

Welcome, Cynthia! We're so glad to have you joining us as a tech tutor.

Your supervisors:

(Until the end of June):

Haruko Yamauchi 718-518-6671 (from any campus phone, just 6671).

HYamauchi@hostos.cuny.edu

Cell if you need to text me: 646-280-6281. I do not always carry my phone on me, but try to check it throughout the day. I am offline at night.

(From July on):

Jorge Matos 718-518-4149 (from any campus phone, just 4149).

JMatos@hostos.cuny.edu

Your schedule:

	Monday	Tuesday	Wednesday	Thursday
10-11	Cynthia	Cynthia	Cynthia	Cynthia
11-12	Cynthia	Cynthia	Cynthia	Cynthia
12-1	Cynthia	Cynthia	Mishael	Mishael
1-2	Mishael	Mishael	Mishael	Mishael
2-3	Mishael	Mishael	Mishael	Mishael
3-4	Mishael	Mishael	Mishael	Mishael
4-5	Mishael	Mishael		

Mishael Dick is the other tech tutor who will be here until the end of June (he will come back again in the fall.)

JUNE			
Mon	Tues	Wed	Thurs
13	14	15	16
20	21	22 10-11 shadow G.V. at the circulation desk	23
27	28 10-11 [tentative] talk with Linda Miles about Open Educational Resources	29	30
JULY			
Mon	Tues	Wed	Thurs
4 - Hostos closed for Independence Day	5 10-11 talk with Lisa Tappeiner about technical services	6	7
11	12	13	14
18	19	20	21
25	26	27	28
AUGUST			
Mon	Tues		
1	2 - last day of summer session		

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-->try it out! Finding a book in the stacks with the call number, browsing the stacks

--> filters

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Guest login:

sername: librarywks

Password: librarywks

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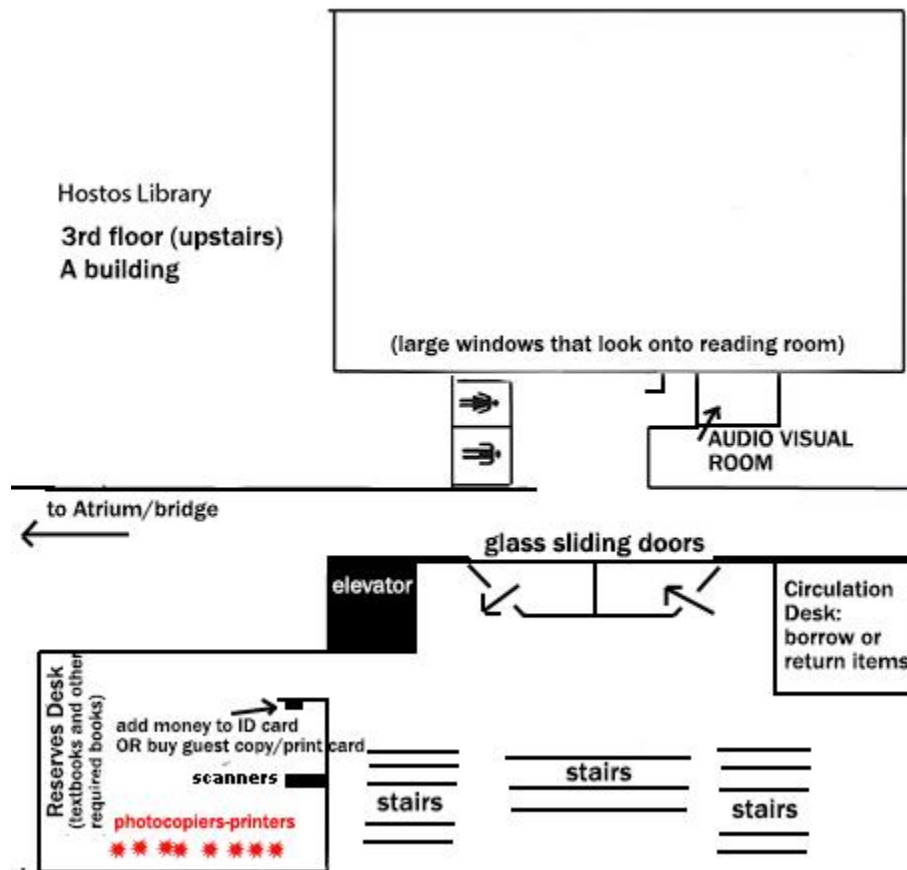
[Textbooks](#)

