

LEARNING COMMONS' FAQs

Need Assistance?



Employment Opportunities

Students can go to <http://jobs.georgiasouthern.edu/SEC> to check for any vacant student positions on campus including the library—they should not contact Dr. Shepherd directly. Dr. Shepherd will try to notify you when she is hiring so that you can redirect students to the website so that they can complete an online application. Dr. Shepherd cannot accept personal emails with attachments or resumes left at the desk because of the new system created by HR.

Learning Commons Desk

- The cabinets are fixed and we have the keys. Key # 1007 is for the cabinets at the Learning Commons desk where we sit and key # FH001 is for the paper and print cartridges. The keys will be kept on a hook at the desk near the CPU monitor. If you are responsible for closing at night, please lock all cabinets and place the phone on the charger inside the drawer with paper. Push the bolt in to lock the cabinets with the paper and cartridges.
- The Reference Desk will now be officially called the "Learning Commons." Please refer to it as the "Learning Commons" when answering the phone, giving directions, etc.

General Information

Software

- Matlab is installed on the Dell computers but not the Gateway computers and there are icons on the desktops. The icons on the desktop of the Gateway computers do not work!
- We have had a couple of phone questions from distance learners regarding the installation of the eBrary reader into their Internet browsers (e.g., Mozilla). Please direct them to this link that provides the directions for all web browsers - http://shop.ebrary.com/support/2_install00.jsp. The eBrary reader is already installed on all the computers in the library for each web browser. If there are any problems please contact Systems. The eBrary reader is needed for accessing our electronic books.
- Q. Do we have Final Cut Pro?
A. Yes we do - 2 copies but they have not been installed yet. One copy will be installed on the Mac in the ADA/AV room. The second copy will be installed on a Mac in the back of the Learning Commons. We also have a PC version of Final Cut Pro called Adobe Premier. It is installed on all of the PCs; however, we only have license for 20 users at any one time to have access to this software.

Staffing

- Any IT person that works at the desk in the Learning Commons is supposed to answer Learning Commons questions first (basic reference and computer questions similar to our student assistants). IT related questions (e.g., resetting passwords, needing help with MyGeorgiaSouthern.edu, WINGS, WebCT, and wireless access) need to go to the IT Help Desk.

Scanning

- We've had lots of students using the computers where the scanners are located in the Commons area but they are not scanning. Priority goes to those who need to use the scanners. If someone needs to

use the scanner and another person is just using the computer, please help relocate the person to another computer. If the Commons area is full there are more computers on the other end of 2nd floor as well as 1st and 3rd floors.

GALILEO password

- To get the password, go to the [library catalog](#) and click on "Your Account." After you log in using your Eagle ID number, click the request button at the top of the screen to get the password. For more detailed instructions see <http://library.georgiasouthern.edu/forms/galpass.html>.

Classrooms

General Information

- Rooms 1300 and 1302 will be used for teaching.
- The classroom schedules for 1300/1302 will be daily posted by Raifa. If you need to check GroupWise just remember to check both calendars for 1300 and 1302.
- Room 1308 is not yet ready for instruction. The department will be notified when it is ready.
- Please make sure that classroom doors are closed and locked when they are not in use. Also make sure the projector has been turned off in order to prolong the bulb's life.

Printing

General Information

- Toner cartridges have been placed in the cabinets. Check the drawers for what you need. If it's not there then please let either Raifa, Dr. Shepherd, or Kendria know. If we run low or run out please let Raifa know ASAP so she can order some because it takes at least a week to process and deliver any requests we have.
- There is an old white Tektronics color printer behind the desk. This does not work and will be removed at some point.
- There are 2 cabinets under the desk where the students sit and one slot under the shelf where the stapler, etc is kept that contains at least 8 reams of paper on each shelf. Please use that before opening up any boxes of paper that's kept behind the desk. Raifa and Dr. Shepherd will ensure that paper and toner cartridges are kept stocked at the desk each day. After hours Kendria will be able to retrieve whatever is needed.
- If users wish to use their own paper then they should ask for help at the Learning Commons Desk. The non-default printer can then be used for these kinds of jobs. If a user has not asked for help and is trying to print using his/her own paper, please intervene politely and assist him/her in order to prevent chaos.

