

Library & Information Technology Services at Emory & Henry College

The Library & Information Technology Services at Emory & Henry College is a collection of thoughts... ideas... words...books... people... magazines... services... multimedia materials... quiet study areas... computers... online databases and much more. All of these things are here for your use.

We want you to enjoy using the library, and we believe that you will if you take two easy steps. First, read this guide. In it, we tell you about the various facilities and services available in the library. You will learn what we have and how it is used. You may be surprised to find out what we have in the library.

Second, get acquainted with the library building and all of us who work here. Visit each floor and ask the library and IT staff questions. By doing so, you will be prepared when that first assignment is given.

Information Technology Services staff members are here to help you with network connection issues. If you have any questions or problems concerning network connectivity, please stop by the IT Help Desk on the ground floor of Kelly Library.

Above all, remember one basic rule of library use: **ALWAYS ASK A STAFF MEMBER FOR HELP!** We are never too busy. After all, YOU are the reason we are here.

-The Library and Information
Technology Services Staff

Library and Kelly Computer Lab Hours*

Monday-Thursday 7:30 a.m.-12 midnight

Friday 7:30 a.m. - 6:00 p.m.

Saturday 10:00 a.m. – 5:00 p.m.

Sunday 2:00 p.m. – 12:00 midnight

McGlothlin-Street 231 Lab

Open 24 hours / 7 days a week, except when classes are in session.

Library and lab facilities are monitored by 24-hour video surveillance.

* Exceptions to this schedule, such as exams and college breaks, will be posted in the library and on the library's web page.

LIBRARY FACILITIES, MATERIALS AND SERVICES

Archives

Kelly Library contains archives for Emory & Henry College and the Holston Conference of the United Methodist Church. Many items of historical interest are housed in this department. It is staffed by an archivist and is open weekdays from 8:30 a.m. until 4:30 p.m., or by appointment.

Audiovisual Equipment, Compact Discs, and DVDs

The Library has thousands of CDs, DVDs, videos, and audiotapes. Borrowers may check out five DVDs, videos, or CDs on each ID card (which also serves as your library card) at one time for three days. Players and headphones for CDs, cassettes, DVDs may be checked out at the Circulation Desk for in-library use.

Fax Machine

The Library has a fax machine, (276) 944-4592. It costs \$1 per page (excluding the cover sheet) to fax documents. There is no charge to receive faxes. When a fax for you is sent to the Library, please ask the sender to include a cover sheet with your name and telephone number on it. Ask staff at the Circulation Desk for this service.

Games

There is a table in the Current Periodicals/Newspapers area for checkers, chess, and other board games as well as puzzles. You can check out the game pieces and puzzles at the Circulation Desk.

Government Documents

Kelly Library is one of approximately 1,300 government document depositories in the United States. The Government Documents department is located on the ground floor of the Library. This collection is arranged by the U. S Government's classification system called the Superintendent of Documents system (SUDOCs). Many of these items can be found by using the online catalog or the Government Printing Office's index, Monthly Catalog, which is available through the A-Z Online Databases list. Links to many full-text, state, federal, and international government document resources are on the government documents page (<http://library.ehc.edu/govdocs.html>).

HAL Online Catalog

HAL (Holston Associated Libraries) is a shared online catalog (OPAC) with four member libraries: Emory & Henry College, King College (Bristol TN), Tazewell County (VA) Public Library, and Washington County (VA) Public Library. The OPAC contains records for over 300,000 books, CDs, DVDs and other media, maps, e-books, and websites. This powerful system allows you to search for library material, see what you have checked out, look at what is on reserve for your classes, and check the HAL libraries' operating schedules. Kelly Library has reciprocal borrowing privileges with the other member libraries in the consortium, and all you need is your barcoded ID to check out materials from them. You may access it through the home page (<http://library.ehc.edu>) or go directly to (<http://www.hal.org>).

Interlibrary Loan

It is not possible for one library to own every book or periodical you may need for your research. Through interlibrary loan, staff members will borrow the book or obtain a photocopy of the article for you from another library. There is no charge for this service for the first fifty requests per year. The interlibrary loan link on the Kelly

Library homepage connects to ILLiad, our web-based ordering system. As a first-time user, you will need to register using the barcode from your ID card. Enter the required information for the material you wish to order. Remember, boxes marked by the word required must be filled in or your request cannot be processed. If you are not sure how to complete the form, please ask a librarian for assistance. You should plan on your material taking at least five to seven days to arrive.

