
Volunteer handbook

Studerterhuset



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Welcome to Studenterhuset

Hello and welcome to Studenterhuset!

We are happy to have you on board, and we are looking forward to including you in the country's best student organisation (at least we think so). Thank you for spending your time and energy with us.

Studenterhuset is an organisation with many limbs and branches, and sometimes being a new volunteer can be a little overwhelming. We hope that this handbook will provide some answers to the questions you might have. Otherwise, you are always welcome to ask your fellow volunteers or the office.

Studenterhuset is many things. A concert venue, a café, a study hall, and a general hub of culture and activities. Here you can attend concerts, board game nights, club nights, Poetry Slam, international nights, and so much more. You can read about these activities and opportunities in this handbook.

At Studenterhuset you can experience an incredible community amongst the volunteers – it is one of our greatest strengths. Innumerable friendships have their beginning here, and you have the possibility of meeting lots of people from all over the country and indeed the world. Studenterhuset provides a foundation for a good community of volunteers on shift, who in turn provides a nice and comfortable space for the guests of Studenterhuset.

We hope that you will have a happy time here!



STUDENTENVERHUSEN

What is Studenterhuset?

You will find Studenterhuset in the heart of Aalborg, and as the name might suggest, it is a house for the students, but also visitors and citizens of Aalborg. It is a house of culture, a venue for events and music, a café, a meeting spot for students, and so much more.

Studenterhuset is partially financed by AAU, UCN, the municipality of Aalborg, and the Danish Arts Foundation. AAU and UCN pay the rent and oversee internal maintenance of the building we reside in.

The daily operations, the concert productions, the pay and management of employees, are the association of Studenterhuset's own responsibility. The funding for this is covered by the proceeds of Studenterhuset's bars.

In the period 2021 – 2024 Studenterhuset has been appointed the status of a Regional Venue (a contract between the state of Denmark and a venue, which includes responsibilities regarding the selection of music acts performing and cultural events presented at Studenterhuset) and will thus receive financial aid

from the state in exchange for carrying out these agreements. As a Regional Venue we are obliged to display a wide variety of genres and music.

We are also responsible for arranging the winter festival Northern Winter Beat and the Way Up North Festival (a festival presenting local music from Northern Jutland). Besides arranging those two festivals, we have housed Aalborg Metal Festival, the country's oldest metal festival, since 2003.

It is our mission to be a venue presenting new talents whilst also hosting larger events and more popular names. Studenterhuset hosts between 80 and 100 concert days a year, and also provides resources for external concerts and arrangements.

Premises of Studenterhuset

Studenterhuset contains the café, our big concert hall, our small concert hall on first floor, colloquially known as Stargate, meeting rooms, and a study hall for students to study in peace.

The Café

The café is open six days a week (closed on Sundays). In the café you can find a selection of newspapers, board games, books, and much more. It is permitted to bring your own food into the café, but all drinks consumed on the premises must be purchased in the café.

The café is also used for concerts, DJ events, club nights, and much more.

The café's opening hours:

Monday: 13.00-22.00 (1 PM - 10 PM)

Tuesday: 13.00-22.00 (1 PM - 10 PM)

Wednesday: 13.00-24.00 (1 PM - 12 AM)

Thursday: 13.00-24.00 (1 PM - 12 AM)

Friday: 13.00-02.00 (1 PM - 2 AM)

Saturday: 15.00-02.00 (1 PM - 2 AM)

Sunday: Closed

The Big Concert Hall

Capacity: 460 standing guests

Used for concerts, parties, lectures, events, etc.

Stargate

Capacity: 75 standing guests

An intimate stage, where guests and artists are very close.

Used for concerts, parties, meetings, events, etc.

The Study Hall

Contains 130 study spots spread across table seats and plush lounge furniture. You can find the study hall and the adjacent rooftop terrace on the second floor of the building. If you are studying at AAU or UCN, you can use your student card to get in.

Organisation

Stunderhuset is an independent organisation run by students of AAU and UCN, along with a small group of employees of the organisation. Here you can read about Stunderhuset's board, office, and daily operations.

