SERVICES--CAMPUS

Bookstore (BSU)

The following are hours for the BSU Bookstore (Barnes & Noble), located inside the Art and Journalism Building:

| | Regular Hours | Summer Hours |
|---|---|--|
| Monday – Thursday Friday Saturday Sunday | 8 AM – 7 PM 8 AM – 5 PM 9 AM – 3 PM Closed | 7:30 AM – 4 PM 7:30 AM – 4 PM 10 AM – 3 PM Closed |
| <u>Café:</u> Monday – Thursday Friday Saturday | 7 AM – 7 PM 7 AM – 5 PM 9 AM – 3 PM | |

Campus Newspapers

<u>Update</u>, was formerly published in printed version as Campus Update. This electronic publication is distributed every week during the academic year and every two weeks during the summer. University employees receive the electronic publication as an ALLBSU e-mail on Friday afternoon from University Communications.

The Office of the <u>Daily News</u>, the campus student newspaper, is located in West Quadrangle. (See the <u>BSU Telephone Directory</u> for specific department phone numbers.) A form is available from the <u>Daily News</u> entitled **Days Ahead** which should be completed for announcements to appear in the <u>Daily News</u>.

Catering

Catering is available from University Banquet and Catering which is located in the Student Center. An information packet is available. Items listed in the packet are merely suggestions. Individual menus, prices, etc., can be tailored to fit specific needs. This information may be obtained by calling 5-8326.

Central Stores

Central Stores, 5-1803, is located in the Service and Stores Building, 3401 N. Tillotson Avenue. This department carries many items in stock such as: electrical supplies, hardware, office supplies, plumbing supplies, furniture, lumber, "B" forms, and Campus Mail envelopes. ("B" forms and Campus Mail envelopes are available at no charge.) The catalog of items is available on-line at http://www.bsu.edu/webapps/formblaster/default.asp.

The Stores pick-up window is open from 7:00 AM to 3:30 PM for those items needed in an emergency. However, this office does operate a regular delivery schedule. To determine the scheduled delivery day for a particular building or department call 5-1802.

Computing Services

Requests for Computing Services or equipment should be handled through the area coordinator for the particular Vice President. Information regarding computer-scored tests can be obtained by calling Exam and Evaluation Services, 5-1509.

Conferences and Special Events

The Conference Office offers scheduling and facilitative assistance for events involving more than one space for more than one session. A session is defined as a morning, afternoon, or evening. Services range from reserving space, food and housing to arranging for complimentary supplies. Brochures, honoraria, etc., may be arranged for a small administrative fee. Contact the Director of Conferences and Special Events, 5-1396. For other information on conferences and special events, see "Reserving University Facilities" in this section of the <u>Handbook</u>.

Emergency Services

Ambulance Service

Emergency ambulance service is available for all university employees and students while on campus. When an accident or any other emergency requires an ambulance or first-aid service, call the University Police, 5-1111, and report the location of the emergency. Be certain there is someone at the scene who can direct the ambulance to the person requiring attention.

Emergency--Fire, Police

In an emergency requiring the Police or Fire Department, call University Police, 5-1111. This office is open 24 hours a day.

Emergency cleaning service--Custodial

General cleaning is done on a daily basis by the custodial staff assigned to each building. Any emergency cleaning requests should be directed to Work Control, 5-5081. Call campus operator on weekends and after 5:00 PM on weekdays.

Emergency repairs

During working hours, an emergency requiring repair work should be reported to Work Control, 5-5081. For more information refer to "Repair of Office Equipment" and/or "Work Request-Facilities Planning & Management" in this section of the <u>Handbook</u>.

Unsafe conditions

All unsafe conditions, whether in a parking area, in a building, or on the sidewalk or roadway, should be reported to Work Control, 5-5081. After normal working hours, report such conditions to University Police, 5-1111.

Equipment Services

Borrowing equipment

All tables, chairs, coat racks, etc., borrowed for an on-campus activity or special event must be requisitioned by completing a **Borrowing and/or Moving equipment** Form (B-24) and submitted to the Space Office at Facilities Planning and Management at least four days in advance.

Facilities Planning and Management will deliver equipment for Ball State functions only. For non-Ball State functions, other arrangements must be made.

Due to demand, equipment will be for one semester only on a first-come, first-serve basis. Equipment needed for extended use should be purchased by the department.

Set-ups for special events

Set-ups for Ball State Special Events may be requested on a B-24 Form two weeks in advance. Requests will be granted if scheduling and manpower permits. Set-ups are done on overtime only. Note account number on B-24 Form to cover this overtime.

Unwanted equipment

When a department wishes to dispose of unwanted equipment, a **Capital Equipment Release/Move Order** Form (B-450) needs to be completed. Instructions for completing this form are in this <u>Handbook</u>.

