

# Equipment Maintenance in Library Technical Services (LTS Procedure #39)

**Scope:** *This procedure explains how equipment in LTS is maintained, repaired, and serviced.*

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**Unit:** Administrative Support

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Equipment  
Maintenance  
Service

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## A. EQUIPMENT

Equipment includes copy machines, computers, printers, telephones, and fax machines, as well as any furniture in need of repairs. Maintenance in this context means keeping the machine supplied (paper for copy machines and printers as well as toner for printers). Eastern Managed Print Network Services manages servicing and repairs for all of our printers. Each printer has a label with a number on it, designated by Eastern.

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## B. MAINTENANCE

### I. COPY MACHINES

- **Olin LTS (Rooms 110 & B38)**
  - The [LTS administrative support specialist](#) is responsible for purchasing the paper in LTS. When you notice that the supply at a particular machine is low, staff replenishes as necessary.
  - The [LTS administrative support specialist](#) is also responsible for replacing toner and toner bags. In her absence, any staff member can replace these items, it's that straight forward.
  - These supplies are kept in a compartment below each machine and are replaced as needed. When the last toner and or toner bag at a machine has been used, the LTS administrative support specialist will replenish the stock.
  - Paper jams in departmental copiers are taken care of by the nearest staff member able to do so. Do not attempt any other repairs. If a copier is out of service, notify the [LTS administrative support specialist](#) via e-mail, telling her which copier is out of service and why. She then calls the vendor and requests a service call. In her absence, a message can be sent to Facilities staff at <https://tdx.cornell.edu/TDClient/71/Portal/Home/> Someone will reply and provide assistance.

### II. PRINTERS

- **Olin LTS (Room 110 & B38)**
  - The [LTS administrative support specialist](#) supplies paper to individual machines in LTS. When you notice that the supply at a particular machine is low, staff should replenish as necessary.
  - Eastern Managed Print Network Services is able to see what supplies (toner cartridges and toner drums) over the network and will send these items when needed. The [LTS administrative support specialist](#) will replace these items when necessary. In her absence, any staff member can open the desktop portal at <https://tdx.cornell.edu/TDClient/71/Portal/Home/> and someone from that office will come and change these items out. If the printer needs a repair, (something is broken that does not pertain to toner cartridge or toner drum), the [LTS administrative support specialist](#) will put a call into Eastern (888-652-6902), and a technician will be sent to make the repair. In her absence, any staff member can call Eastern or go to the desktop portal: <https://tdx.cornell.edu/TDClient/71/Portal/Home/> and ask if someone can call for you. When you call Eastern or email desktop services you will need to give the id # of the printer which can be found on the Eastern Sticker located on the front of the printer. Give details as to what is wrong with the printer as well.
- **Olin LTS (110 & B38)**
  - Report problems with a departmental computer to Desktop Services, by going into the desktop portal: <https://tdx.cornell.edu/TDClient/71/Portal/Home/>

### IV. OTHER EQUIPMENT

- **Olin LTS (Rooms 110 & B38)**
    - Report breakdowns of other equipment, such as telephones, or furniture to the [LTS administrative support specialist](#), who initiates the appropriate service call. In her absence, send a message to facilities staff at [cul-fachelp-l@list.cornell.edu](mailto:cul-fachelp-l@list.cornell.edu) for assistance.
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## C. SERVICE

The routine mechanical servicing of equipment in LTS is performed by suppliers or staff from outside LTS on schedules determined by those suppliers or staff. LTS staff are not involved in such maintenance and maintain no service records.

