

## NORTHWEST VISTA COLLEGE PROCEDURE

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**Procedure Number:** LLR 003  
**Procedure Title:** Computer Help Desk  
**Originating Unit:** Academic Success  
**Maintenance Unit:** Library

### General Procedures for Dealing with Library Patrons

- When approaching library patrons, always be courteous and respectful.
- If you have approached a noisy or disruptive patron and the behavior continues, ask a librarian, supervisor or the department chair to talk to the patron.
- If the disruptive behavior continues to be a problem, the librarian, supervisor or department chair will make the decision to call security.

### [Student Code of Conduct](#)

## COMPUTER HELP DESK

Computer help staff should refer all questions pertaining to research, e.g. how to find books and articles, to the librarian at the reference desk, and refer questions regarding Reserves, group study rooms, and all check-out/check-ins to the circulation desk.

Computer help desk staff should follow the guidelines below:

- Be available to answer computer related questions.
- Relay all computer issues/problems to Computer Tech Supervisor.
- Staff may work on homework only to the extent that it does not interfere with the duties of their shift.
- Playing games, listening to music, personal calls, and texting doesn't look good to the public. Please do them on your own time!
- All library-related duties should be completed before personal work is attempted.
- The desk should not be left unattended.

### Computer Desk Employee Shift Guidelines

The following guidelines are meant to supplement established procedures, requirements and expectations in an effort to:

- Improve the quality of services
- Enhance employee productivity
- Increase employee and supervisor accountability

*(These guidelines are subject to modification as deemed necessary and appropriate).*

### 1. General Information

- Computer Desk employees must work their shift according to the Employee Schedule that is approved by the Computer Desk Supervisor at the beginning of

each semester (see also, *Computer Desk Attendance Procedure*). Any changes to the schedule must be approved by the Computer Desk Supervisor.

- Any employee behind the Computer Desk is assumed to be Clocked In; and, therefore expected to be available to provide Computer Desk services.
- Computer Desk employees must make every effort to inform co-workers who are working during the same shift (or to the Supervisor, if working alone) when they are leaving the Computer Desk for any reason other than to provide Computer Desk services.
- **Computer Desk employees are required to use FootPrints to document:**
  - **all hardware/software issues and related troubleshooting activities**
  - **all required and assigned shift duties performed**
- Computer Desk employees must carbon copy the Computer Desk Supervisor on all FootPrints tickets submitted by using the program's "CC" feature. (Refer to the "How to Submit a Ticket for Duties Using FootPrints" document)

#### **IMPORTANT**

**FootPrints tickets are required in order to report all relevant technical issues; as well as to document all required and/or assigned shift duties. Intentionally submitting a false FootPrints ticket is subject to disciplinary action, up to and including termination.**

## **2. Beginning Shift Duties**

- Computer Desk employees are required to perform the following "Beginning Shift" duties:
  - **Communicate with co-workers to find out about any problems or issues (if working alone, ask supervisor for this information).**
  - **A walk-thru of the ENTIRE Open Area (Cyber Cafe & Main entrance sides) to ensure all workstations, study cubicles, and tables are CLEAN and ORGANIZED.**
  - **Check GoPrint printers and Xerox copiers to ensure they have sufficient paper for printing/copying – fill and stock with paper as necessary.**
  - **Inform co-workers and/or Supervisor if any problems are discovered during the walk-thru.**
  - **Submit a FootPrints ticket to document all "Beginning Shift" duties that were performed - include any related issue(s). (*Failure to submit a FootPrints ticket is subject to disciplinary action*).**

- *Important: FootPrints ticket should be submitted AFTER “Beginning Shift” duties have been completed.*