Stunderhuset is built around the association AUC's Stunderhuset.

The board has the overall and final responsibility for Stunderhuset's wellbeing. The board is partially appointed, and partially elected by volunteers. One of the seats is appointed by AAU's rectorate, another by UCN's management. Two of the seats are appointed by the members of the board. The last four seats are elected by the volunteers every year at the general assembly, including the chairman of the board.

The daily operations are carried out by the employees of Stunderhuset, at the moment comprised of the following roles: administrative and artistic leader, chief of operations, marketing manager, chief of productions, booking and project manager, and an office assistant.

Furthermore, Stunderhuset has employees to manage bar shifts in the café and on occasion we also have interns helping with marketing and concerts.

The employees of Stunderhuset oversee the financial aspects of operation, program management, and the daily administration, while the booking of artists as well as the arrangement of large events are carried out in close cooperation with the volunteers of Stunderhuset.

You can find an English copy of Stunderhuset's bylaws in the folder behind the bar.

Volunteer roles and groups

As a volunteer of Studenterhuset you have the opportunity to sign up for a wide variety of shifts and to be a part of different groups – all of which you can read about here.

We have no requirements for which type of shifts you should take, so you can choose freely to your own liking. You can test out different kinds of shifts and see which ones fit you the best, and, on top of that, gain valuable experience that looks good on the resume. You should not hesitate to try something new, as we ensure proper training for all kinds of shifts.

Stage manager

The stage manager is responsible for the concert of the day and is therefore the first to show up for the shift and the last to go home. The stage manager is responsible for the band, the guests, and the volunteers on shift for that concert, as well as making sure everything goes according to the schedule. Other responsibilities include ordering food to everyone involved with the concert, briefing the volunteers, counting the money, and much more.

If you have a music shift and have a question, have fallen ill, or something else entirely, please contact the stage manager of that shift, preferably in good time, so they have the opportunity to plan accordingly.

Music shifts

The music shift has a few different responsibilities. You can service the entrance to the concert, sell tickets and receive guests, providing them a pleasant start to the evening. You can attend to the wardrobe and take care of our guests' personal belongings. The music shift is also responsible for preparing the concert hall as well as cleaning it when the concert is done.

Often the artists bring along loads of gear and instruments, which they need help carrying in and out before and after the concert. Here you have

an excellent opportunity to save money on a fitness subscription! Of course, if you have any injuries preventing you from carrying heavy gear, you simply inform the stage manager.

Light technician

The light technician is responsible for the lights on stage during the concerts – and it is a crucial part of the audience's experience. By extension, this includes the responsibility of servicing external light technicians arriving with the band or hired for an event. Being a light technician provides you with the possibility of planning the light on your own, or in cooperation with the external technicians.

The assignment requires some knowledge about Studenterhuset's setup, which is why you will get a thorough introduction to the ins and outs of the light system before you are on your own.

Bartender

Studenterhuset has three bars in need of tending. The bar in the café is open during all opening hours of Studenterhuset, while the bars in the concert halls are open only when an event or concert requires them to be.

Marketing

It is also a possibility to help advertise the events at Studenterhuset. This typically involves sharing

events and pictures on social media. This could be very relevant for some types of education, and it is carried out in cooperation with the marketing manager.

Photography

It is the photographer's responsibility to capture the special moments at Studenterhuset. The photographer is on shift during events and concerts. The photographer show up when the event starts, and leaves immediately afterwards. The pictures are sent to the marketing manager as soon as possible following the shift. As the photographer, it is a requirement that you have some knowledge of capturing and editing pictures, and it is preferred that you have your own gear.

Of course the photographer has the possibility of punching in a little earlier as to participate in the communal dinner and the briefing.

The catering team

Do you want to cook up a nice meal for our volunteers, and/or the bands playing at Studenterhuset? Sign up to cater events! This could provide invaluable experience for the resume, and you will be in charge of purchasing ingredients and turning them into scrumptious meals. Before the first shift, you will get a guided tour of the kitchen and its contents.

