



Faculty Guide to Libraries & ITS

Facilities & In-Person Help

Computer Labs

ITS provides two types of computer labs. ITS **Academic Technology Centers** offer specialized and advanced technology resources and assistance for course-related work and research. Technology Center resources include high-end Macintosh and Windows computers, multimedia equipment, a wide variety of up-to-date software, and more. ITS' new **NYUHotSpots** are "CoLabs," a special kind of hotspot designed for student collaboration, where one can use a public computer (dual-boot Mac and Windows with Microsoft Office software) or bring one's own, and work individually or with others. Both types of labs offer high-speed Internet connections and NYURoam wireless access. ITS' two Academic Technology Centers are located in the Education Building (35 West 4th St., 2nd Floor) and at 14 Washington Place, Lower Level. The two NYUHotSpots are at the Third Avenue Residence Hall (75 Third Ave., Level C3) and the Kimmel Center (60 Washington Square South, 4th Floor). For locations, hours and detailed resource lists, visit www.nyu.edu/its/labs.

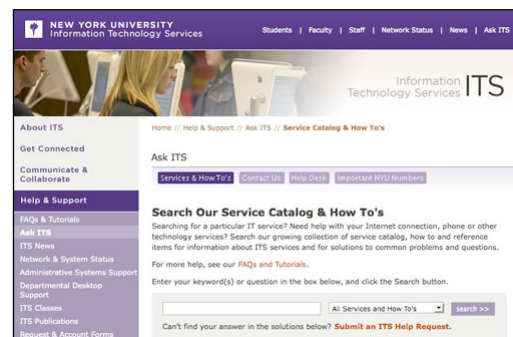
Computers in Bobst Library: All floors in Bobst have Internet-connected computers; most are located in the reference centers (1st, 6th, and 9th floors). The Bobst Library Computer Center (BLCC), Lower Level 1, contains both Mac and Windows computers, as well as important software such as Microsoft Office. There are also NYUHome Stations on Lower Level 2, and NYURoam wireless is available throughout Bobst Library. For more information on computing resources throughout Bobst, see library.nyu.edu/services/computer.html.

Computer & Technical Support

ITS provides help with a wide range of computer and network services at NYU:

Ask ITS

The Ask ITS area within [NYUHome](http://nyuhome.nyu.edu) is a central resource for technical support and training, as well as software downloads and important news alerts. Keep an eye on this area for new resources added throughout the year. Answers to frequently asked questions about ITS services and facilities (including NYUHome) are available at AskITS.nyu.edu.



Blackboard Support

For help with NYU Blackboard, visit www.nyu.edu/blackboard/help.

NYURoam Wireless Assistance

For help with the **NYURoam wireless** network, see www.nyu.edu/its/wireless or sign up for a workshop at www.nyu.edu/its/classes/wireless.

ITS Client Services

ITS Client Services (AskITS.nyu.edu) provides helpdesk support in the use of ITS computer, email, and Internet-related services, including NYUHome. If you have a question, call 1-212-998-3333, submit it via the Ask ITS area in [NYUHome](#) or send email to AskITS@nyu.edu. You can visit the ITS Client Services Center at 10 Astor Place, 4th floor, between 9:00am and 6:00pm, Monday-Friday during the regular semester.

ITS staff are available to help you get started and explore new ways to further your instruction and research using technology-based tools. See [Faculty Technology Services](#) for more information.

Network Status and Outage Updates

To check the status of ITS services, visit www.nyu.edu/its/status.

Desktop Computer Support

In addition to the computer support provided by [ITS Client Services](#), NYU departments can subscribe to receive enhanced ITS on-site and helpdesk support for staff and faculty computers. Visit www.nyu.edu/its/support/desktop for details.

Data Service Studio

The Data Service Studio on the sixth floor of Bobst Library conveniently locates staff, software, statistical computing, and data collection resources to support quantitative research at NYU. The ITS/Libraries facility features a 10-seat work and instruction space where students and faculty can receive consultation and resources in statistical analysis and geographic information systems (GIS), and gain access to a variety of software for statistical, qualitative, and GIS analysis (SPSS, SAS, STATA, R, ESRI GIS products, Matlab, and others). For more information, see library.nyu.edu/dataservice.

Consultation is available via email (data.service@nyu.edu), telephone (1-212-998-3434), by appointment, or on a walk-in basis. Information on upcoming tutorials, clinics, and other events is available by subscribing to the ITS/FTS Statistics and GIS Group Lists at: statistics@forums.nyu.edu (send a blank email, or sign up for the list using the Lists channel in [NYUHome](#)).

Digital Studio

The Digital Studio (Bobst Library, 5th Floor, south wing) is a collaborative facility of the Libraries and ITS, and is NYU faculty's gateway to digital services supporting scholarship and teaching. Studio staff offer training, consultation, and assistance with NYU Blackboard; primary text collections available online and at the Digital Studio; text scanning, PDF creation, and Optical Character Recognition (OCR); image scanning (including film, slides, and transparencies) and editing; digital video and audio creation, conversion, and editing; DVD authoring; standards and best practices for digitization; metadata; grant applications; and digital project planning. See the [Faculty Technology Services](#) section of this guide and www.nyu.edu/studio for additional information, or send email to digital.studio@nyu.edu.

