

### **Equipment Repair Procedures**

Teachers who have computer equipment needs are now required to login to BigWebAps, an interactive inventory database purchased by the system. They may access this website by going to the media center web page and clicking on "For Teachers" and then "Big Web Aps."

Teachers use their email logins and a password to access the database. Once logged in, teachers will choose Heard Middle School as the location and click on "checked out" to scroll down the drop down menu to their name. This will bring up a list of computers coded to their room number. The computers are listed by barcode and serial number. The IT team requires that all trouble tickets include the serial number of the computer. Monitors are to stay with computers to maintain warranties.

Teachers may also still see the media specialist as needed, but tickets will be routed to their email address to update them on the status of the ticket.

### **Overhead Repair Procedures**

Teachers should contact the media specialist when there are problems with overhead projectors. The county has a yearly maintenance contract with West Georgia RESA and a repair person is sent when called by the media specialist. RESA is also called for problems with the laminators.

### **Copier Repair Procedures**

The county maintains a repair contract with a copier company. Teachers are to notify the media assistant when there are problems with copiers in the grade halls.

### **Book Repair Procedures**

Patrons should turn in books that have bindings that are coming loose; many of these are Follett Bound, BTSB or other guaranteed binding and can be replaced at no charge. The media specialist notifies the vendor when problems arise. If the book is not library bound or guaranteed (very few), the media specialist and assistant tape pages that have come loose. Severely worn or books that cannot be circulated are discarded.