

## What's On Your Mind?

### September 2009

- Please make the areas directly in front of the entrances to the library NON SMOKING. Sometimes the 2<sup>nd</sup> hand smoke is very bad, especially along the east entrance.

*Thank you for bringing this to our attention. We are currently reviewing SMU and student handbook policies, as well as discussing signage, placement of ash cans, etc.*

- Tables by the carpet area (Browsing Collection a-HB) & more electric circuits near carpet area or ones that are closer. I like the look, but some tables would be nice to place books.

*The new tables to accompany the new furniture arrived on September 24th; we hope you are enjoying them. Given the age of our building, it is not possible to add any additional electrical outlets, but we have added power strips where possible.*

- The original Oceans 11, starring Frank Sinatra, Sammy Davis Jr. and the rest of the Rat Pack  
**Austin Rucker** ([arucker@smu.edu](mailto:arucker@smu.edu)) 214-952-5760

*We own The Rat Pack Collection. Call number IDD 3276*

- Move the lockdown back to 2am! Please. ([uawa@smu.edu](mailto:uawa@smu.edu))

*The move of lockdown to midnight was a result of student budget cuts and security issues. Please be aware that we added the 2<sup>nd</sup> floor atrium space to the 24/7 footprint, which includes 5 group study rooms, as well as additional tables, chairs and 5 group study spaces in the Government Information Resources reading room.*

- West stacks have no outlets; however, they are quiet and all floors have study desks. Students need outlets for computers. Drop box in back on left (entering) should be replaced or removed.

**Michael Hardebeek**

*The age of the building prohibits us from adding additional outlets in the west stacks. There are outlets attached to each of the fixed study tables in this area.*

- Fonts on hours of operation on east entrance are not visible to person on outside doors.

**A new patron!**

*Several students and staff were able to read the posted hours; we are sorry for whatever reason you were unable to view the signage. You can always call our information line at 214-768-7378 and hear an hours recording.*

- This made me really angry!!!! At 3:58 am the computer system popped a message: "This computer will reboot in 120 seconds". I was working on a very important document from the law firm internship. I pressed "OK" and was about to save my work; however, as soon as I clicked "OK", the computer rebooted. Please change the popup system message into something like: "This computer will reboot in 180/120 seconds. Press OK to reboot it now". I am sure a lot of students accidentally pressed ok and rebooted their computers before saving anything. Thank you. Right now it is 4:10 am and the computer is in "maintenance mode". NOTHING WORKS

*Thank you for sharing your problem. We can imagine how frustrating it is to lose a document. We are very sorry and apologize that you had this problem with a library computer. Unfortunately, our IT staff cannot change the warning and have set the time before reboot to the highest amount possible with the security software. Selecting "cancel" instead of "okay" does allow users to by-pass the reboot of the computer. Because the public computers are heavily used, we have scheduled their regular maintenance daily at 4:00 A.M. That time has proven to be when the computers are least used. When the automatic reboot is cancelled by a library user, the automatic restart and maintenance will not occur until 24 hours later. We do encourage users of library public PCs to save files frequently to their own flash drive or at SMU's secure storage site, <http://locker.smu.edu>. That way, if the computer malfunctions and must be restarted, an electrical plug is accidentally kicked out, etc., your files will be safe.*