Used equipment

Used equipment, ranging from file cabinets to typewriters, is handled through the Inventory Control Office, 5-1837. Contact Inventory and Control to determine the availability of such equipment. Available equipment is requisitioned by completing a **Capital Equipment Release/Move Order** Form (B-450). Instructions for completing this form are in this Handbook.

Flowers and Memorials

It is Ball State University's policy to send flowers to the mortuary or a memorial to a designated charity or foundation in the event of the death of a retiree and his/her spouse, an employee, or a death in the immediate family of the employee. When such a death occurs, the department concerned should notify University Human Resource Services, 5-1834, so that arrangements can be made for flowers or a suitable memorial.

With regard to this policy, immediate family members include a husband, wife, child, mother, father, stepmother, stepfather, or relative living in the same household. Requests for memorials will be honored up to 90 days following the death of the retiree/spouse or the employee's family member as defined above.

Keys Service

Keys for university buildings, rooms, files, desks, etc., are issued at the Key Control Office located in the Services and Stores Building.

The **Key Request** Form must be initiated and signed by the department head or supervisor and approved by the Key Control Officer, University Police, before keys will be released. A supply of **Key Request** forms may be obtained from the Key Control Office, 5-1629.

All keys must be returned to the Key Control Office prior to the termination of employment. If a key is lost, it should be reported and a **Lost Key Report** Form completed. This form also is available from the Key Control Office.

Locking and Unlocking of Buildings

Custodians will unlock outside doors to all buildings by 7:00 AM and start locking them at 9:30 PM, Monday through Friday. Individual departments are responsible for locking and unlocking classrooms, laboratories, and other special-use rooms assigned to their areas.

Locking/unlocking procedures for weekends or special events must be requisitioned by completing a **Space Requisition** Form (B-67) and sending it to the Space Office at Facilities Planning and Management at least four days in advance. Note events needing custodial care or cleanup on the B-67 Form. This will be done on overtime. Include hours custodial help is needed and an account number on the form to charge this overtime. Contact individual departments to make arrangements for the use of interior rooms.

Moving--Campus and Departmental

Furniture

Furniture will be moved by filling out a B-450 Form by BSU Inventory Numbers and submitting to Inventory Control Office (allow adequate time for paperwork). Note room number furniture will be moved from and to. Only items listed on the B-450 Form will be moved. All desks, file cabinets, bookcases, storage cabinets, etc., must be emptied.

Books, loose papers, etc.

Books, loose papers, etc., must be packed in sealed, labeled boxes or cartons not to exceed 50 pounds. Labels must state name, department, building and room moving from and to. Personal items must be moved by owners. All items moved by the university will be done at owner's risk. Ball State is not responsible for damage. (Check University Computing Services, Central Receiving, Duplicating Services, or Central Mailing for boxes.)

Re-arrangement of Furniture/Equipment

Re-arrangement of office furniture and/or equipment must be requested in the same manner. Note "re-arrangement only" on the B-450 Form.

Other items to be moved

- 1. Computer equipment will be moved only if boxed and sealed for its protection.
- 2. Copier moves must be arranged through Central Receiving.
- 3. Other equipment (See Equipment Services in this section of the Handbook).

Questions should be directed to the Supervisor of Moving and Storage, Office, 5-5072; Work Control, 5-5081.

Printing and Duplicating

Printing Service

The printing plant is located in the University Printing Building at the corner of Petty and McKinley Streets. All types of materials can be printed there: letterheads, forms, carbonless forms, labels for packages, note pads, handbooks, brochures, etc. (If you need editorial or graphics help for your brochure, contact Office of University Communications.) Complete a **Reproduction Center Requisition** Form (B-23) and allow two weeks for your materials to be printed. Instructions for completing a B-23 Form are in this Handbook.

Duplicating Service Centers

Administration Building Copy Center is located in the basement (AD G–02). The copy center can be reached at 5-8426. Materials to be reproduced should be taken or sent one week in advance. The center will complete the appropriate form, including your budget code number, and provide notification when the copies are ready.

<u>Cardinal Copy Center</u> is located in the Ball State University Bookstore. They will be glad to give price quotes or departmental pricing. The copy center can be reached at 5-4771.

Repair of Office Equipment

If on-line with the Purchasing Office, prepare as a departmental purchase order. Call the company doing the repair work direct. If not on-line, an emergency requiring repair of office equipment should be reported to Purchasing, 5-1532. Purchasing will issue a purchase order number and call in the repair request on a typewriter. For other office equipment repair, ask to speak to a buyer. Then complete a **Purchase Requisition** Form (B-9) and process it in the regular way. Instructions for completing a B-9 Form are in this <u>Handbook</u>.

For computer repair, call the Help Desk in University Computing Services at 5-1517.

