

Welcome to the Lower Level Service Desk. This desk provides service for the library's IMC collection which houses the Idea Factory, Periodicals collection, Movie collections, Microform and Map Collections. We also provide copier services, fax, and have a full-service circulation desk that checks out library materials and laptops. There are also three library classrooms (024, 026, 028) on this level in which both library and university classes are scheduled.

Opening Check List

- Turn on all three desk computers and receipt printers
- Start Millennium
 - Username:
 - Password:
- Start the Reference Statistics by clicking on the desktop icon
 - Username:
 - Password:
 - Select Lower Level Desk (new window with Desk Statistics will open)
- Unlock laptop cabinet (combination)
- Open Pidgin IM (for our library chat services)
- Check supplies
- Fill the copiers and printer
 - Copiers: paper is in the cabinet in the LL workroom
 - Printer: paper is in print cabinet underneath printer
 - It is important to keep the paper for copiers and printers separate
 - Key is kept in filing cabinet marked "*Supplies and Keys*"
- Book Pickup
 - Pick up books/dvds from behind circulation desk
 - Check and empty bookdrop
 - Clear books from tables and carts
- Check-in, sort and shelve materials
- Get the *New York Times* from the bookstore after 8 a.m.
 - Take subscription card
 - Date and initial log after paper pickup

Closing Check List

- Pick up library materials from behind the circulation desk
- Check book drop
- Pick up books from the trucks, off the floor, and tables
- Straighten chairs, soft seating, trash from floors/tables
- Put IMC books on a cart outside the IMC workroom

- Make sure that all laptops are plugged in *Charger and laptop number should match*
- Fill copiers and printer
- Fill staplers
- Empty hole punch
- Close Millennium and all windows
- Shut down computer except Saturday night/Sunday morning

The computers receive updates during this time

Emergency Procedures

- The Emergency Guides/Walkie-Talkie and flashlight are located above the laptop cabinet.
- There is a silent “panic switch” underneath the desk nearest the laptop cabinet. Pulling this switch will alert the other desks there is a problem and a supervisor will come down immediately to assist.

Computers

The solution for most of the issues that our computers experience is to restart them. This forces them through deep freeze which may eliminate the problem and return the computer to its proper settings. If this doesn't work, you must submit a ticket to the Technology Support and put a sign on the computer indicating there's a problem. Do this

- On the desktop of the desk computer find the icon “Enter Technology Support Ticket”
- Log on with your appalnet username and password
- Choose “report a problem with a lab computer” or “printer”
- Use contact information for LL desk – phone number *2790
- Give specific information about the location of the computer – eg. counting the number of tables from the grand staircase and which computer
- Include all troubleshooting steps you've taken – eg. Re-booted the computer, tried a different port, etc.
- After filling out ticket, click submit

You will receive an e-mail that you can ignore.

For quick answers or to call a tech person to the desk

Our web team monitors the support tickets as well as the tech queue visible on the public desktop. You can communicate with a tech person monitoring the queue by clicking on their name from the buddy list.

Paper and Printer

The printer needs to be checked often, especially during busy times. Paper for the public printer is housed in the cabinet beneath the printer. The cover is not recyclable and must be placed in the trash can. Remember

- Use the guide on the outside when filling. Overfilling the printers will cause them to jam
- Only paper from the cabinet is to be put in the printer
- Patrons cannot add their own paper to printers or copiers – refer them to EDMS from 8:00 – 5:00 or suggest Staples
- Printers will not accept legal size paper

Emergency print situations

Send patrons to the reference desk. Each of the four inside computers at the reference desk are networked to a printer called “Bob” located under the desk. There is no charge to use “Bob” and therefore it is to be used in emergencies only. An emergency is

- The Pharos server goes down
- The printers are unavailable
- To satisfy a patron not interested in a refund (they just want their work)
- Other situations approved by a supervisor on duty
- Students may get a refund form available at the Reference desk

Troubleshooting print problems and submitting a problem ticket

If Pharos goes down, shut down and restart the computers and printers. Wait a few seconds, then turn them both back on. If this didn't resolve the issue, the protocol is

- E-mail Mike Waters at watersmc@appstate.edu and tell him that Pharos is down
- Put in a Technology Support Ticket. For details on how to do this, see the Computers section
- Place signs on the printers (located in the drawer beneath the desk) explaining that printing is unavailable
- Emergency print situations may kick in at this point

Print card kiosk

Printing is paid for with print cards or App Cards only. A print card may be purchased from the kiosk for \$1.00 and money must then be applied to use the card. Students, Staff and Faculty should be encouraged to activate and apply money to their AppExpress account. This account can also be used for copying, paying fines or making purchases at the Circulation desk. Kiosks are located on the first floor.