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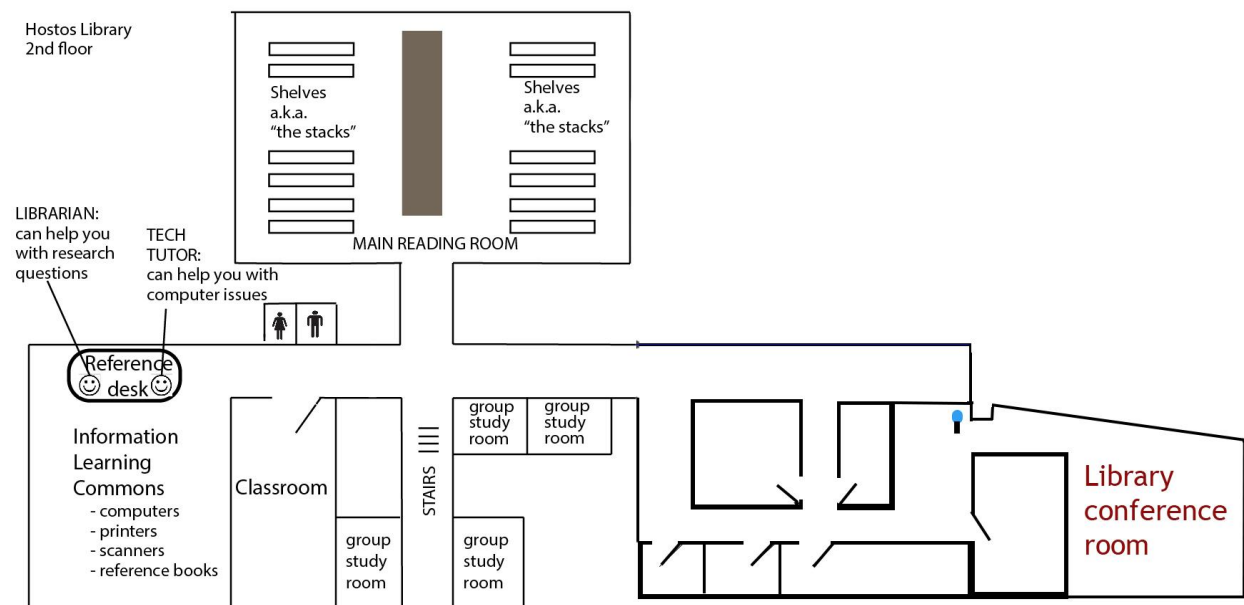
Scanners

1. Library map

Upstairs:



Downstairs:



2. Library directory

The full directory is here: <https://guides.hostos.cuny.edu/abouthostoslibrary/directory>

People who work on the reference desk - offices are in the long hallway by the kitchen		
	William Casari - librarian, archives (first office in the hallway when you're coming from the ILC)	wcasari@hostos.cuny.edu, 718-518-4220 Lower Level, Room A-208C
	Haruko Yamauchi - librarian, teaching coordinator (second office in the hallway)	hyamauchi@hostos.cuny.edu, 718-518-6671
	Lisa Tappeiner - librarian, head of technical services (also second office in the hallway)	etappeiner@hostos.cuny.edu, 718-518-4221
	Jennifer Tang - librarian, acquisitions (third office in the hallway)	jtang@hostos.cuny.edu, 718-518-4298
People who work on the reference desk - offices are in the ILC (when you're at the desk, they are on your right)		

	Jorge Matos - librarian, reference and instruction (office in the far corner, by the windows)	jmatos@hostos.cuny.edu, 718-518-4149
	Kate Lyons - librarian, educational technology, (office next to Jorge's)	clyons@hostos.cuny.edu, 718-518-4213
	Linda Miles - librarian, head of reference, Open Educational Resources (office next to Kate's)	lmiles@hostos.cuny.edu, 718-518-4212
	Miriam (Mickey) Laskin - librarian, reference and instruction (office closest to the reference desk)	mlaskin@hostos.cuny.edu, 718-518-4207
	Mishael Dick - tech tutor! Mishael is a college assistant, and will be working through June and again when school starts in the fall.	