The emergency corps

The emergency corps is a list of loosely connected volunteers, who like to drop in every so often. The group primarily consists of former volunteers who provide help on special occasions such as larger events or the Christmas party for instance. The members of the emergency corps have no obligations, besides showing up for the shifts they have accepted.

The booking group

As a volunteer of Studenterhuset you also have the possibility to influence the kind of music we present. We receive a lot of offers from bands and their agents, both from Denmark but also the rest of the world. Once or twice a month the booking group meet up to go through all the offers and decide which ones to accept. This role requires an interest and curiosity for new music.

The party planning committee

If your event manager is seeking a place to shine, the party planning committee is the place for you. Here volunteers come together to arrange events. The committee is responsible for planning and executing annual parties and events for the volunteers.

The board

As a volunteer you have the possibility of joining the board of Studenterhuset. The board makes decisions on a high level concerning the direction of Studenterhuset as well as many administrative decisions, and they are generally responsible for Studenterhuset. The board is, partially, elected annually at the general assembly in April. Due to legal texts, and other official documents, it is a requirement that you are able to speak and write Danish in order to join the board.

Platforms and internal communication

We use a few different platforms for our internal communication as to keep our volunteers updated.

Smartplan

Stuenterhuset uses the program Smartplan to organise volunteer and employee shifts. On Smartplan you can sign up for shifts as well as see who you are going to work shifts with. You can personalise your profile on Smartplan, for instance by changing your profile picture. Smartplan is strictly for internal use, and all information must remain internal.

Facebook

Stuenterhuset has a Facebook group called 'Volunteers of Stuenterhuset Aalborg'. The group is used for communication with other volunteers along with news from the office and the board. The group includes current volunteers, previous volunteers, and the office.

Newsletter

Stuenterhuset has its own newsletter in which everything from news to current and upcoming events are shared. Contact the marketing manager if you have news you would like to share in the newsletter.

Common meetings

At least twice every semester a common meeting is held for the volunteers. At this meeting you will be updated on current news, upcoming events, and you also have the opportunity to influence both the daily and overall operations of Stuenterhuset.

The common meetings are arranged by the board, who will send out the agenda at least 14 days prior to the meeting. If you have a point you would like to add to the agenda, simply contact the board.

Rules and practices

Here you can read about the rules and practices that apply to volunteers of Studenterhuset.

Amount of shifts

To ensure the best possible community and to make sure you become a part of that community, we expect you to have 1 – 2 shifts a month.

The uniform

Volunteers must wear the volunteer t-shirt on shift. Merchandise t-shirts and hoodies are not accepted as an appropriate uniform to wear.

Alcohol policy

Volunteers must not be affected by alcohol when they are on shift. This is due to the fact that you are providing a service for our paying guests, but also because our insurance does not cover accidents involving inebriated victims/participants – this is the case for volunteers as well as employees.

Inability to show up for a shift

When you have accepted a shift on Smartplan, you are responsible for showing up during the hours you have agreed to. If you have fallen ill or are otherwise unable to show up, start by writing a post in the Facebook group to see if any other volunteer can cover your shift. If this is not possible, write the office at kontoret@studenterhuset.dk to be removed from the shift.

Volunteer benefits

The wellbeing of our volunteers is a high priority at Studenterhuset. The volunteers' help is crucial in running the place and providing a good time for our guests, visiting artists, and for volunteers themselves. Besides that, Studenterhuset is eternally grateful for the work our volunteers put in. And to show our appreciation, we offer a variety of benefits for the volunteers.

Tokens

When you have a shift at Studenterhuset, you earn one token pr. hour worked as a general rule. Tokens give you a discount on a wide variety of items at Studenterhuset.

Token drinks

The bar is a popular place for volunteers to use their tokens. A token generally gives you 50% off the price of a drink, sometimes more and sometimes less. You can use tokens on almost every drink in the bar, with only a few exceptions.

