



Policy

The Help Center in Curry Library will offer technical support to staff and students of William Jewell College either onsite at the Help Center, by e-mail request, or via phone. Patrons may bring in personal equipment for help onsite. Help Center staff will only work on a device while the device owner is present. The Help Center will not allow patrons to drop off personal equipment and leave.

Services provided to WJC staff and students include:

- Help connect laptops to Jewell network
- Help maintain user print quotas
- Assist with general technology issues in library
- Assist with general troubleshooting of technology devices brought into the Help Center
- Troubleshoot and maintain campus Network Printers (No personal printers)
- Troubleshoot and maintain campus copiers
- Coursework related software
- Classroom technology support – Audio-Visual equipment
- Routine AV equipment maintenance (projector filters, DVD/VCR)
- Routine stocking of printer paper in the library
- Toner ordering/delivery for campus network printers and copiers
- A/V equipment delivery and set-up for presentations
- Offer suggestions for useful software (e.g., virus protection)

Services NOT provided:

- Install or work on internal computer hardware (Motherboards, RAM, Harddrives, etc)
- Install software
- Troubleshoot any personal device without the owner present
- Travel to dorms to troubleshoot on desktop computers