Reserving University Facilities

Conferences

Conference reservations for using on-campus facilities (including Student Center, Emens, classrooms, etc.) are made through the Office of Conferences and Special Events, 5-1396, located in the Student Center. For the purpose of this procedure, conferences are defined as "involving a group which has the need of more than one daily session and more than one space, which may or may not involve food and/or sleeping facilities."

Also, any profit-making organization wanting to use university facilities should make requests through this office regardless of whether it meets the definition stated above.

Meetings, luncheons, etc.

To reserve rooms for regular or special meetings, luncheons, and other social activities (except <u>conferences</u>) excluding the Student Center, a **Space Requisition** Form (B-67) must be filed with the Office of Facilities Planning and Management, 5-2803. A telephone request will hold the space for 24 hours (weekends and holidays excepted). Process the B-67 Form within 24 hours to confirm the reservation. Instructions for completing this form are in this <u>Handbook</u>.

While there is no charge for university functions for moving and borrowing of equipment, expenses are incurred for catering, room charges if the meeting is longer than one session, and other special services required. Inquire as to procedures related to these expenses at the time the request for space is made. Confirmation of the space reservation will be sent through Campus Mail to the individual whose name appears on the requisition. To avoid being billed for the facility, cancellations should be received by the Office of Facilities Planning and Management at least 48 hours before the event was originally scheduled to take place.

Reservations for the Music Building are made by calling the music registration scheduling representative at 5-5508.

Reservations for the John R. Emens College-Community Auditorium are made by calling the auditorium at 5-1542. Reservations for Pruis Hall are made by calling the box office at 5-1543.

Reservations for the E. B. and Bertha C. Ball Center (formerly Minnetrista Center) are made by calling the center at 5-8975. Information regarding menus, room charges, etc., is also available.

Athletic facilities, physical education facilities, recreation facilities (including recreation fields), arena lounge, west campus picnic shelter, and stadium picnic shelter are reserved by calling the arena business office at 5-8708.

Student Center

For rooms and equipment in the Student Center, call the Student Center Space Office , 5-1850, to check availability. A special form is necessary to reserve space in this facility. A sample of the form is in the Forms section of this <u>Handbook</u>.

Student Center Hotel Reservations

The Student Center Hotel is located in the L. A. Pittenger Student Center on the first floor. Room rates are competitive with area hotels and motels. The following are the steps to take when making a reservation at the hotel:

- 1. Call the Student Center Hotel, 5-1555, and make the reservation giving the guest's name, the department name and phone number, and the account number being charged.
- 2. If the department making the reservation is planning on using University Guest Cards (for food), call the Office of Business Affairs, 5-3669, to make arrangements for the cards to be sent to the Student Center Hotel.
- 3. Any room which is guaranteed by department billing, guest card, or credit card and is not canceled by 6:00 PM. on the date of arrival <u>will be charged</u> to the department's account. All rooms which are not guaranteed will be released at 6:00 PM on the date of arrival.

Check out time at the hotel is 11:00 AM. If it is anticipated the guest will be here all day, please have the guest check out before this time. There will be an additional room charge for late checkouts if prior arrangements have not been made. Facilities for holding luggage throughout the day are available at the Hotel Desk.

Classrooms

To reserve a classroom for a "help" session, department meeting, etc., for any time EXCEPT during finals week, call 5-2803. If the reservation is for a session after 5 PM, Monday through Friday or on Saturday, then a **Space Requisition** Form (B-67) must be completed and sent to the Office of Facilities Planning and Management. Instructions for completing the B-67 Form are in this Handbook.

To reserve a classroom for a certified Ball State class, look up the availability of a room by using the Room Search Screen (F220) on the ECA system. If it is before the Priority Release Date, you must send a Room Permission Form to the department that "owns" the classroom. If this is after the Priority Release Date, you may enter the classroom yourself. If you have any questions or need assistance, please call the Facilities Coordinator in the Academic Systems Office at 5-1165.

To reserve an additional or larger room for a final exam, call the Office of Academic Systems at 5-1165.

The Housing Office has a priority on the use of classrooms in Lafollette and Carmichael after 5 PM and on weekends, therefore if a certified class is scheduled in one of those classrooms at this time, please contact the Academic Systems Office at 5-1165 and a **Space Requisition** Form must be prepared and sent to the Office of Facilities Planning and Management, 5-2803.

Any classroom question/concerns may be directed to the Facilities Coordinator in the Academic Systems Office at 5-1165.

Telephone and Postal Services

Courier Service

Courier Service, 5-8417, is restricted to scheduled runs. For pickup of UPS items, call Central Stores, 5-1802. Large mailings using Campus Mail envelopes and stacked in boxes for convenience are to be sent through Campus Mail.