Concert tickets

As a volunteer you can be written on the guestlist for concerts, whether your favourite artist shows

up or you want to see a hopeful new talent. This is however not applicable if the concert tickets have sold out or if the concert is arranged by an external agent. Write kontoret@studenterhuset.dk to be written on the guestlist of a concert.

You can also use tokens to get two of your friends written on the guestlist, with the same exceptions applied, along with the fact that you must be at the concert yourself.

Prices

Ticket price under 150 kr: 1 guest, 6 tokens

Ticket price over 150 kr: 1 guest, 12 tokens

When you are on shift

When you are on a shift, non-alcoholic drinks can be bought with a token, but only for individual consumption. When your shift is done you can take an after-shift drink, on the house, and hang with the other volunteers that have been on shift. The choice of after-shift is marked on the list in the bar. After-shift drinks are limited to: Bottled Royal Pilsner, organic juice, a soft drink, a cup of warm cocoa, or a Cocio (a chocolate drink – typically enjoyed cold).

Free tea and coffee in the café

Tea and coffee are free for volunteers, current as well as previous. This only applies to people who have been volunteers and cannot be shared with friends and acquaintances.

Merchandise

If you happen to have tokens left over from your time in the bar, you can also exchange them for Studenterhuset merchandise. This is done by contacting the office and letting them know your size.

Prices

Hoodie	40 tokens
T-shirt	10 tokens
Tote bag	10 tokens

Social arrangements

The social arrangements at Studenterhuset are an excellent opportunity to become better acquainted with the other volunteers and to become a part of the community amongst the volunteers. The arrangements are planned, executed, and made possible by the volunteers themselves, so any support or help you feel able to offer is greatly appreciated.

Annual parties

It is a tradition at Studenterhuset to throw three internal parties for our volunteers: the Easter party, the Summer party, and the Christmas party. The parties are arranged and executed by Studenterhuset's Party Planning Committee, and so the date and time of these may vary from year to year. The Party Planning Committee consists of volunteers, who could always use an extra pair of hands, so if this sounds interesting to you, write them directly or contact the office at kontoret@studenterhuset.dk.

Communal dinner

As we all know – free food is the best food, and this comes with the benefit of the company of the other volunteers; it doesn't get any better than that. The communal dinner is another excellent way of getting to know the community of volunteers at Studenterhuset. Communal dinners are usually once a month, and they are only possible because we have some wonderful volunteers cooking us all a lovely meal. If you want to help out, or simply show

off your awesome cooking skills, please feel free to sign up. The tidying and cleaning will be done collectively afterwards.

Further events

Besides these perks and benefits, Studenterhuset also arranges events and trips for the volunteers. If you have a good idea for something fun to do, either exclusively for volunteers or an event for the public as well, please contact the office or the board, and we will do our best to make it happen. Previous events have included movie nights, karaoke nights, trips, game nights and much more.

Volunteer culture – A healthy community

The operations of Studenterhuset are only as strong as the community amongst the volunteers – that is why we think it is crucial to recognise good effort just as well as providing constructive feedback. Studenterhuset always encourages healthy and productive communication – this makes everything a whole lot easier. Thus, if you notice someone putting in that extra effort or in some way sacrifice something for the benefit of the community, recognise their effort! Let them know!

Clarity in communication is essential for a good volunteer community, which is why it is important that each individual volunteer exhibits understanding and patience when dealing with their fellow volunteers. At Studenterhuset everyone is welcome – no matter your political beliefs, skin colour, sexuality, nationality, or something else entirely. Most importantly, Studenterhuset is a meeting ground for all kinds of people of different nationalities, and we therefore stress the importance of speaking a language everyone can understand.

If you experience one of the volunteers or employees of Studenterhuset acting inappropriately in a way that makes you feel uncomfortable, and you feel unable or unwilling to confront the situation on your own, please contact either the office or the head of the board. You can find the contact information on our website www.studenterhuset.dk.

All contact will be handled with privacy and confidentiality in mind.

History of Studenterhuset

Studenterhuset has been a part of Aalborg's cultural life for many years. The place has a long history which helps Studenterhuset to the place we know it to today.