Juvenile Collection

The Library maintains a teaching collection of children's literature located on the second floor.

McGowan Lab

This facility on the ground floor is outfitted with 20 computers, network connections and projection equipment. Some of your classes may have scheduled sessions in this room. Generally, this lab is available only by faculty request. It is scheduled through the IT Help Desk.

Maps

An organized collection of maps is available which includes state, national, and international maps, as well as U.S. Geological Survey topographic maps of Kentucky, North Carolina, Tennessee, Virginia, and West Virginia. This collection is located in map cabinets and file drawers at the back of the main floor.

New Books and Bestsellers

To browse new acquisitions, check the New Books shelves at the beginning of the reference collection area, and in the Current Periodicals/Newspapers area.

Newspapers and Periodicals

Kelly Library subscribes to several local, regional, and national newspapers. Current issues are displayed in the Current Periodicals/Newspapers area on the main floor. You may ask for back issues at the Circulation Desk. After two months, back issues of the New York Times and the Bristol Herald Courier are replaced with microfilm. Online newspaper resources include the full-text Lexis-Nexis Academic, America's Newspapers (Newsbank), Newspaper Source Plus, and

Factiva services. You may access these through the Newspapers link on the Library's home page (<http://library.ehc.edu/newspapers.html>). In addition, many newspapers have their own Internet sites where you can read the daily paper and conduct searches of back issues.

New periodical issues are located in the **Current Periodicals/Newspapers** area on the main floor. Back issues in print or on microfiche are also located in the stacks or fiche cabinets on the main floor. The Library subscribes to dozens of full-text and partially full-text periodicals databases, such as Academic Search Complete, JSTOR, Omnifile, and Project Muse.

Printers, Photocopiers and Office Supplies

Two self-service photocopy machines are available near the Circulation Desk. The cost is 10 cents per page for black/white copies and 50 cents for color copies. Both machines on the main floor will accept change and dollar bills. Printers are available for microfilm and microfiche; copies are 10 cents per page on the honor system. Students are allowed to print the equivalent of 100 black/white pages per academic year on lab and library printers. Color copies, available for pick up at the Circulation Desk, cost 50 cents each and must be paid for at the time of pick up. Copies in excess of the 100 limit can be paid for at the Circulation Desk.

Miscellaneous office supplies such as tape, paper clips, scissors, rubber bands, hole punchers and staplers are available at the Circulation Desk. A paper cutter is located adjacent to the photocopiers.

Public Computers

Public computers for students are available on the main and ground floors of Kelly Library. Computers on the main floor are used primarily for academic research and limited word-processing and spreadsheet applications. Complete Microsoft Office 2007 and specialized computer software programs are available in the Kelly Lab and several computer labs on campus.

Reference Materials

Kelly Library has an extensive collection of print and online reference sources—dozens of online databases, 80,000 electronic periodicals and thousands of print reference books. Some electronic resources you might find useful are ARTstor, Credo Reference, Oxford English Dictionary, Oxford Reference Online, and many more. On the Library's A-Z Online Databases page (<http://library.ehc.edu/databases.html>), you will find links to many online resources and services.

Reference Service

You will probably have many questions about using the online catalog and the electronic databases, finding materials in the collection, the email program, locating information on research paper topics, and using the Library's equipment. Please do not be shy about asking a Library or Information Technology Services staff member for assistance. Generally, during the Fall and Spring semesters, a professional librarian is available until 10 p.m. Sunday through Thursday, until 4:30 p.m. on Fridays and from 10 a.m. to 5 p.m. Saturdays. The Reference Desk, located near the Circulation Desk and reference collection, is staffed during the busiest times of the day. **Please ask us questions—we're here to help you.** You may contact us by phone at **ext. 6208** or asklibrarian@ehc.edu, or visit us in person.

Remote Access

If you are away from the campus, and off the network, you can still access the Library's online databases. The directions are available on the Library web page under the link **Off Campus Database Access**, (<http://library.ehc.edu/offcampus.html>). If you are having problems accessing online library resources remotely, please contact the Electronic Resources Librarian (ext. 6213 or jhanshew@ehc.edu).

Reserve Materials

Reserve materials are placed in restricted circulation by professors to make them available to a large number of students for a limited time period; they are usually assigned or recommended readings, DVDs, videotapes or audiocassettes for a course. Loan periods are usually library use only, overnight, or three days. Ask for these items at the Circulation Desk.