How to send a fax

- Give patron cover sheet
 Located in cabinet near the copier
- Enter department ID number
- Select FAX option
 Enter the fax number
 On-Campus: dial last four digits of number
 Off-Campus: dial 9, 1, followed by area code and number
 (e.g. 918285555555)
 Off-Campus Local: dial 9, prefix and number
 (e.g. 92645555)
 International: dial 9, 011, <Country Code>, number
 (e.g. 9011405555555)
- Fax went through if confirmation page says "OK"
- Give patron cover sheet and fax confirmation and all materials
- If patron is receiving a fax, our fax number is 828-262-7553
- Charge patron's account
- If a non-student faxes something, there is a "visitor's fax" slip located in the cabinet marked with the FAX cover sheets
- Patrons pay for faxes at the Main Circulation Desk

How to charge a patron's account (for incoming/outgoing faxes)

- In Millennium, swipe patron's card
- Click on "FINES" tab
- Select "ADD CHARGE"
- Under "PREDEFINED" drop-down menu, select either "Outgoing fax" or "Incoming fax"
- Under "DETAILS" section in "AMOUNT", add amount
 Incoming: \$1 per page & .10 each additional page
 Outgoing: \$1 per page up to \$5 maximum (not including cover sheet)
- Fax charges can only be paid at the Main Circulation Desk

Statistics

It is very important that accurate statistics are kept. The information gathered by these statistics helps the Library to better understand what kind of questions patrons are asking, and track peak use times. Therefore

- Click on the icon that reads "Ref Desk Statistics."
- Type in the desk username and password
- Select "Lower Level Service Desk" from the list of locations
- Count every question in the appropriate category

Phone

When the desk phone rings, it is important to remember to answer with a polite, helpful tone. Be sure to identify when you answer that the caller has contacted the Belk Library Lower Level Service Desk. To transfer a call, push the "flash" button and dial the four digit number of the party you are calling. When you hear the phone ring, hang up. Always give the number to the party calling in case of a disconnect. Proper way to answer the phone

- "Belk Library, Lower Level Service Desk. May I help you?"
- "I am transferring you to 2189, just a moment"
- If someone approaches the desk, politely ask someone on the phone to hold. Don't leave someone standing there while you handle a phone call.
- Distance Education students (who have special document delivery privileges) may self-identify by saying "I'm in Hickory" or "my cohort" or "my off-campus class." Please transfer these students to the Distance Education library staff at - 2009. Also see the Distance Education section of this manual.

Navigating the library web site

To answer even basic questions, you must be familiar with the entire library web site. Some tools you will need are (supervisor initial when training is completed)

- Catalog – how to locate materials by format and location – how to use ABC Express_____
- RAP – when and how to schedule a RAP_____
- Library guides for research – for information on research topics_____
- Class guides – created by a librarian for a specific class_____
- Classroom calendars and events being held in the library_____
- Librarians by subject specialty_____
- Services available to students and faculty_____
- Student training WIKI_____
- Databases _____

EQUIPMENT ON THE LOWER LEVEL

Copiers

There are three photocopiers located near the grand staircase of the Lower Level. The copiers operate with bills, change, AppCard or printcard.

- The copier control panel says that you must insert a control card before being able to make copies. This means the patron must pay with their AppCard, change or bills.
- Swiping your card
When you swipe your AppCard to use the photo copiers, the copier will reserve a certain amount of copies that can be made per swipe. The leftmost copier reserves 20 copies (bulk copier), while the other two copiers reserve four copies per cardswipe. This does not mean that four or twenty copies are charged, nor does it indicate the number of copiers the copier is set to make – only that that amount has been reserved. Patrons are only charged for the actual number of copies that are made. This is confusing to a lot of patrons. Refer to the copier control panel to set the number of copies to be made.
- Copies are charged at ten cents per copy or twenty cents for double-sided copies.
- Stacks of paper can be fed through the copier through the paper feed at the top of the copier
- To make a copy on the platen (glass top) of the copier, place the original in the upper left-hand corner of the glass
- Paper orientation
 - Portrait Mode (8.5" x 11") is called LTR (letter) mode
 - Landscape Mode (11" x 8.5") is called LTR-R (rotated) mode
 - When placing books on the platen that lay across the whole surface of the glass, the copier will automatically assume you want a landscape (widest) copy. This frustrates users. Make sure LTR (portrait) mode is selected manually if you lay a book on the glass in this fashion or lay the book so that only one page is resting on the glass in portrait orientation when making a copy.*
- Press green "START" button to make a copy.
- Special features (double-sided reduced-size copies) can be made through the control panel on the copier. Familiarize yourself with these settings and what the various icons on the control panel mean (or have someone show you).

