

Bring this completed, signed form to the School of Business Office to register. (If you are not registered for other courses, you'll also need a REGISTRATION FORM or an add slip that requires the signature of a School of Business student advisor).

Student Information	
Name	Richard J. Smith
Address	6381 Congress St, Portland, ME 04101
Email	richard@usm.maine.edu
Telephone	207 773-8234
Student Id #	004-66-9358
Major	Business Administration

Employer Information	
Firm Name	Cumberland County Library
Address	58 Monument Square, Portland, ME 04101
Supervisor & Title	Linda Jones, Director of Human Resources
Telephone	207 871-0017
Email	ljones@cclibrary.org

Course Information*	
Course Number	BUS 395
CRN	P1529
Semester & Year	Spring 2001
Faculty Sponsor, Phone Number	Dr. Ben Gazzara 207 780-4093

Internship / Position Information	
Is this a new work experience?	Yes
Position title	Librarian Intern
Approx. beginning and ending dates	__02__ / __05__ / 2001__ to __06__ / __15__ / 2001__
Compensation (enter 0 or \$ amount)	hourly wage (\$ <u>10</u>) or stipend (\$ _____)

Credit and grading: 3 credits pass/fail

140 minimum total hours per course

ATTACH LEARNING CONTRACT:

Description of the Work Experience

Employer Signature: **Linda Jones**

Date: 01/31/2001

Description of the Learning Experience

The student agrees to complete the work and learning activities specified in the attached learning contract and to inform the faculty sponsor of difficulties that might affect satisfactory completion of the experience. The student or faculty sponsor can negotiate, at any time, to modify this agreement.

Acceptance by Student: **Richard J. Smith**

Date: 01/31/2001

Approval by Faculty Sponsor: **Dr. Ben Gazzara**

Date: 01/31/2001

Approval by Advisor or MSA/MBA Director: **Susan Bancroft**

Date: 01/31/2001

Instructions for SB Staff: Original - Registrar | Copy 1 - (Lt Green) Student's file | Copy 2 - (Pale Yellow) SB Intern Coordinator | Copy 3 - (Pink) Faculty sponsor | Copy 4 (Gold) Accounting Dept. Chair or Bus. Admin Co-op Liaison

THE WORK EXPERIENCE

A. Job Description:

Acting as the assistant to the Director of Human Resources (HR) at the Cumberland County Library, I will work on tasks and projects in all areas of HR. I will research recruitment practices, selection techniques, and processes for validating recruitment and selection. I will then make recommendations for the library's recruitment, selection, and validation practices. I will also review the Library's Human Resource Information Systems (HRIS) data base, update its information on competitive compensation and benefits packages, and recommend other changes to the database. I will participate in the financial planning for the HR department and be actively involved in the capital budget decision making process. Finally, I will assist the director in identifying topics to be used in training and development programs for the 2001-02 year.

The following is a tentative schedule of my work:

- Weeks 1 - 3 * Research recruitment and selection practices used across the country
 * Research the literature on validation procedures
 * Submit written recommendations on above by 02/14/2001
- Weeks 4 - 6 * Update compensation and benefits information in HRIS data base
 * Evaluate HRIS data base and recommend changes.
 * Submit 6 week memorandum to site supervisor, faculty sponsor and coop coordinator
- Weeks 4 - 12 * Assist in capital budgeting for department.
- Weeks 7 - 12 * Examine the training and development (T&D) needs of the library
 * Conduct one T&D workshop by 06/1/2001.
- Weeks 12 - 14 * Finish outstanding projects

The projects listed above and the schedule may change at the request of the Director of Human Resources. I will work a minimum of ten hours a week for fourteen weeks.

B. Work Site Supervision:

I will be supervised by Linda Jones, the Director of Human Resources at the library. We will meet weekly to discuss my progress. I will also work with personnel in the information systems, marketing and finance departments on certain tasks. Twice during my internship I will meet with the Director of the library to discuss my progress and present my recommendations.

My internship performance will be evaluated by Linda Jones, the Director of Human Resources at the library. Linda will use USM's evaluation form to report my performance, and will also write a letter assessing my performance.