Studenterhuset opened its doors at Gammeltorv 10 in September of 1996. Studenterhuset is for the students of Aalborg, but also for every citizen and tourist of the city. Everyone is welcome – even if you do not have a student card.

As concerts were the primary event taking place at Studenterhuset, it was only natural that we should become a Regional Venue; a special administrative status that venues can be granted. The application was sent off in 1999 and granted in 2000.

Studenterhuset has been a Regional Venue ever since.

Being a Regional Venue means that Studenterhuset receives financial aid in exchange for carrying out the vision laid forth by Statens Kunstfonds Projektstøtteudvalg for Musik (read: The Danish Arts Foundation's aid-programme for select music

projects): the goal for the Regional Venues is to emerge and manifest themselves as dynamic and competent meeting places that convey, present, highlight and develop a varied palette of rhythmic music of high artistic quality throughout the whole country. The Regional Venues especially focus their work on activities in two categories: 'concert business' and 'cultivation of musical life'.

Being granted the status as a Regional Venue has given us the opportunity to arrange a wide variety of projects. Besides our 80 – 100 concert days a year, Studenterhuset also hosts many different events:

Intercosmos: The first festival in Denmark for electronic music with a wide roster of bands, and an international section of electronic music, displaying everything from ambience to trance-techno.

Way Up North Festival: A festival presenting new and unsigned Northern Jutlandic music and artists. It has been an annual event since 2004, except for the years 2020 and 2021.

One Man Band festival (2010).

Groovecouch: The first real club in the city of Aalborg presenting house music. The stage found a new home at Vesterå (2000 – 2004) after its time at Studenterhuset.

Jazzklub Limbo: A monthly club for free and avant-garde jazz artists.

“Vil Du Med på Apoteket”: A monthly club that took over from Jazzclub Limbo. (2012 – 2014)

Surf Battle (2010-2016).

Metropol Festival: An outdoor festival for electronic and urban music. From 2016 – 2019.

Northern Winter Beat Festival: A winter festival presenting music that in one way or another breaks with tradition (from 2013 and up to present day).

Aalborg Metal Festival: Since 2004, the oldest metal festival in the country has been housed at Studenterhuset. It always takes place the first weekend of November.

In 2016 Studenterhuset had the study hall on the top floor built, and we can now proudly present a comfortable study hall with a rooftop terrace to boot.

Studenterhuset as a Regional Venue

As a Regional Venue, it is Studenterhuset's responsibility to host concerts displaying a wide variety of different genres. We are to provide a stage for upcoming artists and provide them with opportunities for growth and development. Of course, we also host larger concerts and artists. We are also to be present throughout the entire region, and thus we also host concerts in other locations than Studenterhuset.

The goal of Studenterhuset is to be the central hub for original and forward-thinking music in Northern Jutland; the Northern Jutlandic powerhouse for Danish as well as international upcoming artists. We aspire to be the place where the curious audience goes to experience new, ground-breaking, and challenging music.

Thus, Studenterhuset has become a crucial stage in Aalborg as well as in Denmark regarding local as well as national opportunities for growth. Varied genres and styles are characteristic of the concerts taking place at Studenterhuset, and it has always been in our DNA to promote that which is new and ground-

breaking. This way, Studenterhuset has been a platform for artists who would otherwise not have a chance to perform in this city. Studenterhuset's main criteria for the music played at our stage has always been quality over genre, or the amount of tickets we are able to sell. The focus is therefore on originality, independence, and the ability to renew and break with otherwise established norms.

Studenterhuset's initiatives, in the context of strengthening rhythmic music, spans from local to national. These initiatives include the festivals: Northern Winter Beat and Way Up North. Furthermore, we also provide aid and resources for festivals such as Arctic Sound Festival, SPOT Festival and Reeperbahn Festival.

Amongst musicians and agents, in Denmark as well as internationally, we have a reputation as a risk-taking venue, arranging concerts for artists that are not yet very well known or does not have great commercial appeal; music that otherwise would have a hard time finding a platform in Northern Jutland.



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