People who mostly work upstairs, at the circulation desk or in the reserves room		
	G.V. (Guellermon Virella, he goes by GV) college assistant	The college assistants work at the circulation desk ("circ") at ext. 4222 They also work in the reserves room at ext. 4224 Sometimes they also work in the "stacks" - the main reading room.
	Yenifer Muñoz-Carrasco, college assistant	
	Juliet Mignott, college assistant	
	Isabel Briones Toala, college assistant	
	Rhonda Johnson - head of access services	rhjohnson@hostos.cuny.edu, 718-518-4214
	Julio Figueroa - head of media services (videos for professors to show in classes, etc.) To get to Julio's office you have to leave the library and cross the hallway.	jfigueroa@hostos.cuny.edu, 718-518-4225
	Santa Ojeda - head of reserves	sojeda@hostos.cuny.edu, 718-518-4224
People who mostly work downstairs		
	Jason Sandoval - IT - tell Jason about any tech problems! His desk is in the main office, across from the supply room.	jsandoval@hostos.cuny.edu, 718-518-4202

	Gloria Minier - technical services (she is in the third office in the hallway)	gminier@hostos.cuny.edu, (718) 518-4204
	Amam Ogunka - assistant to Madeline and also our contact for purchasing equipment, supplies, etc.	aogunka@hostos.cuny.edu, 718-518-4203
	Madeline Ford - chief librarian	mford@hostos.cuny.edu, 718-518-4211

Reference librarians who work in the evenings/weekends		
	Carolle Elie	celie@hostos.cuny.edu, 718-518-4215
	Rena Grossman	rgrossman@hostos.cuny.edu 718-518-4215
	Yvette Page	ypage@hostos.cuny.edu, 718-518-4215
	David Sanders	dsanders@hostos.cuny.edu, 718-518-4215

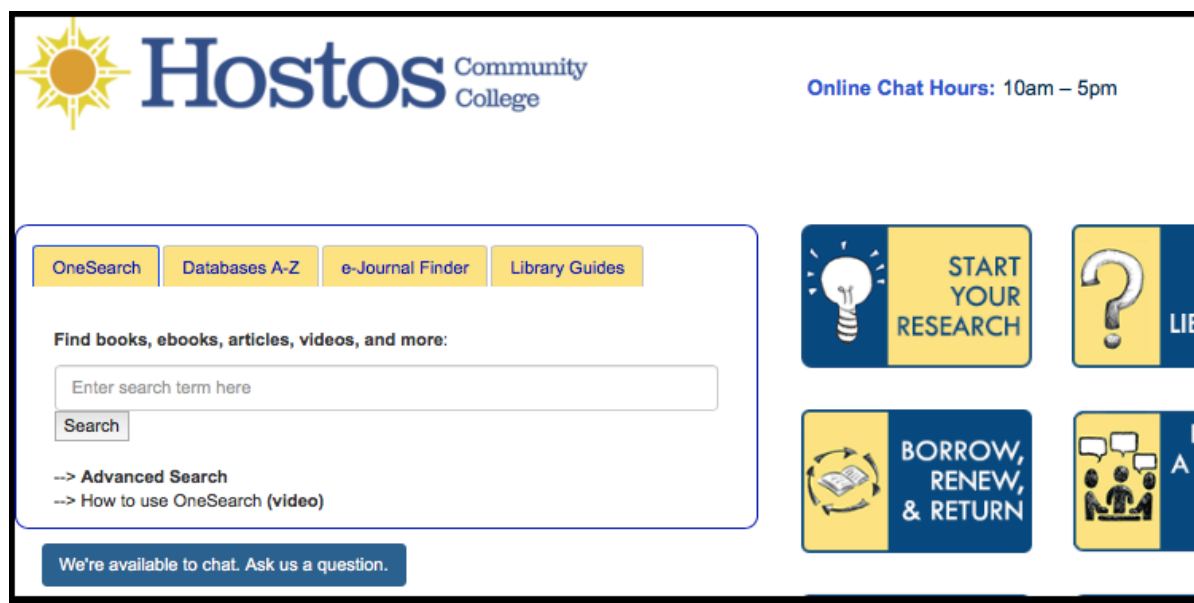
	Erica Williamson	ewilliamson@hostos.cuny.edu, 718-518-4215
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3. [Library website](#)

To get there from the homepage:



[OneSearch](#)



--> Try it out! Look up a book on any topic, find the call number, and then [go to the stacks to find your book.](#)

- > Using filters in OneSearch (because the library has many different [types of sources](#).)
- > How to use [ebooks](#)
- > Difference between [OneSearch](#) and our [databases](#)

[Database list](#)

We have nearly 200 databases, organized by academic discipline. Our databases--each database is just a collection of publications--include e-books, research articles (sometimes called peer-reviewed or academic journal articles), reference resources, videos, and more.

