

## **What are the library hours?**

Mon. - Thur.: 7:30am – midnight

Friday: 7:30am - 7:30pm

Saturday: 10:00am - 9:00pm

Sunday: 1:00pm - midnight

## **Medical Library Rules**

Please do not resshelf 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.

**3<sup>rd</sup> Floor Printer:** The printer on the third floor has run out of paper. Contact either Robyn Rogers or Dr. William Morris (offices located on the third floor), and they will assist you.

**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 WebAccess 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:** I want to copy something. How do I do that? 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:** I want to scan a document. 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 there is a lot of information (text/graphics), it may not go through and will give you an error. If you should get any kind of error, let someone at the desk know and they will work to get it fixed as quickly as possible.

**Faxing:** Does the printer have faxing capabilities? 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:

We do not have faxing capabilities at this time. You are welcome to use the public library in Lillington. They do charge per page, but they have a fax machine you can use. The Lillington Public Library is located at 601 S Main St, Lillington, NC 27546.

**USB/Flash Drives:** Can I plug my USB/flash drive into the printer and print, scan, copy? Yes, you can print, but you cannot scan or copy. In order to print, you must FIRST login. Then, insert your drive. On the left side of the printer, you will find a cream colored slot with the USB symbol and on the right side of the printer, 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.

**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.