

Student Services

The library 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. For most of these hours, the LTS Help Desk provides library and technology assistance to the Lehigh community via walk-up, phone, email, and chat. The Help Desk is the starting point for requesting help with computing, networking, software, library research, and more.

The STARS Team (Student Technology and Repair Services) provides technical consulting for Lehigh students. The team staffs a service area known as the STARS Desk where students can drop off their computers to receive technical support, troubleshooting, and consultation services. The team includes a full-time staff member/manager and twenty student technology consultants who are trained to assist with a variety of technology-related problems. Types of assistance provided include: Virus/malware removal, hardware troubleshooting and repair, data recovery, network connection issues, and fixing operating system problems.

Library and Technology Services maintains a variety of facilities for printing and scanning 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.

Each semester Library and Technology Services offers seminars and course-based instructional sessions. Attendees learn how to use software applications, library resources, and 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 websites 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.