

News from the Gannett Library and IITS September 2009

Computer Help Desk has Moved!

During the Fall 2008 semester, the library and IITS worked with a library space consultant to evaluate the three floors of the library building and develop a long range plan to create a Learning Commons - a primary destination on campus for individual and group work, and for students to receive expert guidance from a variety of committed information specialists.

Implementation of the first phase of the plan began this summer. The Computer Help Desk and Call Center are now located on the first floor of the library near the Circulation Desk. Students will now be able to get help with computer related problems without leaving the library. As the Fall 2009 semester progresses, weekend hours for the Help Desk will be added, providing service on the weekends for students, faculty and staff.

Procedures for faculty and staff have changed slightly. Faculty and staff who need their computer equipment repaired should drop them off at the Help Desk in the library. The computers will then be transported by Help Desk personnel to the Desktop Support office in the library basement, where the work will be completed.

More Moves and Changes:

Beverly Marcoline, Assistant Vice President for Library and Information Technology Services, and Joanne Hathaway, Library Secretary, will be moving to the IITS offices in the basement of the library by early Fall to provide space to Aramark for a new, centrally located, café. Watch for updates!

Marie Iannone, IITS Secretary, has moved to the first floor of the library. Marie will divide her time between her secretarial responsibilities and the library's Circulation Desk.

New Services in the Library:

Instructional Technology help: IITS and the Library staff are collaborating to bring instructional technology help to UC students. For the first time there will be a group of students specially trained to help with common computer application questions, such as Office 2007 (Word, PowerPoint, Excel). Information Commons' students will be located at the Reference Desk.

Multimedia stations: A common request from students is for space and equipment to practice classroom presentations. Study Rooms 1 and 2 are now equipped with a

computer, DVD/VHS combo unit, and a 42" LCD HDTV with iPod capabilities. Like the study rooms, the multimedia stations are for the exclusive use of Utica College students.

Scanning services for Faculty: The library will scan resources for faculty for academic purposes, in accordance to the copyright law of the United States (title 17, United States Code). The library reserves the right to refuse to accept a copying or scanning order if, in its judgment, fulfillment of the order would involve violation of copyright.

Allow a minimum of 3 days for your request to be completed.

Law books – new location:

Continuing with the long range plan to better integrate the library's collections, the circulating law books (call number "K") have been moved to the 2nd floor and integrated in with the circulating collection. The law reference books remain on the first floor.

New Procedures from IITS:

Requesting Equipment from Media Services

How Do I Reserve Equipment?

1. Visit utica.edu/request (no login/password required)
2. Click on Media Center
3. Complete the on-line Request form
4. Attach your syllabus if needed
5. Hit the Submit button (you will receive a confirmation email that your request was received).
6. A confirmation email that the equipment you requested is available will follow.
7. 24 Hours Notice is Required!

Reserving Computer Labs

Reserving computer labs are now done online at <http://ems.utica.edu>

More about Labs: Lab 217 has been converted to a PC lab and now provides software not previously available in that lab, such as Photoshop, SPSS, Microsoft Access, Quark Express, and much more. It is also one of the two labs setup with many Steam games available. (The other is lab 350)

New Library and IITS staff:

James Fitzgerald (UC '08) joins the library staff in the new position of Weekend/Evening Library Assistant. James has a Bachelor's Degree in History from Utica College, is a member of the Navy Reserve, and is now studying Business Administration. James will be working at the Circulation Desk during the busy afternoon, evening and weekend hours.

Jason Lewin— joined our IITS/Media Center team this summer. Jason comes to Utica College with a Bachelor's Degree in TV/Video Production from Plattsburgh State University and served as the Production Manager for WUTR/WFXV/WPNY-TV. Jason will be supporting the audio-visual needs of the college's major events/workshops/professional programs, assist with duties in the Raymond Simon Convergence Media Center, and advancing other technology efforts for UC. Jason can be reached at x3282 or via email at jmlewin@utica.edu. His office is located in the Simon Studio in the Faculty Center basement.

Matt Talerico— joined our IITS/Media Center team this summer. Matt is a graduate of Monroe Community College and is completing his BS degree in Engineering from Rochester Institute of Technology. Matt comes to Utica College from Audio-Video Corporation and brings his expertise in Smart Technologies to our campus. Matt will be supporting the use of technology in the classrooms for faculty and students on a daily basis. Matt's office is located in Gordon Science Room 196 and he can be reached at x3136 or via email @mjtalerico@utica.edu.

Please welcome them to our UC family!

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