Learning Resource Center
Fall Quarter Operations & Services

Student Resources

Library

24/7 Virtual Chat Reference
Visit www.cptc.edu/library and chat with a CPTC librarian, Monday-Friday between 9:00a-3:00p. Outside of these hours, you will be directed to a librarian somewhere in Washington or around the world!

Printing Services
Free printing services for students, up to 20 pages per day. Pickup by appointment. Email requests to cptclibrary@cptc.edu. Questions? Visit www.cptc.edu/library or call 253-589-5544 for more information.

Holds Pickup
Request books, media, and equipment for checkout, and schedule a pick up appointment. Use your WiFi login and password to logon to our online catalog and make a request. Questions? Visit www.cptc.edu/library or call 253-589-5544.

Scanning Services
Remote service for faculty and students, to support access to course readings. Items will be ready 48 hours after scanning request is received, Monday-Friday only. To make a request, please contact us at cptclibrary@cptc.edu or 253-589-5544.

Computer, Technology and eLearning Support

Student Email and Wi-Fi Support
For help with student email or Wi-Fi, contact LiLi Cutler (lisa.cutler@cptc.edu, 253-589-5820) or book an appointment on Microsoft Bookings. Remote assistance Monday-Thursday from 7:30a-4:00p, and email only support Friday from 7:30a-4:00p.

eLearning Support
Remote assistance is available Monday-Friday between 7:30a-4:00p. For assistance with Canvas and eLearning support, contact Cindy Overton (primary) at cindy.overton@cptc.edu or 253-589-4534 or LiLi Cutler (secondary) at lisa.cutler@cptc.edu or 253-589-5820. Or book an appointment on Microsoft Bookings.

Help Desk for Computer Hardware, Chromebook Issues
Students that need help with computer hardware and Chromebooks should contact 253-589-6020 or techhelp@student.cptc.edu. This remote assistance, managed by the IT Department, is available Monday-Thursday, 8:00a-12:00p and Friday, 9:00a-12:00p.

Tutoring Center
Online tutoring, designed to help students succeed.

- Virtual tutoring with staff and peer tutors from the CPTC Tutoring Center is available, Monday-Friday, by visiting www.cptc.edu/virtual
- CPTC students can also access eTutoring’s free online tutoring services on a variety of subjects. Visit www.cptc.edu/tutoring for more information and instructions on how to log-in.
CPTC Wi-Fi Password In-Person Assistance

During the Fall Quarter, the Learning Resource Center (LRC) will continue to offer in-person appointments on an as-needed basis, to assist students with their Wi-Fi passwords, beginning on Monday, September 21. Please note that this is a by-appointment only service and is strictly limited to Wi-Fi password assistance. All other services offered by the LRC will remain virtual during the Fall Quarter.

Below are the guidelines and steps to request and receive in-person Wi-Fi password assistance.

Making an Appointment
1. Students must schedule an appointment by one of the following ways:
   - online, via Microsoft Bookings (look for the Tech – WiFi Reset option),
   - by calling 253-589-5820, or
   - by emailing lisa.cutler@cptc.edu.
2. Appointments are available Tuesdays, Wednesdays and Thursdays, 9:00-11:30am and 1pm-2:30pm.
3. Appointments are scheduled in thirty minute increments; one student per time slot. Only one student may be in the lab at a time. Students shall not gather outside of building 15 to await appointments.
4. No walk-ins available.

Day of Appointment Check-In Process
1. Students must check-in and be screened in the buildings available with monitors prior to arriving for their scheduled appointment (https://www.cptc.edu/check-in). No monitor or check-in screening is available in building 15. Colored daily sticker must be presented before entering building 15.
2. Students must wear their own PPE equipment for the duration of their time in any campus building. Appointments will be rescheduled for students not wearing a mask.
3. Entrance to building 15 will be through the main area on the west side of the building (facing building 17). Access will only be granted to the computer lab (room 104). No access to the Library or other areas of the LRC.
4. Students may sanitize high touch areas (such as keyboards and mouse) prior to and after use. Cleaning supplies will be provided by the LRC.
5. Exiting building 15 will be at the back of the computer lab (room 104).

If you have any questions, please contact Lisa Cutler by calling 253-589-5820 or emailing lisa.cutler@cptc.edu.
FREE Printing Pickup Services for CPTC Students

Please follow the guidelines and steps below to request and receive your prints.

1. Please email your requested prints/documents to CPTClibrary@cptc.edu. Please allow 24 hours for turnaround time.

2. You may request **up to 20 pages per day** without carryover to future date. Please specify if color or single-sided prints are required. If no specification is indicated, the default will be duplex (double-sided) black and white prints.

3. The following information must be provided in your email request:
   - your name
   - your SID number
   - contact information such as phone number and or CPTC email address.

4. Library staff will confirm your request and print your requested documents.

5. Please schedule an appointment for pickup. Appointments for pickup are available **M-F (8:00am-12:00pm and 1:00pm-3:00pm)**, and can be made in one of three ways:
   1. online, via Microsoft Bookings (look for the LRC – Printing Pickup option),
   2. via email reply,
   3. or by calling the library at 253-589-5544

6. Pickup will be at the scheduled time at the entrance to Building 15, west side of the building (facing Building 17).

7. One student per time slot. Please do not gather outside of Building 15 to wait for your appointments.

8. Students are required to have checked in, been screened, and have facial coverings on even though they will not be entering the LRC. Appointments will be rescheduled for students not wearing a mask.

9. No walk-ins available.

If you have any questions, please contact the Library by calling 253-589-5544 or emailing CPTClibrary@cptc.edu.

In addition, Pierce County Library is now offering printing at select locations as part of their curbside services. Please check Pierce County Library website for more details.
Hold Pickup Services

Please follow the guidelines and steps below to request and receive books and media from the CPTC Library.

1. If you know exactly what you want, you can either:
   • visit Primo One Search, and log on with your WiFi login and password, to search for your materials and place a request
   OR
   • contact the library at 253-589-5544 or cptclibrary@cptc.edu, to ask library staff to place that request for you

2. If you need some help choosing materials on a particular subject, visit www.cptc.edu/library to chat with a CPTC librarian, Monday-Friday between 9:00a-3:00p. (Outside of these hours, you will be directed to a librarian somewhere in Washington or around the world.) OR, visit our Microsoft Bookings page and select LRC – Research Help to schedule an appointment.

3. When your requested items are ready for you, you will receive a message in your CPTC email, with the subject On Hold Shelf. (Be sure to check spam or junk mail!) You are now ready to schedule your pickup appointment!

4. Appointments for pickup are available M-F (8:00am-12:00pm & 1:00pm-3:00pm), and can be made in one of three ways:
   • online, via Microsoft Bookings - look for the LRC – Holds Pickup option. You will see this link in the On Hold Shelf email you received.
   • via email, at cptclibrary@cptc.edu,
   • or by calling the library at 253-589-5544

5. Pickup will be at the scheduled time at the entrance to Building 15, west side of the building (facing Building 17). Please bring ID (CPTC ID, a driver’s license, or a state ID), so we can confirm your identity for checking your items out to you.

6. One person per time slot. Please do not gather outside of Building 15 to wait for your appointments.

7. Library patrons are required to have checked in, been screened, and have facial coverings on even though they will not be entering the LRC. Appointments will be rescheduled for students not wearing a mask.

8. No walk-ins available.

If you have any questions, please contact the Library by calling 253-589-5544 or emailing CPTClibrary@cptc.edu.