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.

Students may also take advantage of virtual help desks where they enter the questions or problems relating to library research, computing hardware or software, or telecommunications at any hour of the day or night for response at a later time, usually within one working day. Most library and computing services are available electronically, for example, interlibrary loan and seminar registrations. “Live chat” library reference and computing help services are also available during many hours.

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 taught computer ethics, recommended computing practices such as frequent backup and password changes, and an understanding and respect for state and federal laws governing copyright, privacy, and destruction or vandalism of library resources or computer systems, networks, databases or software. A free electronic newsletter, LTS Digest, with quick tips and updates is published throughout the year and is available to students who subscribe. There is also a newsletter, the LTS Connection.

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 photocopiers, scanners, and microform printers. The Digital Media Studio can duplicate audio and video resources. 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.