Tech Hub Help Cheat Sheet

by [deleted] via cheatography.com/32320/cs/9942/

Opening Procedures

Make sure to start all thin clients and their screens. (These shut down each night at closing.)

The Apps computers shouldn't be shut down, just asleep. So, wake them up and make sure the blue log-in screen appears so it's good to go.

Make sure the printer is full of paper and the screen is turned on. (This is usually just put to sleep at night, so it should be good to go.)

Wake up the copier, and make sure it's full of paper.

On the desk computer, open Firefox and open up Nextiva faxing. (There's a desktop icon for this.) On another tab in Firefox, open up Communico and log-in, so that when patrons ask about Computer Classes you can easily sign them up.

Start Sierra and log-in, so you're ready to start checking things out.

Make sure the phone is un-forwarded. (At night it gets forwarded to the front desk, 7800).

Get the 2 sets of keys from the 1st drawer in our workroom, and store in the top drawer of the file cabinet next to the desk.

Make sure your name tag is on.

Using the Scanners

1) I usually have the patron check the setting for the ScanSnap scanner before starting. To do this, go to Start, ScanSnap Manager, then ScanSnap Manager settings. Here, you'll make sure that the proper setting it set for PDF or JPG files, as well as single or double-sided documents.

2) Lift up silver “lid” of scanner & place all pages of your document on scanner, face down. (Make sure there’s nothing directly in front of scanner, so that scanned pages can freely exit machine.)

Using the Scanners (cont)

3) Once all pages have scanned, a secondary page will appear on your computer screen. Choose the scan to folder option. Sometimes, this won't happen and the documents will go directly to the desktop.

4) Once you have scanned to folder, another page will appear on your computer screen. This is where you’ll name your document. Name it on the top line. On the second line, make sure that the file is going somewhere where the patron can easily access it. I usually put scanned things on the computer's desktop.

5) It seems that the default place for scanned documents to be saved to is the computer's desktop. Therefore, when patrons are done emailing or uploading scanned documents, advise them to delete them off the desktop (so no one else will have access to them.)

Coupon Printing

The only computers that will work with sites like www.coupons.com are the Apps computers, specifically the Apps computer closest to our workroom door. And - there is no guarantee that this will work either. If patrons ask to install coupon printers, that's a sign that it cannot be done, because we should not install those on any of our computers.

Since our printer has changed over to SAM, I've found that occasionally patrons are able to print coupons from Computers 01-10 in the Tech Hub. I don't know what the trick is to get it done though - I've just seen patrons be successful at it. Just remember, you can't install any type of coupon printer!

If for some reason, coupons don't print on any of our desk computers, if the patron is willing, they can try to print them out from a laptop. However, you'll need to instruct them about printing wirelessly beforehand so they'll know the steps involved.

Wireless Printing

1) To print wirelessly, patrons would need to go to www.hooverlibrary.org/print. The patron would hit "First time user" and fill out all of the information. Once an account is created, they would then log-in and upload whatever type of document they're trying to print. (The default setting is to print double-sided: be wary of this. You'll need to change 99% of the documents to single-sided).

2) Then the patron would print it out just like they would normally print out any document. They would go to a PRS and log-in, choosing their document off the screen and selecting the right type of print.

3) **Good to remember**: As far as I know, patrons are unable to print wirelessly from cell phones. So, if the file is on a cell phone, have them to send it to their email, and then have them log-in to their email (fingers crossed they know their email password.)

4) Apple products (like Macbooks & iPads) can print wirelessly, but it is very tricky. For simplicity's sake, these patrons should email the document/picture to themselves then open their email up on one of the Tech Hub computers. If they insist on printing wirelessly, walk them through the process, but advise them that it sometimes doesn't work.

5) Just being honest here - because this is such a time intensive thing to have patrons do, I usually have them to email whatever document it is that they need to print to themselves, then open up their email on one of the Hub computers. It saves a lot of time and headache. In desperate cases, like when the patron hasn't known their email password, I've even had them to email the file to my work email and then printed it off for them and collected payment.

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Nextiva Fax Instructions

Key: Use Firefox! Go to vfax.nextiva.com. It's best to do this 1st thing in the morning so that it's ready to go when the desktop fax machine fails. Username: hoovlibfax Password: see sticky note under keyboard Instructions: 1) have patron scan their docs and save to folder on a VM, or scan at desk for them. 2) Click the "dashboard" link at the top. 3) click Send A Fax 4) enter the patrons info for their fax in the form. 5) click next 6) attach the document. If they saved it on a patron VM use the shortcut we have on the hub desk desktop for navigating to those folders. 7) click next 8) you can enter the patron's email addresses in on this last page so that copies and the confirmation will go to their email. 9) hit send. 10) done. (We noticed that there can be a little bit of a delay for the email notification.)

Closing Procedures

The Tech Hub closes each night 15 minutes before the library closes. This is handy so you can make sure you're prepared for the next day.

Make sure all peripherals (laptops, chargers, etc), are returned and that the patron's IDs have been returned to them. After they're all accounted for, make sure both laptop cabinets are locked up and both sets of keys are returned to the 1st drawer in the workroom. If any IDs remain, but everything is accounted for, return the ID to the circulation desk so they can hold on to it for the patron. (I usually try to make a note on the patron's Sierra account, if at all possible, just so there's a record of it.)

Refill the copier, then put the copier to sleep.

Refill the printer, put it to sleep and turn of the computer screen attached to the copier.

Refill the paper tray of the fax machine.

Shut down thin clients 01-10. Apps computers 00 & 01 stay running, so just turn off their screens.

Making Copies

1) Patrons should start at the computer attached to the copier. Here's they'll select "Make Copies" and insert payment - either cash or credit card. If credit card, they'll select credit card then hit the small credit card button on the bottom of the screen. From here, they'll estimate how much they're going to charge today, then move on to the credit card machine attached to the computer. Here, they will swipe/insert their card. Complete this process, have the patron sign on the screen, hit "start" then move on to step 2.

2) If they’re making a copy off of a single document, have them to lift the lid of the copier and place their document face down in the upper left-hand corner of the screen.

3) If they’re needing multiple pages copied, it’s easiest to load all their documents into the feeder on top of the copier. Just make sure all the documents are face up.

4) Make sure that tray 1 is chosen as the paper source for this copy – otherwise the copy will come out on legal-sized paper.

5) Important: If the document is 2 sided, the patron will need to select 2 sided copying, so that both sides of the document will get copied.

5) Then, hit the large green button on the right hand side of the copier.

Sending Faxes

1) Patrons can send their own faxes, if they are going to local numbers (205-xxx-xxxx) or toll free numbers (1-888-xxx-xxxx). They will just need to press 9 & then dial the number. (For local numbers, they would dial 9-xxx-xxxx. For toll free numbers they would dial 9-1-866-xxx-xxxx).

Sending Faxes (cont)

2) If the patron is sending a long distance fax, they will need help from one of the assistants. The assistant would then dial (9-1-702-xxx-xxxx then press pause/redial & press 558359) and the fax should go through.

Fixing Patron's Personal Products

We cannot fix a patron's personal product (like their laptop, camera, or cell phone). You won't believe how frequently you'll be asked to do so. Just remember that the Library Assistants who work in the Tech Hub are only responsible for the computers & other peripheral devices that are in the Tech Hub. Just apologize to the patron and send them to Best Buy (for the Geek Squad) or somewhere like Uptech Computers (in the Paton Creek shopping center).

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