Student Services

The LTS Help Desk provides library and technology assistance to the Lehigh community via walk-up, phone, email, text, and chat. The Help Desk is open during business hours as well as evenings and weekends to assist with computing, networking, software, library research, and more. Students can borrow laptops (up to one week) and chargers here.

Student Technology and Repair Services (STARS) provides technical consulting on student personal devices, including virus removal, hardware/software troubleshooting, data recovery, and operating system issues. STARS is open Monday through Friday, with daytime and evening hours. Devices with hardware issues can be transferred to the LTS Computing Repair Service (CRS). CRS has certified hardware repair technicians on site to assist with business class Apple, Lenovo, and Dell devices.

The libraries and most computing facilities are open seven days per week and for evening hours during the fall and spring semesters. The Computing Center is open 24 hours during fall and spring. During final exams, the Fairchild-Martindale Library is open around the clock. Library and Technology Services maintains a variety of facilities for printing and scanning within the constraints of copyright. In the libraries are public scanners and microform readers that support image capture to network or portable drives. The Digital Media Lab assists with video and audio production. There are printers in the libraries and at most computing sites.

Each semester Library and Technology Services offers seminars and course-based instructional sessions. Participants learn how to use software applications, library resources, and software applications of all kinds. 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 websites created by faculty and students.

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