

**What are the library hours?**

Mon. - Thur.: 7:30am – 10:30pm

Friday: 7:30am-7:00pm

Saturday: 9:00am-9:00pm

Sunday: 12:00pm–10:30pm

**Medical Library General Guidelines**

Please do not reshelve any books you use in the library. Return them to the cart or the person at the desk.

Please do not bring food or drink near the computers in the library. You are absolutely welcome to have both in the library just not near the computers. We want them to last as long as possible.

Please be considerate: Be quiet. Push your chair back into place. Pick-up after yourself.

If you need any help while in the Medical Library, please do not be shy and struggle on your own. You can always come to the desk and whoever is there will be glad to help you.

**Printing/Copying/Scanning**

**The Library Printer:** The printer says it is out of toner/paper. Speak to a member of the Medical Library staff at the desk, and they will replace the paper/toner.

**Third Floor Printer:** The printer on the third floor has run out of paper. Let someone at the Medical Library desk know and they will be glad to help.

**Paying with Creek Bucks:** How do I add money to my Creek bucks account so I can print? <https://eacct-campbell-sp.blackboard.com/eaccounts/AnonymousHome.aspx>

I am having problems with my ID card and I cannot print. Contact the CUSOM IT Help Desk at <http://www.medschoolhelpdesk.com/>

**Pharos:** I need to install the Pharos software so I can print. How do I do this?

1. You can go to <http://pharos.campbell.edu/uniprint/Packages.asp>.
2. You will click and install the CUSOM popup package. It is the first link on the page. It should also have the most current date.
3. Once you have clicked on this link it will install the software to your computer.
4. Once it is installed go into your devices and printers panel and you will see Cusom\_PrintQ. Once you are in this panel you can right click and select it as your default printer. This will ensure you never have to pick it as your printer in the printer settings box (this is the box that pops up when you click on print).

**Registering Your ID Card:** I have never printed before, and I need to register my id card.

1. When you get to the printer, swipe your ID card (in the black box on the right hand side of the printer).
2. After you have swiped your card, a box will pop-up on the screen asking for your username and password. Your username is everything before the @ symbol on your email address. You **DO NOT** need to enter a password.
3. Then, a black box will pop-up displaying how much money you have on your card and you can click OK.
4. The next box (brown), your queue, will pop-up and display all of your print jobs.

Please register first and then print. If you send a print job to the printer **before** you register, it will not show up, and you will need to resend it.

**Slow Printing:** The printer is taking a really long time to print my document. Please be patient. When you print a document with a lot of information (images, text, etc.), it will take more time than normal to transmit to the printer.

**Copying:** Login as you would to print, and then once you are on the brown queue screen, press the Menu button (on the right hand side at the very top). This button will take you to a black screen with lots of options: copy, scan/fax, etc. Click on copy.

**Scanning:** Login as you would to print, and then once you are on the brown queue screen, press the Menu button (on the right hand side at the very top). This button will take you to a black screen with lots of options: copy, scan/fax, etc. Click on the scan/fax button. Slide your document in the holder on top of the printer or place it on the printer glass. Click on Direct Input and enter your email. Please note: it will only send to Campbell email addresses. Once you have entered your email, click Start and the machine will do the rest. If the document is more than one page at the bottom of the scan home page, select the category file type and then select compact pdf. This will compact the information down so it will go through the servers easier.

**Faxing:** First, please contact whomever you are trying to fax and see if they will take the information via email. If they will accept email, then you can use our machines to scan and send the document. To scan please refer to the directions above. If they will not accept the documents via email, then please proceed as follows: Go downstairs to the faculty suite and ask one of the administrative assistants to show you how to fax.

**USB/Flash Drives:** Can I plug my USB/flash drive into the printer and print, scan, copy? Yes, you can print, and scan but unfortunately, you can't copy. In order to print, you must FIRST login. Then, insert your drive. On the printer closest to the magazines/newspapers, you will find a cream-colored slot with the USB symbol and on the printer closest to the desk; you will find a black colored slot with the USB symbol. After you have connected your drive, wait a few seconds and a white box will pop-up with several options: print from external memory, save to external memory, and save external memory document to user box. To print, select Print.

To scan: Login to the copier-using card. Once you are recognized, press OK and insert the thumb drive. Wait approximately 10 seconds for the next screen to launch. Select the Save to External Drive function. If desired, change the filename using the virtual keyboard icon to the right of the filename box. Press the start button. Once the machine has stopped humming, the drive can be removed.

**Misc.:** The printer doesn't seem to be working; I am getting an error message when I try to log in, etc. Report the problem to the Medical Library staff at the desk, and they will assist you.

## **IT HELP**

I am having issues with my computer. It won't print, etc. What do I do? Contact the CUSOM IT Help Desk at <http://www.medschoolhelpdesk.com/>

## **Lost and Found**

I have lost something. Please check first with the security personnel at the First Floor Reception Desk. If you think you have left an item in the medical library, ask the Medical Library, staff and they will look for it.