

<b>ISU Chemistry Department Support Guidance</b>	<b>Identifier:</b> CSP-0014
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## 1. INTRODUCTION

This procedure guides stockroom personnel in helping customers to the ISU Chemistry Stockroom, and addresses expectations and requirements for aiding anyone with a request. The stockroom supplies reagents, general laboratory supplies, equipment, and assistance with troubleshooting when needed.

## 2. PRECAUTIONS AND LIMITATIONS

The stockroom acts as a store for the entire ISU Chemistry Department and sometimes other departments on campus (Biology, Physics, Engineering, Pharmacy, Facilities, etc.). Be aware that requests from external sources have different requirements than internal ones.

Supplies and reagents are provided to department personnel without charge. Equipment and tools are loaned, not given and need to be returned typically at the end of the semester in which they were loaned.

If unsure of a request, seek assistance from the Stockroom Manager(s).

## 3. APPARATUS AND MATERIALS

3.1. None

## 4. REAGENTS

4.1. None

## 5. INSTRUCTIONS

5.1. Greet the customer with a friendly attitude.

5.2. Ask questions to help define what the customer needs.

5.3. For Reagents:

5.3.1. Determine the quantity of the reagent needed.

5.3.2. Determine what storage container (if any) is required (plastic/glass, clear/amber).

5.3.3. Select an appropriately sized container.

5.3.4. Print a label.

5.3.4.1. Attach the label to the container.

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5.3.5. Fill the container.

5.3.6. Give the reagent to the customer.

**Note:** *Provide customers from outside the Chemistry Department with a Safety Data Sheet.*

5.4. For Supplies:

5.4.1. Ask the customer what course or research laboratory the supplies are needed for (not *required* for professors).

**NOTE:** *If students are unable to provide course/laboratory information, if the request is not for a Chemistry Department purpose, or if you are unsure of the request seek guidance from the Stockroom Manager(s).*

5.4.2. Provide the requested supply to the customer.

5.5. For Tools and Equipment:

5.5.1. All tools and equipment loaned from the Stockroom should be recorded in the Chemistry Stockroom Notebook.

5.5.1.1. Record the name of the equipment or tool to be loaned.

5.5.1.2. Record the name or class to which the equipment or tool is being loaned.

5.5.1.3. Record the current date.

5.5.1.4. Remind the requester that the item needs to be returned when they are done.

5.5.1.5. When the item is returned check that it has been returned in the notebook.

5.5.1.6. If the item is not returned in a timely fashion remind the requestor or notify the Stockroom Manager(s).

**NOTE:** *Students in courses that do presentations outside of class/lab time cannot checkout equipment until the day of their presentation.*

5.6. For Assisting Customers:

5.6.1. When the stockroom bell rings respond promptly

5.6.1.1. If you are in the middle of a task, stop the task and respond to the customer.

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5.6.1.2. If you are in the middle of a task and cannot stop, verbally let the customer know that you will be right with them.

**NOTE:** *If other people are present in the stockroom, don't assume that they can/will respond first if you are in the middle of a task. Always ensure that the customer has been addressed in a timely manner.*

5.6.2. Be courteous and polite.

5.6.3. When asked questions, answer to the best of your knowledge, or ask the Stockroom Manager(s) for guidance.

5.6.4. When asked to help with something that requires leaving the stockroom:

5.6.4.1. Ensure someone remains in the stockroom to assist others or leave a note of your location and close the window if you will be gone more than a few minutes.