Although [OneSearch](#) is often better for a beginning search, sometimes professors tell students to use specific databases, and for some advanced research, students will want to go straight to a specific database (like [CINAHL](#) for the nursing students).

[FAQ](#)

Handy for students, staff, faculty, and us!

If you think of a frequently asked question that you think we should answer on our website but don't see yet, please let Haruko or Linda know, and we'll work with you to create a useful answer.

[Welcome video](#)

We'll need to do a new one for fall 2022, but this one still gives a useful overview. Please watch it and let us know if you have any questions.

4. Information Learning Commons (ILC) - your home base

Expectations for behavior

Overall: When we ask people to comply with the rules, it's best to do so in a friendly, low-key way ("Hi! Could you please keep your voices down a little?" "Hi there, sorry but we don't allow eating in the library, could you please put that away?" etc. *not* shushing or "NO FOOD ALLOWED" etc. **The golden rule is best, talk to people like you'd like to be spoken to, with respect and courtesy and a smile, but letting them know what is expected.** When addressed this way, most students quickly comply.

Noise: quiet discussions are okay. If people speak loudly, we ask people to please lower their voices. If people are listening to video, we ask them to please use headphones - we have small earphones to give to them in the drawer to the right of the librarian.

Food/drink: We don't allow eating in the library - you might hear a bag of chips opening or something, or occasionally the smell of cooked food. Students are welcome to eat in the hallway outside the library's entrance if they need to take a break.

Drinks in closed containers (water bottles, soda bottles preferably with cap on, etc.) are okay.

Being at the ready

Many students will be shy about asking for help. If you look around the room regularly, you may notice someone hesitantly looking your way, and you can make eye contact and smile and ask if they need help.

Students who might not ever get up to come to you if you're staring at the computer and they think you're busy will often respond if you ask in a friendly way, and give you the chance to help them with their problem.

So, please be proactive by looking around the room often, walking around the room, because your body language and eye contact shows students that you are there to help them.

Reference books

The books on the shelves in the ILC are "reference books" - that means anyone can read them, but they have to stay inside the library. The books on the wall to your left when you're at the tech tutor desk are mostly encyclopedias and other kinds of books that people use to look things up.

The nursing and dental students especially use the reference books a lot - for care plans, diagnoses books, and test prep. We have an small additional shelf of nursing test prep books immediately to your left when you're at the tech tutor station. Students may say they're looking for "NCLEX" books, as that is the name of one of the most important tests.

The test prep books that are supposed to be on the small shelf and the other nursing books that are supposed to be on the big shelf get used a lot and often get mixed up and left in the wrong place, so if you are helping a student look in one place, please remember to also look in the other.

Stuff next to and at the desk

Give away freely: pencils, earphones, manila folders, a few blank sheets of paper

Make sure students return: scissors, staplers, tape dispensers, markers

Nice if they return but if they need it, can keep: pens

5. Tech help

Printers

For more [details on printing, see here.](#)

How to print from our workstations (desktop/laptop computers)

When students send a print job, they must log in with their Hostos username and password. This is the same username/password that they use for Hostos email.

When the print job is accepted, a pop-up box will briefly appear and then fade away in the upper-right-hand corner of the screen to let the student know their job has been accepted. If this pop-up box doesn't show up, something may be wrong and the job may not have been accepted.

When students send their print jobs, they don't print out automatically. Instead, **the student has to go to the printer they want** (small ones by the window print black-and-white only, large photocopier/printer by the desk can print either black-and-white or color) and sign in to retrieve their jobs. They can sign in either by **swiping their ID card or entering their username/password.**

Color? Double-sided? "What is KESI?"

If students want to print in color, they must release their job from the big photocopier-printer downstairs, or one of the two photocopiers upstairs that say "color".

Make sure student's know the difference between "flip on long edge" and "flip on short edge" when double-sided printing. Some of our computers will revert to the wrong kind, which means half of the pages will appear upside-down.

