ALL-LIBRARY POLICIES

General Policies

Help Desk employees will follow all policies outlined by the following:

http://lib.colostate.edu/images/services/computers/LibraryUsePolicy.pdf

http://lib.colostate.edu/services/computers/policy.

Gifts

The Library no longer accepts books that an individual wishes to donate. If
the individual believes they have something of archival value, they can be
referred to Janet Bishop in Archives/Special Collections. Copies of the Gift
Policy, which offer suggestions of other venues for donating books are
available at the Help Desk. Individuals can also be directed to the
information on the Library’s web site: http://lib.colostate.edu/acq/gifts/.

Service Animals

Staff members are to assume that patrons entering the Library with a dog
(or miniature horse) are using the animal as a service animal. These are
the only two animals that qualify as a “service” animal. The animal must
be on good behavior. If the animal is not behaving, staff may ask the
patron to remove the animal. Staff cannot ask for proof that an animal is
indeed a service animal. Only two questions can be asked about the
animal:

1. Is this a service animal required for a disability?
2. What task(s) does it perform?

If a patron is asked to remove their animal, staff should advise them they
are welcome to return and use the Library without the animal.

COMPUTER LAB

Printing

While we encourage everyone to pay for printing in the Library through
their RamCash account, there are times when we can offer to print for
them at the Help Desk for free. These include:
• Helping a stressed out student who hasn’t set up their RamCash or PaperCut account, does not have cash or their ID card with them, and has class in 5 minutes.
• Printing for a patron when we know we are having unresolved problems with the lab printers.
• Reprinting a problematic job where PaperCut took their money, but did not print out their document. (This saves a step of requesting a refund through PaperCut but should be used when the student or patron is in a hurry or appears frustrated.)

At no time will Help Desk staff accept cash from a patron in payment for printing.

**Photocopying**

Photocopying must be paid for from a patron’s RamCash account by swiping the CSU ID card in the device connected to the photocopier machine. In the case of community users, their new Library card is used.

If a patron does not have a RamCash account and needs to make photocopies, Help Desk staff can lend the RamCash Express card to the person. They are responsible for adding money to the card via the kiosk machine and returning the card to the Help Desk when they are done.

**Request by Guest/Visitor to use Computer in Computer Lab**

Help Desk staff have the authority to log in a guest or visitor to campus using our temporary login IDs. These IDs should NOT be given to the individual. Instead a staff person will go and log into the computer for them.

If the same person shows up more than once, staff should ask if they would like to establish a community user account. If so, refer them to the Loan/Reserve Desk.

**Request by Visitor or Community Patron for more time on lab computer**

While Help Desk staff does have the ability to provide an individual more time on a lab computer, this can lead to expectations we cannot always meet.

General guidelines:

• If it is peak time for lab computer usage, we should decline the request in fairness to our students who fund the lab equipment and time on the computers is invaluable to them.
If it is during slower times when the lab computers are not in high demand, it is okay to give them additional time, but be sure to explain that during busy times, this cannot be done.

CONFIDENTIALITY

Personal information

Help Desk staff will not give out personal information on Library employees. Work contact information may be given out if it is published.

eID and Passwords

Help Desk staff should NEVER ask a user for their password. Campus network security recommends that students, faculty, and staff never share their passwords.

Help Desk staff will not provide eID information or password resets over the phone. Individuals are able to reset their own password through the website: eid.colostate.edu. If an individual has a problem resetting their password and needs assistance, they must physically come to Morgan Library with a picture ID. One of the full time staff members must assist them. Help Desk student employees do not have permission into eID Admin to reset passwords.

If the person cannot come to Morgan Library, depending on their status with the university, they can be referred to another office that can handle the request over the phone:

- Staff and faculty should contact the HR Office.
- Students should contact the Registrar’s Office.
- Student applicants should contact the Admissions Office.

HELP DESK EQUIPMENT

Use of Help Desk phones by Library patrons

If the desk is not too congested, a staff member may allow a patron to make a short, local phone call. No long distance calls will be authorized from the desk for a patron.

Help Desk staff may deny this privilege if a patron abuses use of the phone (e.g. phone call is lengthy; excessive requests by same person in short amount of time)

Use of Help Desk computers by Library patrons
The computer stations located at the Help Desk are intended for Help Desk staff to assist patrons. It is acceptable for a Help Desk staff member to ask a patron to perform a brief action on the computer station (such as log in to PaperCut, their email, etc.).

Requests by a patron to perform a potentially lengthy task (such as checking their email for non-library related messages) should be referred to the computer lab.

**FOOD AND DRINK**

Light snacks that can be discreetly eaten, and covered beverages are permissible at the Help Desk.

**NETWORK**

**Wireless Access for Personal Laptops/Devices for Community Users**

Community users will be given access for connecting their own personal laptop (or device) to csu-net or csu-net5. The Help Desk will assist with setting up the proper profiles on the patron’s computer.

Their ename is their Library card number (9 digits) and their password is one they set up when getting their library card.

The csu-net connection will allow community users access to library databases, etc. (the same as using a computer in the lab).

