



Faculty Guide to Libraries & ITS

Research Support

Ask-a-Librarian

Ask-a-Librarian is the Libraries' virtual reference desk, where you can ask a question 24/7 by completing a simple web form. A librarian will usually respond within four hours. You can send us a text message at 646-265-1342 weekdays between 10 am - 6pm, or contact us via Instant Messenger (IM) service by sending your question to the screen name **AskBobst** to get immediate help. Find Ask-a-Librarian at library.nyu.edu/ask.

Bibliographic Management Software

NYU Libraries supports the use of *RefWorks* and *EndNote*. Use these software programs to:

- Organize your research.
- Import citations from BobCat, electronic databases, and other catalogs.
- Format your references in dozens of standard styles (*MLA*, *APA*, etc.).
- Insert footnotes, endnotes, and a bibliography directly into your paper.
- Share your *RefWorks* database with users inside and outside of NYU.

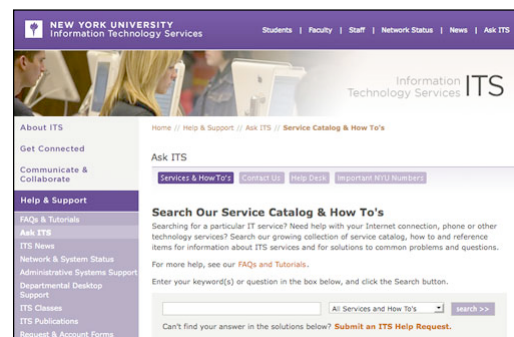
RefWorks and *EndNote* are free for NYU students and faculty, and the library provides classes about their use. For more information, see library.nyu.edu/bib.

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://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.

Copyright & Fair Use Information

NYU Libraries, ITS, and the Office of the Provost, together with the NYU Office of Legal Counsel, provide a website to guide members of the NYU community who use copyrighted materials in educational and research activities. It provides definitions and principles of educational fair use, NYU policy documents related to fair use, answers to frequently asked questions, and campus resources for further guidance. Please send your questions to fairuse@nyu.edu. Also see library.nyu.edu/copyright.

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, 2nd Floor, east 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.

Faculty Technology Services

ITS Faculty Technology Services (FTS) offers a wide range of technology resources and assistance targeted toward the needs of NYU faculty in support of research, teaching, and learning. FTS staff work closely with faculty and graduate students to help them make optimal use of computers, media, and Internet resources in instruction and scholarship. FTS technologists provide expert help with all phases of faculty projects, including the selection of equipment, software, and media to suit your purposes, and with adapting and authoring new material in a multimedia/Web environment.

Available services include:

- Support for sponsored research, including piloting and prototyping, as well as assistance in grant planning and writing, software and hardware acquisition, and project implementation.
- Access to and training in web-based content management services and delivery tools, including Blackboard, Luna, podcasting, the NYU [Faculty Digital Archive](#), and more.
- Media production technologies for advanced imaging, video editing, sound and audio production, CD and DVD creation, podcasting, and web-based multimedia and streaming services.
- Collaboration technologies, including Internet2, real-time video communications tools, and networkbased multi-site performances.
- Advanced digital media services, including museum quality digital prints, laser cut flat materials, and 3D color rapid prototyping are available at the ITS [Advanced Media Studio](#) on the second floor of 35 West 4th Street.
- Training and consultation in digital scholarship and the development and use of web-accessible scholarly databases.
- Access to and consultation in the use of high performance computing software and networks, and supercomputing systems at NYU and at a variety of non-NYU facilities.
- Support and training in statistical, qualitative, ICPSR, and GIS analyses of data via the [Data Service Studio](#).
- The NYU Faculty Digital Archive (archive.nyu.edu), a repository into which full-time NYU faculty can deposit their work in digital form.

For more information about ITS-supported technologies for faculty, visit www.nyu.edu/its/faculty, or contact the [Digital Studio](#) at digital.studio@nyu.edu or 1-212-992-9233. The Digital Studio is a collaborative facility of the Libraries and ITS.

High Performance Computing & Research

NYU provides resources for researchers and scholars that include high performance computing, visualization, advanced networking, research software, videoconferencing, training sessions, and data storage. ITS is also available to partner with NYU faculty as they seek funding for research with substantial technology components. For details, please visit the Research Computing website at www.nyu.edu/its/research.

NYU supercomputing resources include four (4) HPC clusters available for use by NYU researchers: the NYU general serial cluster which is an ITS-owned 140-node Dell cluster with a total of 1120 CPU cores, recommended for serial jobs. Gauss is an ITS-owned single-node, 64 core 128 GbAltix 4700 server. Both the NYU general cluster and Gauss are available to all researchers. The third cluster, known as Cardiac, is an 80-node 1280-CPU core Sun cluster which

is jointly owned by the Cardiac Research Project (a collaboration of Courant and NYU Medical Center) and ITS. The fourth and newest cluster is the NYU general parallel cluster, which is an ITS-owned 64-node Dell cluster with a total of 512 CPU cores, recommended for parallel jobs.

If you or a member of your research group has high performance computing or network needs--including visualization, simulations, or other data-intensive operations--visit www.nyu.edu/its/research/hpc or send email to hpc@nyu.edu for more information. High performance resources are guided by an NYU Faculty Advisory Committee on Research Computing.

Off-Campus Access to Library E-Content

Databases, e-journals, and e-books are available on and off campus. When you are off campus and try to connect to a subscription e-resource, you will automatically be asked to log in to the NYU EZProxy using your **NetID** and password. Your NetID is usually on the back of your NYUCard. Use the same password you use for **NYUHome**.

Research & Grant Planning

ITS offers support for sponsored research that has a technology component, including piloting and prototyping, as well as assistance in grant planning and writing, software and hardware acquisition, and project implementation. For more information, see www.nyu.edu/its/research/planning or send email to it.grants@nyu.edu.

Software

Visit the Ask ITS area in **NYUHome** for access to antivirus and connectivity software (as well as the Meeting Maker calendar program), and for instructions on how to connect to various NYU electronic resources and help protect the security of your computer.

ITS also offers a variety of research software; see www.nyu.edu/its/research/software for details.

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.