Student Services

The library, computing center, and most distributed computing facilities are open seven days per week and for evening hours during the fall and spring semesters. During final exams the Fairchild-Martindale Library is open 24 hours. For most of these hours, a help desk located at the Fairchild-Martindale Library provides general help for students and faculty onsite and for telephone inquiries relating to both library research and computing. Help desk staff refer more specialized questions to experts as needed. Most library and computing services are also available online.

The STARS Team (Student Technology and Repair) serves as a technology consultant for Lehigh students. The team consists of a full-time staff person and 30 student Technology Consultants who are trained to assist with a variety technology-related problems. The Program staffs a service area known as the STAR Desk where students can drop off their computers to have problems worked on. Some of the major types of assistance provided include: Virus/ malware removal, hardware troubleshooting, data recovery, network connection issues and fixing operating system problems.

Library and Technology Services maintains a variety of facilities for printing, scanning, copying, and duplicating within the constraints of copyright and yearly paper consumption restrictions. In the Libraries are public scanners, and microform printers. The Digital Media Studio assists with video and audio production. There are printers at most computing sites. Students are strongly encouraged to print responsibly by using the duplex feature, never printing multiple copies, and examining documents to eliminate unneeded sections before printing.

Each semester Library and Technology Services offers an extensive program of seminars and course-based instructional sessions for students. Attendees learn how to use software applications, library resources, and the Web-authoring tools. LTS professionals work closely with faculty to integrate library, computing and media resources into the curriculum. They facilitate the use of course management software, online courses of various kinds, and course projects in a wide range of disciplines using interactive Web sites created by faculty and students.

Through seminars and policies on the use of print and electronic resources, students are also taught computer and information ethics and safe computing practices.