### 3. Shift Duties

- Computer Desk employees are required to perform the following during a shift:
  - **Be readily available to provide Computer Desk services to patrons, staff and faculty.**
  - **Closely monitor All patron activity to ensure adherence to existing Policies.**
  - **Track all services provided by using the online LibGuides application.**
  - **Walk-thru’s of the ENTIRE Open Area with the following requirements:**
    - check that all workstations, study cubicles, and tables are CLEAN and ORGANIZED; and that all PC’s are ON
    - check that GoPrint printers & Xerox copiers have sufficient paper – refill printers and cabinets as necessary
    - ***submit FootPrints ticket after EVERY walk-thru completed – document any related issue(s)***
  - **Monitor classrooms schedules via the SharePoint calendar, and after every class:**
    - organize classroom to ensure it is ready for another class
    - check to ensure all systems are ON and functioning properly
    - ensure the projector is off
    - dispose of any trash
    - ***submit FootPrints ticket after EVERY class to document inspection and any related issue(s)***
  - **Monitor assigned workstations, to include:**
    - keeping the monitors, keyboards, mice, and general area clean
    - inspecting and resolving any wire-management issues
    - conducting periodic inspections of Hardware/Software
    - ***submitting FootPrints ticket for all assigned-workstation duties and related issue(s)***
  - **Inform Supervisor about any problems, technical or otherwise - submit FootPrints tickets as necessary.**

- **Perform other duties as determined by Computer Desk Supervisor and/or Library Administration.**

#### **4. Ending Shift Duties**

- At the end of a shift, Computer Desk employees are required to perform the following “Ending Shift” duties:
  - **15 minutes before end of shift – One final walk-thru of entire Open Area:**
    - check that all workstations, study cubicles, and tables are CLEAN and ORGANIZED; and that all PC’s are ON
    - check that GoPrint printers are FILLED with paper – refill printers and cabinets as necessary
  - **Ensure that your work area is clean – dispose of any trash.**
  - **Ensure that all of your patron services have been recorded in LibGuides.**
  - **Ensure that all problems, technical or otherwise, have been reported.**
  - **Submit FootPrints ticket for Ending Shift Duties. (*Failure to submit a FootPrints ticket is subject to disciplinary action.*)**

#### **5. Closing Duties**

- Computer Desk employees are required to perform the following duties at CLOSING:
  - **Perform “Ending Shift” duties (*as described in the previous section*).**
  - **Assist in delivering verbal CLOSING ALERTS to patrons at 30, 15, and 5 min. prior to closing.**
  - **Ensure Cyber Café/Library access doors are LOCKED and SECURED.**
  - **Walk-thru of the ENTIRE Open Area to ensure all workstations, study cubicles and tables are CLEAN and ORGANIZED; and all PC’s are ON.**
  - **FILL GoPrint printers and Xerox copiers with paper.**
  - **Check printer and main paper cabinets - re-stock as necessary.**

- **Check Classrooms to ensure:**
  - all workstations are ORGANIZED
  - all systems are ON and logged off
  - the projector is off
  
- **Clean Cyber Café access Security Gate photocell/reflector lens with SOFT CLOTH and PLAIN WATER.**
  
- **Clean small classroom whiteboards with CLEANER and TOWEL.**
  
- **Log off ALL STUDENT and COMPUTER DESK PC'S.**
  
- **Perform other duties as determined by Computer Desk Supervisor and/or Library Administration.**
  
- **Submit a FootPrints ticket to document all “Closing Duties” that were performed - include any related issue(s) - (*Failure to submit a FootPrints ticket is subject to disciplinary action*).**

**Security system**

- If the security alarm sounds when a borrower is leaving the library, ask them politely to return to the desk.
- Ask if they have materials that should be checked out or any outside materials such as books from other libraries.
- Walk patron to the circulation desk.

**GoPrint – print management system**

- In order to print, students must set up a GoPrint account.
- The computer help techs are responsible for helping students set up and maintain their GoPrint accounts.

Contact for Interpretation:     Library Director

Relevant Board Policy: F.4.2 Student Code of Conduct and C.1.9.1 Appropriate Use of Information Technology Resources

Relevant SACSCOC Principle:     3.8.1; 3.8.2

Last Updated: \_\_\_\_\_

Approved: \_\_\_\_\_

Vice President for Academic Success