring Break Hours</b>			<b>Summer Limited Operating Hours</b>			<b>Standard Operating Hours</b>			<b>Semester &amp; Spring Break Hours</b>			<b>Peak Service Hours</b>		
<b>Facilities Additional</b>	7:30 a.m.	-	10:00 p.m. M-Th	7:30 a.m.	-	10:00 p.m. M-Th	7:30 a.m.	-	4:30 p.m. M-F	7:30 a.m.	-	10:00 p.m. M-Th	7:30 a.m.	-	10:00 p.m. M-Th	7:30 a.m.	-	4:30 p.m. M-F			

Facilities hours dependent upon events.	7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 4:30 p.m. F - - - -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:30 p.m. Sat -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	N/A
Information Center	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 6:30 p.m. M-Th 7:30 a.m. - 4:30 p.m. F - - - -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:30 p.m. Sat -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	N/A
Information Technology	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat - - -	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F - - - -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat - - -	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:30 p.m. Sat -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	N/A
Public Safety	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F - - - -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 11:30 a.m. F Closed Sat	7:30 a.m. - 10:00 p.m. M-Th 7:30 a.m. - 4:30 p.m. F 7:30 a.m. - 3:30 p.m. Sat -	Revert to Standard Service Hours the week before Spring Semester starts and the 2 weeks before Fall Semester starts with no Saturdays during break.	N/A