Telephone and Cell Phones

Cell phone use in the library is prohibited. A telephone is available for local public use at the Circulation Desk. In consideration of others, please limit your calls to three minutes or less.

LIBRARY POLICIES

How to Check Out and Return Materials

It's easy! Just bring the item to the Circulation Desk with your barcoded ID card. The staff member will scan the barcode on your ID, the barcode on the book, and desensitize it to allow it to pass through the security gate. If for some reason you did not get your ID barcoded at registration or orientation, a Circulation Desk staff member will do that for you.

When you're ready to return the item, you can put it in one of the two book drops at the Circulation Desk or in the outside drop on the left-hand side of the front of the Library. Please do not return DVDs, videos, CDs or audiocassettes through the outside book drop.

Loan Periods

4 weeks	Books, government documents, pamphlets, audiocassettes, and maps
3 days	Videocassettes, compact discs, DVDs (5-item limit for these materials), and 3-day reserves
1 day	Overnight reserves
Library use	Non-circulating materials, reference books, periodicals, rare or fragile books, permanent reserves, and Library use only reserves

Overdue Materials

Kelly Library does not charge fines. The premise under which the Library operates is that, as adults, college students are responsible and considerate of the needs of others. Having library materials returned is more important than a prohibitive fine procedure.

As a courtesy, the staff will send two overdue reminders for those items which have not been returned. If you have overdue DVDs, CDs or videos on your account, you will not be allowed to check out more materials until the overdue ones are returned. If the materials are not brought back after you have received notification from the Circulation Department, your account will be billed in the Business Office. Virginia law ([Code of Virginia 42.1-74](#)) states that it is a misdemeanor if library materials are kept 30 days after an overdue notice is received and if the Library is not reimbursed. The replacement fees charged for unreturned materials are listed below. **The staff would much rather have the materials returned than charge replacement fees!**

Replacement Charges

A non-refundable **\$25 processing fee** will be added to all charges. The following represent minimum charges. Items costing more than \$50 will be charged at actual replacement cost.

Books	\$50
Videos	\$50
Audiocassettes	\$50
Compact discs and DVDs	\$50
Other materials	Cost of materials

Noise

Kelly Library is a quiet place for reading and study. You are expected to be considerate of your fellow students' right to concentrate in a quiet atmosphere. When conversation is necessary, please talk quietly. Students using headphones need to keep the volume low enough not to disturb other library users. Please note that cell phone use is prohibited in the Library, and turn off cell phones prior to entering the Library. The top floor is the quietest area for study; because of library, office, and computer lab activity on the main and ground floors, there will be higher noise levels in those areas.

Drink and Tobacco Products

Drinks in closed containers or sports bottles are allowed, except in the computer areas. All buildings on the Emory & Henry campus are tobacco-free.

Closing Signal

The Library staff will sound three buzzes and blink the lights as a signal that the Library is closing in 15 minutes. It's time for you to gather your materials, log off that computer, "close up shop" and check out any items you may need. The front doors will be locked at 15 minutes prior to closing; patrons already inside can exit the building normally.

INFORMATION TECHNOLOGY SERVICES

After you have been accepted at E&H, and paid your enrollment deposit, you will receive information about accessing College network and email accounts. The information in this booklet will help prepare you and your parents in making informed decisions about your individual computer needs and to acquaint you with the college's policies and procedures regarding Information Technology Services. While we cannot answer every question in a small booklet, we hope it serves to establish a base to make these important decisions.

Emory & Henry College Information Technology Services Security and Acceptable Use of Campus Technology Policy

All students **must** read and agree to the **Security and Acceptable Use of Campus Technology Policy**. Enrollment at Emory & Henry College signifies agreement to abide by all rules, regulations and policies of the College. Please note that all policies are subject to change. Notification of changes will be posted. This document will be reviewed and updated regularly on the Information Technology Service website (http://computers.ehc.edu/e&h_computer_use_policy.htm) and in various official College publications such as the Student Handbook. All network users must adhere to the most current published revision. **All students must have a valid user account to access the College's network.**

Computers for Student Use

Although Emory & Henry College provides over 200 public access computers in the various computer labs and the Library, **we strongly recommend that you**

bring your own computer to college with you. Our labs are popular and are especially busy at mid-term and final exam times; you may have to wait for an available computer to finish that research paper or project. Students who bring their own computers from home enjoy many advantages:

- Your computer is always there for your use.
- Emory & Henry has a “port per pillow,” meaning that there is a network port for each student in every dorm room at the College providing Internet and Library access at all times.
- Emory & Henry is the first college in Virginia with 100% wireless connectivity throughout the campus; if your computer is a laptop, you can take it with you anywhere on campus.
- Through the Library website, E&H students have access to over 58,000 full-text journal, magazine and newspaper titles online and over 80,000 electronic books, in addition to dozens of other valuable reference databases. These can be accessed from anywhere on or off campus by E&H students, faculty, and staff.

