

## FAQ List

### Equipment Loans/Returns

#### **-What services does Library Technology Services provide?**

- Equipment loans/returns (Laptops, Calculators and iPads)
- Assistance with computers, printers, copiers and book scan stations.
- Quiet Study Room Reservations

#### **-What happens if I don't return equipment to Library Technology Services on time?**

Students are required to sign a loan contract form stating that the patron will be charged a late fine if not returned.

### *Late Fines/Fees*

**One-month loan Laptop: \$15 per item per day.**

**One-month loan Calculators: \$15 per day.**

**Three-hour loan Calculators): \$15 per day.**

**One-week iPads: \$15 per item per day.**

#### **-Can I renew equipment from Library Technology Services online?**

No, equipment may only be renewed in person. If you have any questions, please contact us at [libtech@bcc.cuny.edu](mailto:libtech@bcc.cuny.edu)

#### **-How do I borrow equipment/books from the Library?**

To borrow equipment/books from the Library, patrons must have a validated BCC physical ID/Mobile ID.

### Login Issues

#### **-How do I login to the desktop computer on the main floor and a library laptop?**

To login, you must use your BCC email credentials. Upon entering your username, exclude [@stu.bcc.cuny.edu](mailto:@stu.bcc.cuny.edu), then proceed to enter your password.

#### **-How can I access my BCC mobile ID card?**

Open the APP store on your mobile device and enter BXCC Mobile. Once installed, you would need your BCC email to access your Mobile ID. You may also access use <http://www.bcc.cuny.edu/mobile/>

#### **-How do I update my information on CUNYFIRST?**

Login to CUNYFIRST: <https://www.cuny.edu/cuny-login/>

### Printing

#### **- How do I add money to my card for printing/copy?**

BCC Full Time Students automatically get \$35 on their cards every semester.

BCC Part time students automatically get \$17.50 on their cards every semester.

You may add funds to your BCC ID using physical cash or a debit/credit card.

**Using physical cash:** Stop by one of our kiosk machines, located in the library or other locations on campus to add funds to your card. No change returns. Be sure to take your receipt if there are issues with deposit made.

**Using a Debit/Credit card:** Website:

(<https://eacct-cuny-bronx-sp.transactcampus.com/eaccounts>)

**NOTE:** In order to print/copies, you must have your physical ID card. Mobile ID's are not acceptable.

**- How much does printing/copy cost?**

	<b>Printers on the main floor</b>		<b>Printers in the copier room</b>	
	<b><u>One Sided</u></b>	<b><u>Double Sided</u></b>	<b><u>One Sided</u></b>	<b><u>Double Sided</u></b>
<b>Black and White printing price:</b>	0.07 cents	0.05 cents	0.10 cents	0.07 cents
<b>Color Printing Price:</b>	0.22 cents	0.20 cents	0.22 cents	0.22 cents

**Non-BCC CUNY visitors:** If you do not have a CUNY ID, you can purchase a guest card for \$1.00. You must add money to the guest card in order to print.

**Study Rooms**

**-How do I use one of the Study Rooms?**

Study rooms may be utilized by making reservations online for two hours. No extensions.

Go to <https://bcc-cuny.libcal.com/>.

->To your right, click on link "[BCC Library Quiet Study Rooms](#)"

-> Scroll down and click on the tab "[Go To Date](#)" and choose the date you want to make reservations.

-> Choose your desired study room and time period.

Note: Study rooms time slots with a red bar mean not available. Green bar indicates availability.

-> Scroll down and click on the tab "[Submit Times.](#)"

-> You will be redirected to a page where you will have to enter your BCC email and password.

-> You will be redirected to another page where you would have to enter your EMPLID (9 digit number that can be found on CUNYfirst).

-> Click on the tab "[Submit My Booking.](#)"

An email will be sent to you thereafter confirming your booking. On the day of your reservation show up at New Media Technology Services desk of the library with a valid BCC ID at hand. A library staff will confirm your reservation and escort you to your room. Please arrive on time, the system will remove any patron's reservation if they arrive 15 minutes late.

**General Library Questions**

**-What are the Library hours?**

<b>Monday - Wednesday:</b>	<b>9am – 7pm</b>
<b>Thursday -Friday</b>	<b>9am – 5pm</b>
<b>Saturday:</b>	<b>10am – 5pm</b>
<b>Sunday:</b>	<b>CLOSED</b>

**-How do I contact the Library Technology Services Desk if I have any questions?**

You can call the Library at 718-289-5100, Ext. 3613/3614 or email at [libtech@bcc.cuny.edu](mailto:libtech@bcc.cuny.edu)