Scanners

There are 8 scanners on the 1st floor. There are instructions on how to use the scanner posted next to each unit. Here are the highlights:

- Turn scanner on
- Open Adobe Acrobat Pro
Select Create > PDF from Scanner > Grayscale Image
- If more pages are needed, select “more pages” from the dialog when scan completes

Microform Scanners

There are two microform scanners on the lower level of the library. These units can be used to view and scan microfilm and microfiche. Use of these scanners requires a hands-on training session and one will be provided as part of your lower-level training. The very basic are uses are outlined below:

- There is a large, round gray power switch in the back of each unit that turns it on
The monitor attached to the scanner will show a black screen until the scanner is turned on – this is to discourage use of these units as computer workstations.
- Camera arm has two positions – FILM and FICHE...arm should be moved (clicks into position) depending on the format of the material you are viewing/scanning.
- Film is loaded according to the diagram on the unit
Reel should be put on spindle with film coming from the top, threaded underneath both white capstans and sandwiched between the middle gate. End of film is inserted into center core of the takeup reel and manually turned until it catches.
- Fiche is sandwiched between the plexiglass holders on the top of unit
Microfiche lamp requires an additional flick of an on switch located just below the plexiglass. Also, the microfiche carriage must be manually moved forward to be underneath the camera.
- Use VIEWER/PC button on the scanner to switch between a full-screen camera view and PC control of the connected monitor
- Start SCANWRITE software to scan images of microfilm/fiche

See the included Microform Scanning Tutorial sheets located in this manual.

IDEA FACTORY

The Idea Factory is located inside the Instructional Materials Center which supports the College of Education. The Idea Factory is a resource for K-12 education students and area teachers that provides materials and assistance in creating class projects or activities. Some of the materials include die cuts and laminators.

The Idea Factory cannot be used without a staff member or student assistant present. The IMC staff is available for this assistance until 5 p.m. More information about the Idea Factory can be found on the IMC web pages at:

<http://library.appstate.edu/imc/resources.html>

IMC (Instructional Materials Center)

The IMC is setup as a model K-12 school library. You might be familiar with this organization system used (Dewey Decimal System) as this what is used in school libraries. Each subject is given a number (e.g. Geography & History begin with the call number 900; General History of Africa is in the 960 section). Young Adult fiction and picture books are also available.

The IMC houses copies of all the current North Carolina state-adopted text books. These materials are for library use only; however, some older editions may be available for checkout. The textbooks that cannot be checked out have a purple dot on them, whereas the red-dotted textbooks may be checked out.

Educational Kits (games, puzzles, models, puppets, etc.) all of which can be used for creating lesson plans are available throughout the collection according to subject area.

IMC provides copies of bibliographies in kiosks located in front of the lower level desk and shelving at the far end of the IMC collection which provides assistance in finding materials by genre. This information, as well as a wealth of other helpful information, is also located on the IMC webpage: <http://library.appstate.edu/imc/index.html>

Collections Located on the Lower Level

DVDs

The library has an extensive DVD collection which includes feature films, TV series, documentaries, educational films, and material that supports the coursework at ASU. The DVDs are organized by Library of Congress call number (like the Main Stacks book collections). Additionally, feature films are classified under the call number PN 1997 in alphabetical order by language to make them easy to find.

Microforms and Maps

The library houses a vast collection of material on microfilm and microfiche. Microfilm holdings include major newspapers and journals and there are many assorted special collections in the microfiche area. We also have a collection of topographical maps organized by state and region. Patrons often need assistance with both.

VHS

We have a small collection of material in VHS format. Unlike the DVDs, this collection is organized in numerical order and titles can be found in the library catalog.

SASASAAS

A special collection of VHS cassettes in subject areas concerning African and Asian culture housed in cabinets the work room. This collection kept separate from the rest of the VHS collection because they do not technically belong to ASU. They are labeled with the word SASASAAS in orange for easy identification.

Government Documents

The library is a depository for documents printed by the U.S. Government Printing Office. These documents, available in both paper and microfiche, are classified using the SUDOC system. Each government department has its own section (e.g. Commerce Department is under "C" and the documents are further subdivided by number). Training will be provided on this system in order to help you find materials in this collection.

Bound Periodicals

Bound periodicals are arranged in the movable shelving on the north side of the Lower Level. These journals are arranged in alphabetical order by title. The mobile shelving is moved by the buttons on the end caps of each range of shelving.

16MM Films

Reels of 16mm film are located in the workroom. Call numbers begin with C, H or EBE.