Recycling

- Place all empty cartridges on the shelf against the back wall of the ARC. It's next to the banner that reads "Reach for the World to Read"--The colorful hands.
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Accounts

- Sometimes students cannot print because they are not yet in the database. Please forward them to the Circulation Desk and they will create an account for them
- Community users will have to create their accounts while students can use their Eagle ID numbers.

Pricing

- Community users pay \$.10 per page for black and white printing. Students can use their Eagle ID numbers to print black without charge but will have to pay for colored printing.
- The Learning Commons desk computer that is nearest to the elevator can be used for community color printing--community printers cannot use any other computer for color print jobs! The cost of printing in color is \$0.50 per page (8 X 11) or \$1.00 per page (11 X 17) depending on the paper size required for the job. Colored printing jobs should be released from station 2B (near the color printer) once they are sent. Students can use any computer to send color print jobs.

Duplex printing

- Duplex printing is available via printers 2B2, 2C2, and 2D2 in the Learning Commons.

Laptop Printing

- There is a stand-alone printer located at the Learning Commons help desk (on the side closest to the elevator)--this will allow any patron desiring to print directly from their laptop to do so.
- To print, the patron needs to install the printer drivers onto their laptop via the cd that is located on the side of the printer. (They may be prompted to restart their computer after the installation). Once they complete the driver installation, have them connect the USB cable from the printer to their laptop (make sure the printer is on). The laptop should recognize a new hardware device (the printer) being connected to it and after completing this process, the stand-alone printer should now be listed as one of their printers.
- Patrons will only be able to print black and white copies. If they have an excessive amount to print or need to print in color, and then have them save their work and use one of the public computers.
- Please make sure that the USB cable and the CD are returned to their original locations when the user is finished printing.
- Kendria Lee is in her office until 8pm. If you need help, call her at 8-7534.

Lost and Found

The Lost and Found is located at the Circulation Desk. Should you find any items out on the Learning Commons floor while on your shift, please take them to the Circulation Desk at the end of your shift. Also, if anyone is looking for a lost item, refer them to the Circulation Desk.

The Elevators

- The elevators are labeled alphabetically going counter clockwise around the building beginning in the atrium. The following mnemonic device might help:
 - Elevator and Stairwell A - (A)trium
 - Elevator and Stairwell B - (B)ede's Office (Stair B is large stair on the south side of the building)
 - Elevator and Stairwell C - (C)arroll Building side
 - Elevator and Stairwell D - (D)umpster (at loading dock)

- Stairwell E - (E)mergency Exit Only (goes from third floor where reference used to be to the north entrance)
- Stairwell F - (F)oy Building side

Accessibility Software/Hardware

For the visual/hearing impaired:

- First, the equipment we have has been supplied to us by the Student Disability Resource Center on campus. Students with special needs who want to use the equipment are asked to register with the SDRC first so they can receive the password for accessing the computers as well as receive other helpful information from that office.
- Second, the list of software available as far as I can tell includes TextBridge, Kurzweil, Dragon Naturally Speak, Premier AT, and Cepstral in addition to the Internet browsers, MS Office suite, and other selected software packages provided on the public library computers.
- Lastly, there is 1 cassette player with controls to speed up or slow down the playing of tapes; 1 zoom text reader, and 2 computers with the software I've mentioned above. There is also a scanner attached to one of the computers as well as a printer.
- If you have further questions regarding the location of the equipment (currently on the 1st floor of the library until the Learning Commons open) or trying to find additional help please contact the Student Disability Resource Center at <http://students.georgiasouthern.edu/disability/> or 912-478-1566 or sdrc@georgiasouthern.edu.