LIBRARY AND TECHNOLOGY RESOURCES

Classroom instruction at the University is supplemented by services provided to the entire academic community and by the specialized resources of individual departments, including a number of facilities and collections which are made available to the public.

William D. McIntyre Library

The William D. McIntyre Library, occupying a six-level structure in the center of the campus, is open 112 hours each week during fall and spring semesters. Its study facilities are designed to create an inviting atmosphere with lounge seating, individual carrels, student group study and faculty research study rooms. The library online system provides access to its collections of more than 435,000 bound volumes, 164,000 government publications, and over 300,000 units of microform materials. The online system also provides access to the collections of every library in the University of Wisconsin System. The library subscriptions and databases provide access to more than 67,000 full-text electronic journals. The library also lends laptops, still and video cameras, recorders and iPads. Special facilities and collections include the following:

- Public access computers in the first floor learning commons and other locations throughout the library provide access to more than 230 electronic databases (also available from off-campus), the library's catalog, and virtually all university-supported software. Librarians, staff, and students provide research assistance to students, visitors, and faculty at the Information desk located on the first floor.
- The Government Publications Department houses the U.S. and Wisconsin Document Collections. McIntyre Library serves the Eau Claire area as a regional depository for all official state publications and as a selective depository for federal information.
- The Instructional Media Center houses collections of materials that support the University's education and other programs. In addition to print collections of elementary and secondary curriculum materials.
- All circulating library materials are checked out at the main Circulation Desk which also houses the library's collection of print reserve materials that professors assign for their students to read. Most reserve materials are now available electronically.
- The Special Collections Department unites five collections. The Area Research Center (ARC) is a regional depository of the Wisconsin Historical Society, containing historical manuscripts, public records, maps, and photos relating to Eau Claire and five surrounding counties. The ARC can borrow other archival materials from the Wisconsin Historical Society, State Archives, or the rest of the ARC Network. The Rare Book Collection contains 2,800 volumes which are rare, old, limited editions, autographed, or which contain exceptionally fine illustrations or print. Our collection of Robert Frost first editions and manuscripts is one of the finest in the Midwest. The University Archives documents the official and unofficial life of the University since 1916. The Local History Collection includes published materials, historic maps, and historic photographs of interest to historical researchers and genealogists. The Thesis Collection contains an archival copy of every UW-Eau Claire thesis.

The library is a member of the Council of the University of Wisconsin Libraries, the network developed to facilitate resource sharing among University of Wisconsin libraries, and OCLC, Inc., the world's largest library network providing location information on over 100 million books worldwide and interlibrary loan services so students can access the resources they need for their research. Copy machines or scanners for both microforms and print copy are located at appropriate service points. Other services and resources of the library are described on the Library's (http://www.uwec.edu/library) webpage.

Learning and Technology Services

Through collaboration with others, we continue to develop innovative solutions to enhance information technology, learning, and teaching. Whether we lend our support to technology, infrastructure, or people, we are committed to the goal of excellence in education at UW-Eau Claire. For more information, visit the LTS (http://www.uwec.edu/its) website.

LTS Help Desk

In addition to providing effective and responsive resolution of information technology questions through telephone, email, and walk-in consultation, the LTS Help Desk is the front line of support regarding learning and technology services. Call the LTS Help Desk at 715-836-5711 (or any LTS staff member) for assistance with these services.

Primary service areas include the following:

Communications
- Maintain access to the voice and data communications network, including wireless
- Provide for the security and integrity of data
- Administer email
- Maintain information systems
- Administer voice communications, including Voice over Internet Protocol (VoIP)
- Design, maintain, and support University websites

Learning Spaces
- Repair and provide operational support for equipment
- Design, maintain and modernize classroom technology
- Manage and provide support for general access and curricular computing labs

Distance Learning
- Design and support distance learning technologies for the delivery of synchronous and asynchronous instruction
- Administer and support course management systems (Desire2Learn)
- Provide streaming media capability

Housing and Residence Life
- Support for the computing and networking infrastructure within residence halls

Media and Production
- Record audio and produce soundtracks
- Record and edit video
- Support the campus academic cable system
- Provide instructional and campus photographic needs
- Provide graphic arts support for academic endeavors
- Produce instructional materials

Technical Assistance and Training
• One-on-one technology training
• Group technology training by request
• Curriculum support
• Scheduled technology workshops
• Assist with poster development and printing

Computing Services
(Old Library 1106)

UW-Eau Claire continues to transition to the use of technologies which can put more control into users' hands, speed up processes for students, and increase the efficient use of resources.

MyBlugold CampS allows students web-based access to registration, schedules, course information, and other common links. Students can access grades, request degree audits, and change personal information such as their address and password. MyBlugold CampS also provides links to academic, career, computing, and other resources for students.

All students are automatically assigned an email account, username, ID#, and PIN (Personal Identification Number) upon enrolling in any credit course. If a student enrolls in consecutive terms, the email account will remain continuously in effect.

UW-Eau Claire uses email as a primary means of communication. It is a student's responsibility to activate the University email account since the University distributes grades, bills, and some financial aid information via email. Many instructors and advisers use email to contact students about class assignments and/or require students to correspond or participate via email in some way.

Some courses have web-based components which allow students to not only receive course information on the Web and/or use it for research, but also to communicate with the instructor or other class members, and to collaborate on group projects online. To feel comfortable using the system, an introduction is offered and the LTS Help Desk will provide support.

General Access and Residence Hall labs provide students with access to these campus computing resources as well as standard (e.g., Microsoft) and curricular-specific software. Students may also check out a laptop computer at no charge at the circulation desk in the Library. Students are provided with 200 MB of personal file storage space (the H drive). DeptDir (the W drive) is a network space that professors and students can use to exchange files.

Blugold Insider, MyBlugold CampS, Webmail, and Desire2Learn are available on the university homepage (http://www.uwec.edu).