1. The MCHSL CHL will be open during specified hours to support the needs of its customers. Change in opening hours (i.e., holidays, special events) will be posted in advance on the website.

2. Customers can access MCHSL CHL during opening hours. Access to MCHSL CHL after hours is provided to MCCN Faculty, MCCN Graduate Family Nurse Practitioner program students, and medical staff only by sharing access code to the MCHSL CHL Suite.

3. Children and minors present in the MCHSL CHL must be accompanied by the parent or adult guardian.

4. MCHSL CHL staff will handle all operative needs on photocopy, printer, fax, scanning and A/V equipment.

5. MCHSL CHL staff will perform basic maintenance upon these machines, such as refilling paper, changing cartridges, removing paper jams, etc.

6. Calls should be placed to appropriate vendors for any maintenance problems.

7. MCHSL CHL staff should consult with the library technology specialist and/or the IR Help Desk for any problems with computers, wireless access and/or software.

8. Cell phones will not be in an audible mode and cell phone conversations are not permitted in the MCHSL CHL.

9. No food unless for an authorized event is allowed in the MCHSL CHL. Beverages with lids are permitted.

10. Maintenance requests such as heating and cooling, electrical, cleaning, etc., will be directed to Ohio Equity (Phone: 614-224-0753).

11. Emergencies will be handled by consulting Mount Carmel Emergency Response Manual.

12. Dress, Appearance and Service guidelines are based on MCHS Services Excellence Standards and other compliant MCHS Policies and Procedures.