

Student Training Notes #2 – January 23, 2012

The go-to place to access training notes and any additional training materials is <http://wiki.library.appstate.edu/access>. By now I hope you have checked it out and even found some answers there. Please send your suggestions for FAQ to add or training suggestions.

Changes you need to know about (excerpts from e-mail)

Over the holidays, we merged the equipment checkout services and software sales into our Computer Support Center (1022 Anne Belk Hall). Mr. Joe Byrd, who has managed the EDMS public services sections for many years, is now working directly within our Computer Support Center as well. Our goal is to provide a one-stop place for faculty, staff, and students to go for their technology needs. An added benefit of this new structure is the fact that our hours of operation are until 9:00 p.m. Monday through Thursday. So, whether you need to checkout a laptop, projector, iPad, or digital video camera, the place to go is the TSS Computer Support Center – 1022 Anne Belk Hall (2nd floor near the loading dock at the back of the building).

All Pharos printing stations on campus default to duplex printing where possible. Students are not charged any extra charges for printing on both sides of the paper, and the cost per page remains the same. Students may print single-sided if needed, but must change the setting within the print dialog box before the print job is sent. TSS will be unable to refund any funds for miss-prints. We are hopeful that this change will reduce our campus paper usage significantly. I am also happy to tell you that we have upgraded the Pharos software over the holidays and this should help solve the Pharos problems we have experienced over the past semester.

The first few nights of the semester are times distance learners may encounter a few access problems:

- cannot get remote access to our databases, e-reserves, etc - this is usually due to a registration problem, even if they were enrolled the previous semester. The dl student can check with DL Office the next morning at our toll-free number (1-877-423-0086).
- can distance learners have books mailed to their homes? - yes, they are eligible. Select "Request Books" on our DL page: http://www.library.appstate.edu/distance_learning
- For any problems your student doesn't feel he or she can resolve for a distance learner - tell the distance learner to select "Ask Us" on our DL page: http://www.library.appstate.edu/distance_learning It lists several ways they can contact us; we will respond as quickly as possible.
- Per Tom Van Gilder in TSS their department will not process any more Pharos refunds.

Some Expectations (or ways to make my supervisor smile ☺)

- Keep the work flowing: pick up materials from behind Circ and on the floor, check in materials, shelf read, shelve all materials behind the desk by the end of your work shift (you're doing a great job) Remember: If you're sitting longer than 20 minutes, you're not doing it right!!
- There is a shelf reading sheet on the Lower Level desk. If you are working that desk you should be shelf reading. Don't forget to sign the sheet and indicate what shelves you read.

Training Moments

1. When picking up the movies from behind the circulation desk – check first to see if they are DVDs and that they belong downstairs. Sometimes audio books, DVDs belonging to Western or UNCA, and App Col movies are put on that shelf.
2. Patrons MUST HAVE their ID cards to check out materials. You CANNOT type in their banner ID# to check them out.

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I have read and understand the above training notes _____