**Wireless Access for Personal Laptops/Devices for Visitors**

Visitors to campus will only be given access to csu’s unsecured wireless network. This is accomplished at the Loan/Reserve Desk where a staff member gives this individual a temporary ID and password that is only good for 24 hours.

Login is achieved by clicking on the csu wireless link on their laptop, which will route the person to the Guest Wireless access page.

The unsecured csu connection does NOT allow a guest access to the Library databases, etc.

**POSTERS and PLOTTING**

**Invoices and Printing**
The invoice will be created first, printed, and signed by the customer. This ensures that they have a valid eID with CSU and we can vend with them.

If they do not have an account number, but the charge is to be a departmental charge, it is appropriate to offer the phone to call their department for the number.

The customer must be present when the poster is printed. If they refuse to stay and there are errors, we will not reprint the poster for free.

If the customer has examined the PDF at the Help Desk and watches the poster as it comes off the plotter, there is an error and they cancel the job, we may reprint the poster at no additional charge. (Typos are the exception.)

If the plotter is physically printing random dots on the poster, starts printing a color incorrectly, or tears an edge of the poster, we will reprint at no cost to the customer.

**Use of P cards by Plotter Customers**

While P cards are university credit cards, they do incur additional overhead for the university, which is paid back to Mastercard, so we don’t encourage their use. If a customer presents a P card, if they can get an account number via a simple phone call back to their department, this is preferable. However, if this is their only authorized means of payment, we will accept the card.

The order should be rung up with the same pricing as a departmental account without tax.

**REFERRALS**

After attempting to assist a Library patron with a technical issue or a research-related issue that remains unresolved, Help Desk staff will make referrals to the appropriate topic experts.

Help Desk staff will assist a patron to the best of their ability, but if the amount of time required to bring closure to the patron’s request becomes extensive, a referral should be made. The exception to this policy is during times when shifts are extremely slow and the desk is adequately staffed to assist other patrons.

If a staff member is a topic expert in an area and would like to schedule an appointment to meet with the patron beyond their Help Desk shift hours, that is acceptable.
REPORTING PROBLEMS

Hardware Issues/Building Proctor Issues

Any technical problems identified in the lab are to be tagged out with an Out of Order sign and the information reported through the Web helpdesk ticket system.

Any building problems reported to the desk will be reported to the Building Proctor through the Web helpdesk ticket system.

Non-emergency technical problems in the computer classrooms or videoconference room will be reported through the Web helpdesk ticket system.

Emergency technical problems in the computer classroom or videoconference room will be reported to the Central IT Call Center at 491-7276 (or by speaking to them in person).

RESERVATIONS

Scheduling Classrooms

Any requests to schedule one of the Library managed classrooms (CC171, 173, 174, 175 and C143 Clark) or the Event Hall can be referred to the online form found on the Meeting and Reservations portion of the Services tab of the Library web site.

Clark C143 Keys

When a person asks for the C143 Clark key, staff should confirm on the reservation calendar that they have the room reserved. The individual must sign out the key and leave a picture ID. Keys are to be returned the same day they are checked out.

Staff will not return the picture ID if the person does not turn in the key.

Reserving a Video Studio or Editing Bay

When an individual comes to the Help Desk and requests a reservation in one of the video production rooms, staff will have the requesting person log in and make the reservation at the desk. This ensures the person has an active eID. Since student tech fees pay for these production rooms, it is not appropriate for community users to take advantage of these facilities.

When a person arrives at the desk and indicates they have a reservation in one of the production rooms, have them sign in using the booklet kept in the key drawer prior to unlocking the room for them. Remind them to sign out when they are done using the room.
Reserving Group Study Rooms

In essence since we do not police the reservations, all members of a group can reserve a group study room for up to 3 hours/day. If a student comes to the desk and asks a staff member to give them additional time, staff should use discretion on whether to reserve more time for them or not.

General guidelines:

- If it is peak time for group study room usage, we should decline the request in fairness to other students who need to use the rooms.
- If it is during slower times when the rooms are not in high demand, it is okay to fill the request but be sure to explain that during busy times, this cannot be done.

Reserving AT Rooms

Help Desk staff can reserve AT Rooms for qualified AT Room users. If additional time over the 3 hr/day limit is requested by the individual and the room is not reserved by another user, Help Desk staff may reserve additional time for the user since some individuals require more time to complete tasks.

SCHEDULES

Unplanned Absences

Staff members who are ill or have an unexpected conflict with covering their shift should post the opening to the distribution list: Library_DL_IDstaff@mail.colostate.edu so the desk can be staffed adequately.

Student employees have their own process to follow as outlined in the Emergency Backup Procedures document.

Planned Absences

Staff members who have a planned absence and cannot cover their shift(s) can arrange a trade with another staff member. Trades must be marked on the physical calendar at the Help Desk to avoid confusion.

If a schedule conflict is known far enough ahead of time, it can be reported to Lori Oling who will add the shift to the Fill-in Calendar for distribution to all Help Desk staff.

Student employees have their own process to follow as outlined in the Guidelines for Help Desk Assistants document.
SIGNATURES

Help Desk staff who are asked by Library users to sign a form or other document as proof that they were in the Library are not obligated to sign. The Library’s policy is we will not sign their document as we have no evidence of who the person is or what they actually did inside the Library.