Dell Computers offers discounts to E&H students. A link to the Dell website is located on the Information Technology Services website, <http://computers.ehc.edu>, or you can contact Dell toll-free at 1.888.987.3355. It is important that you identify yourself as an Emory & Henry student or parent to get the special academic pricing.

If you choose not to bring a computer to campus, computers for student use are located on the ground floor in the Kelly Library Lab. In addition to these, there are other computers available to students in labs in McGlothlin-Street, Byars, and Miller Halls, as well as other individual locations throughout the campus. Schedules are posted on the Information Technology Services web page and outside the individual labs. An Emory & Henry College network account is required to access all college computers.

Computer Software

The Emory & Henry College network runs Microsoft Office 2007 and uses the web version of MS Outlook as its e-mail application. **Please note: Other application packages such as Microsoft Works or WordPerfect are not available in the campus computer labs.**

Connecting to the Emory & Henry College Network

All residence halls are on the campus network and have an RJ45/Ethernet data drop for each student housed in each room (port per pillow). All computers connected to the College network must have Emory & Henry-provided anti-virus software installed. Please go to <http://www.getstarted.ehc.edu>, <http://www.computers.ehc.edu>, or contact the IT Help Desk for assistance.

Any non-computing device must be approved and registered through the IT Help Desk before it can be connected to the network. Kelly Library and IT Services reserves the right to restrict devices accessing the network.

For security reasons, the E&H wireless network does not accept non-College access points. Do not bring wireless access points, hubs, and routers to install in your dorm rooms or other locations on campus. If you have difficulty accessing the wireless network from anywhere on campus, please call the IT Help Desk at ext. 6881 and tell us the location of the problem.

Your personal computer must support a Windows XP operating system (or newer) or the Mac equivalent OS. Ethernet cables may be purchased at the E&H Mercantile.

The campus network requires that all connected computers be maintained with current operating system and anti-virus updates. If you do not know how to do this, please contact the Help Desk by email at helpdesk@ehc.edu. The staff there will provide the assistance that you need.

Any computers connected to the Emory & Henry network are strictly forbidden to function as hosts for network services such as peer-to-peer, file-sharing, local area networks (LAN), etc.

All network users are reminded to comply with United States copyright law.

The first time that you access the network, it is necessary for you to register your computer on the network.

Email

Every student will receive a Microsoft Office Outlook Web Access email account. Please check this account frequently. Email is used by faculty to communicate information about your course work, and is used to distribute college-wide announcements. An Emory & Henry email account is required to register for interlibrary loan services. Space is limited, so clean out old and outdated messages. Make sure they are permanently deleted; ask an IT or library staff member if you have questions on how to do this.

Individual Storage on College Servers (H:\ Drive)

Individual storage space is available upon request through the IT Help Desk.

IT Help Desk

The Help Desk is located on the ground floor of the Library. It is staffed during extended business hours during the fall and spring semesters; the schedule is posted in several locations in the Kelly Library and on the Library and IT web pages. If you have any questions about your network account, network connectivity, or computer lab software problems, please contact the Help Desk at **ext. 6881**. You can also email your requests to helpdesk@ehc.edu.

Technical Support

Computers are great when they work, but when problems occur they can be very frustrating. It is important to know what kinds of technical support you may receive and where to find it.

- Emory & Henry Information Technology Services can help you with network connectivity, email, and server-access problems only. Our service is limited to assisting students with connections and access to our College network. **We cannot help you with general repairs, maintenance or upgrades on your personal computer, nor can we assist with removing viruses and spyware.**

- Your computer vendor usually provides technical support for your personal computer. Be sure to bring all your computer documentation and recovery CDs with your computer to campus.
- For repairs, local computer vendors are available to assist you. E&H does not recommend any particular local computer service provider, and cannot be responsible for making arrangements with vendors on behalf of students. You may obtain a list of the local computer repair shops at the Help Desk. Be sure that you agree on a flat price or rate per hour before signing or accepting any service contracts.

Disclaimer

This manual represents current policy. Any changes will be posted.

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