THE LEARNING EXPERIENCE

A. Learning Goals:

- (1) I will gain a working understanding of the operation of a Human Resource Department.
- (2) I will develop significant research skills in the field of HR.
- (3) I will be able to describe how HR policy ties into business strategy and how HR interacts with the different functions (i.e., finance and marketing) of a business.
- (4) I will gain in depth knowledge of the different functions of the HR department (specifically recruitment, selection, validation, HRIS, compensation, benefits, training and development and strategic planning).
- (5) I will improve my communication skills - both verbal and written through participation in day to day operations as well as the programs I will deliver and the policies I will write.
- (6) I will build interpersonal skills by participating as a member of a management team.
- (7) I will gain insights into HR careers and be able to evaluate my strengths and weaknesses as an HR practitioner.

B. Learning Activities and Course Requirements:

- (1) Progress on all seven of my learning goals will result from my on-the-job activities (i.e., meeting with the HR Director and other personnel, researching HR topics, updating the HRIS data base, developing and presenting programs, writing and evaluating HR policy, and being an integral part of the management infrastructure at the library).
- (2) To ensure that I monitor my progress in meeting my learning goals and that I reflect on my on-the-job experiences, I will:
 - (a) keep a journal addressing all seven learning goals (goals 6 and 7 will be emphasized).
 - (b) submit a written self-evaluation of my performance to my work supervisor and faculty sponsor before weeks seven and thirteen, and meet with them to discuss their reaction.
- (3) I will also meet with my faculty sponsor to ask questions (goals 2 and 3) and discuss career opportunities (goal 7)
- (4) I will read the professional journal, Human Resource Management, to learn more about HR careers (goal 7) and gain an understanding of the practitioner's perspective (goals 2, 3, and 4).

- (5) I will job shadow the HR Director for one day, set up an informational interview with a Portland-area consultant specializing in recruitment and selection, and explore the resources at USM's Office of Career Services (goals 1 and 7)
- (6) I will write a final paper evaluating the influence of the co-op on my professional development. I will specifically address:
- * what knowledge and skills did I acquire? what did I learn about professional roles and norms?
 - * what are my strengths and weaknesses in the workplace?
 - * how could I have handled problems better and benefitted more from the opportunity?
 - * how have my academic and career plans changed?
- (7) I will be act professionally on the job as a representative of USM, assist my faculty sponsor in setting up at least one site visit, submit an updated resume to my faculty sponsor before the end of the co-op, and complete a USM co-op evaluation form.

C. Evaluation of Learning:

I will demonstrate to my faculty sponsor that I have accomplished my learning goals by:

- (1) reporting on my progress during our periodic meetings,
- (2) submitting, during the co-op, my journal and my written self-evaluations, and
- (3) submitting, at the end of the co-op, a final paper and copies of memos and reports that I produced for my employer.

My faculty sponsor will also be invited to attend the Training and Development workshop that I conduct.

Example

MEMORANDUM

TO: Linda Jones, Director of Human Resources [Site Supervisor]
cc: Rick Grover, Faculty Sponsor [Faculty Sponsor]
cc: Dean Murphy [Coop Coordinator]

FROM: Richard J. Smith, Human Resources Intern

DATE: March 19, 2001

RE: Evaluation of Internship

During the first six weeks of my internship, I have accomplished the following:

- * Researched recruitment and selection practices, and submitted report.
- * Reviewed validation procedures, and recommended changes.
- * Reviewed HRIS data base, and developed procedures for periodic HRIS review.
- * Updated compensation and benefits information in HRIS.
- * Assisted in the submission of a tentative budget to Finance department.

The completion of these projects has been a successful work and learning experience. I am pleased with my performance and feel I have been a valuable member of the HR team.

I also encountered a few problems. It was initially difficult for me to access the HRIS system because of my lack of experience with the data base. In addition, I learned a valuable lesson after the budgeting error that occurred when I misinterpreted last year's fiscal data. In the future I will ask for clarification when I have doubts about my work. Lastly, I have learned the importance of having a clearly defined goal before research is conducted. If I had surveyed the staff to identify their informational needs before I began my research, I would have spent less time doing the research and my report would have better addressed staff needs.

Overall, I am on schedule in terms of completing projects. I am also meeting my learning goals, but I would like more conversations with staff to learn about HR career opportunities. The first six weeks of this internship have been a rewarding and positive experience.

*I concur with Richard's self-assessment.
We are extremely pleased with his performance.
Linda Jones
03/19/2001*