Hours of Operation

Bobst Library:

- *Open Stacks*: Mon-Sun, 7:00am-1:00am
- *Reference, Circulation & Other Services*: Please check the Library's website (library.nyu.edu/about/access.html) for the most current information and for holiday and intersession hours.
- *Study Areas, Lower Levels 1 & 2*: Mon-Sun, open 24 hours for NYU students and faculty.

Information Technology Services:

- *Client Services*: In Person M-F, 8:00am-6:00pm; By Phone M-F 8:00am-midnight, Sat-Sun noon-midnight.
- *ITS Computer Labs*: Please see www.nyu.edu/its/labs for the most current hours of operation.

Libraries at NYU

The Elmer Holmes Bobst Library on the southeast corner of Washington Square is NYU's main library for the Washington Square campus. Wireless access is available throughout Bobst. The library has 28 subject librarians to work with you. The Libraries' website is your gateway to the Libraries' services and collections. library.nyu.edu/services/for_faculty.html.

The other NYU libraries are the Law Library, Frederick L. Ehrman Medical Library, John and Bertha E. Waldman Dental Library, Courant Institute of Mathematical Sciences Library, Jack Brause Real Estate Library, Stephen Chan Library of Fine Arts, the Conservation Center Library, the Institute for the Study of the Ancient World Library, and the Polytechnic Institute of NYU Bern Dibner Library.

For details and links to these libraries' websites, see library.nyu.edu/about/locations.html.

Libraries, Non-NYU

NYU faculty have on-site access and borrowing privileges at Consortium and affiliated libraries (The New School, Cooper Union, and the NY School of Interior Design). Columbia, Yale, Princeton, and other research libraries in NYC, the U.S., Canada, and Europe can also be accessed. For details, see library.nyu.edu/about/access.html.

Library Instruction

Learning to use peer-reviewed literature and other scholarly resources can be invaluable to your students' academic success. If you're assigning a research paper in class, you may want to:

- Encourage your students to attend a pre-scheduled library instruction class. The schedule of classes is at library.nyu.edu/classes.
- Request a course-specific library instruction session tailored to the assignment and research needs of your class. For details, see library.nyu.edu/forms/instruct.html.
- Encourage students to use the "Library Research" button on Blackboard course pages to link to BobCat, databases, and Library tutorials.

- Refer graduate, honors, and advanced undergraduate students needing individual research assistance to a Subject Librarian; refer novices needing extra help to the Undergraduate Librarian. See [Subject Librarians](#) for contact information.

Photocopying & Printing

Bobst Library:

- Photocopiers are located on every floor of Bobst; color copiers are on the 3rd and 7th floors.
- Printing is available at ITS labs and from most computers in Bobst, including the Bobst Library Computer Center (BLCC) wireless laptops. Printers are located on both Lower Levels and floors 1, 3, 6, and 9. A color printer is available in the BLCC on LL1.
- Your NYUCard can be used for photocopies, printing, and microform printing. You can also buy a copy card or use coins (photocopiers only).
- Departmental copy cards for photocopying and printing at Bobst Library are available. Contact NYUCard Services to set up your department's account. See www.nyu.edu/nyucard/forms/copy.card.request.html.

For more information, see library.nyu.edu/services/printing.html. For information about museum quality digital printing at ITS' Advanced Media Studio, see www.nyu.edu/its/ams.

Information Technology Services:

With ITS' new Print Service, NYU community members can send documents from any NYU-NET connected computer to their personal ITS Print Service queues, and then print their documents at any ITS Print Station. As of September 8th, when the service goes "live," there will be ITS Print Stations at all ITS computer labs, and at the ITS-affiliated College of Arts & Science Learning Center. Students in degree and diploma programs, faculty, and staff automatically receive an ITS Print Grant every semester, from which printing charges are deducted; should an individual use up his or her grant, [Campus Cash](#) or a [Bobst Library Print Card](#) can be used instead. Faculty and staff may also obtain a [Departmental Copy Card](#). Please see www.nyu.edu/its/print for more about the ITS Print Service, and www.nyu.edu/its/labs for lab locations, hours, and more.

Reference Centers

Three reference centers in Bobst provide staff who can help you locate materials or plan your research strategy. Reference centers are located on the first (General, Humanities and Social Sciences), sixth (Business and Government Documents), and ninth floors (Science) of Bobst Library. library.nyu.edu/research/ref_ctr.html.

Subject Librarians

Bobst Library has 28 Subject Librarians who serve as liaisons between the library and academic departments. Contact your Subject Librarian to:

- Recommend book or media titles for purchase.
- Schedule library research classes for your students.
- Request a library services update for yourself or demonstrations of discipline-specific databases for department meetings.
- Schedule a consultation to learn more about library services, procedures, and collections.

For a full list of subject librarians and their contact information, see library.nyu.edu/research/lib_arc.html.

Technology & Computer Training Classes

Learning to take advantage of the technology resources available to you and your students can be invaluable to your research and to your students' success. ITS classes and talks can help. For information, visit www.nyu.edu/its/classes.