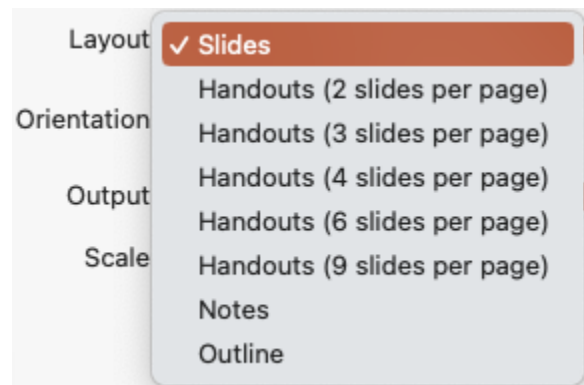
KESI is a program to help visually impaired users. Some of our computers default to KESI as the printer, which is extremely frustrating for students because they don't know why they can't print. Show them how to select "Hostos Printers" from the dropdown menu instead.

Printing attachments (from Blackboard, Google Docs, etc.)

Attachments tend to print better when you download them first, instead of printing from the browser.

Printing multiple slides per page (Powerpoint)

Many students want to printing multiple slides on one page to cut down on the number of pages printed. This option can be found on the print dialogue box (versions may look slightly different, but it will be something like this):



[How to print from a student's laptop](#)

The directions are in the link above, but one thing to know is that Macs tend to have more trouble than Windows, and sometimes there are so many problems that we cannot solve it and they need to contact IT.

It is sometimes faster for a student just to email themselves a document and then print it from one of the desktop computers in the ILC.

[Troubleshooting printers](#)

Keeping printers ready - please check the paper drawers periodically to make sure they're full. This is more of an issue when the library is busy, but it's a good habit to check every few days. The two small white photocopiers over by the windows can be refilled easily. The large photocopier printer that is close to the desk requires KEYS to its drawers -- these keys are in the little drawer between the librarian's computer and the tech tutor's computer.

Elevating issues to IT

If you run into a tech issue you can't fix, first tell the librarian you're working with. If the librarian can't fix it either, you or the librarian should let Jason know at JSandoval@hostos.cuny.edu or call ext. 4202. If Jason can't fix it, he will elevate the issue to IT.

But! A few issues that need to go straight from us to IT:

- Student can't remember your answers to the Hostos password security questions
- Student downloaded a print driver to their laptop, but it doesn't work
- Student swipes ID at a printer, but it shows an incorrect balance or can't be found in the system. IT is responsible for students' printing money (\$50/semester for most students, \$10/semester for pre-college students)*.

Please advise the student to contact the student help desk/computer center at ext. 6502, the main IT service desk at ext. 6646, or <https://service.hostos.cuny.edu/>

*Both the main IT desk and the workers in the computer lab can reset student accounts.

It is up to our judgment about printing something for the student in this case - if it's just a few pages and they need it urgently (like to turn in a paper right now) we can use the reference account to print it for them. If it's a big job and not urgent (like a whole chapter of a textbook to read within the next week) we don't print it for them. Please consult with the librarian about whether we will print a job for a student.

If there has been a bad printing problem--for example, a printer fails entirely to print a large file for a student but the student's account was charged--please consult with a librarian. In rare occasions, IT may reimburse the student but the librarian will need to fill out a form to support the student's claim.

PASSWORDS

Details in the link above, but the main thing to remember is:

- Hostos username for logging in, printing, email, and wi-fi;
- CUNY username for CUNYFirst, Blackboard, reading online books and articles when not on campus, requesting books from other CUNYs.

Workstations

Microsoft Office

Students have free access to Office 365 (the cloud version) while they are at Hostos. [They can get access here.](#)

Blackboard

One common issue is printing attachments from Blackboard - it's usually better to download them first, then print from the application (Word, Adobe Reader, etc.)

Use Firefox for Blackboard, it is the more compatible browser.

Internet connection

If a student loses their internet connection, check to make sure the power cable has not been accidentally kicked out of the socket under the desk.

6. Upstairs

Circulation desk - borrowing books

Students can check out books from the reading room, DVDs, laptops, and calculators upstairs at the circ desk, using their Hostos ID.

[See here for details on borrowing, renewing, and returning.](#)

Reserves room

[Textbooks](#)

Photocopier/printers

Scanners