Mail Service

Central Mailing, 5-8427, is located in Service and Stores, and a U.S. Post Office contract station is located in the Student Center. University mail service hours are 8:00 AM to 5:00 PM, Monday through Friday during the academic year. The contract station hours are 8:00 AM to 4:30 PM, Monday through Friday during the academic year (7:30 AM to 4:00 PM during the summer).

All mail is delivered to the individual department offices. It is then up to the departments for further delivery. Outgoing mail, both U.S. and campus, is picked up at the time of delivery. In the Administration Building, mail is picked up from the Campus Mailbox twice a day at 10:30 AM and at 3:10 PM. Campus Mail trucks pick up mail at the U.S. Post Office in Muncie at 6:30 AM. Mail is delivered to the U.S. Post Office in Muncie at 4:30 PM.

Requests for Mailing Labels

Labels for departments of the university can be obtained from University Human Resource Services, Information Section, 5-1821. Labels for students may be obtained from Student Affairs, 5-8131, and labels for alumni may be obtained from Alumni Programs, 5-1080. Both regular and Cheshire labels are available.

Arrangements can be made through Central Mailing to affix Cheshire mailing labels for either internal or external mailings. (Cheshire labels can be put on by machine and processed much faster.) A **Mailing Service Request** Form needs to be completed for this service. Contact Central Mailing, 5-8429, for additional information on the type of labels to request.

Addressing Campus Mail Envelopes

On the front of a campus mail envelope, the name of the person receiving the envelope should be written in the left column. <u>In the next column should be written the department where the recipient is located.</u> Do not write building names and room numbers. Mail is sorted by department, not buildings and room numbers.

Bulk Mailings

A "Bulk Service Requisition" must be used when bulk mailing service is requested. A minimum of 200 pieces is necessary, and the contents must be the same. All envelopes must be in ZIP code order to use the bulk mailing permit #140. Call Central Mailing, 5-8427, for information.

Zip +4

Four numbers added to the zip code (47306-0000) are used for department charge back purposes by Central Mailing. In the future, these numbers will be used to sort incoming mail.

Overnight Shipping Service

Several types of service are available from several companies in Central Mailing. Call 5-8429 to obtain supplies.

Affix a mailing label to the item and include the following information:

- 1. mailer's name
- 2. department name and account number to be charged
- 3. recipient's name and complete address (not a post office box)
- 4. recipient's phone number
- 5. type of service desired.

Items can be given to your mail delivery person or brought to Central Mailing by 4:30 PM in order to be processed for pick up that day.

Telephone Service

Information regarding the BSU telephone system may be obtained on-line at http://www.bsu.edu/telephoneservices/ or by calling 5-1037 or 5-8417. Should changes be desired in the present telephone setup in the office (for example, changing the type of telephone set, assigning a new Authorization Code), complete a **Telephone Change Request** Form. Instructions for completing this form are in this Handbook.

Arrangements for training sessions on "Telephone Equipment Currently in Offices" and "Telephone Etiquette and Courtesy" can be made by calling 5-8417.

University Libraries

The Ball State University Libraries provide informational resources and services in support of teaching, research, and service activities of the University. The Alexander M. Bracken Library serves as the main campus library, with two branch libraries, Architecture and Science-Health Science. Together these libraries comprise on-site access to over 1.5 million volumes and volume equivalents of books, periodicals, microforms, audiovisual materials, maps, manuscripts, music scores, archival records, microcomputer software, and electronic databases. WebCat, the libraries' web-based catalog of books, periodicals and audiovisual materials, can be accessed through the libraries' home page or through text-based access via Telnet. The libraries' home page also provides access to online journals, indexes to journal articles, connections to Internet browsers and library information, http://www.bsu.edu/library/.

The Ball State University Libraries provide services in the Alexander M. Bracken Library and the <u>Architecture</u> and <u>Science-Health Science</u> branch libraries. This library system offers convenient access to over 1.5 million volumes and volume equivalents of books, periodicals, microforms, audio-visual materials, government publications, maps, manuscripts, music scores, archival records, and other information sources. Through <u>Interlibrary Loan</u>, and through special referrals, the University Libraries offer access to document delivery services and other libraries throughout the world.

Named in honor of a long-time university trustee, the Alexander M. Bracken Library, which opened in 1975, is the main library at Ball State. Bracken Library is arranged in multiple service, collection, and study areas facilitating access to and use of the variety of information sources.

Administration of the University Libraries is the responsibility of the Dean of University Libraries. Within the university organization, the University Libraries report to the Executive Assistant to the President for Information Technology.

Assistance in the University Libraries

Ordinarily questions about library collections and services should be addressed to the librarians and staff at the various service sites, or to the Reference Librarians at the Reference Desk, Bracken Library first floor west or by e-mail. A printed "Bracken Library Self-Guided Tour" is available at the Bracken Library Reference Desk or from Instructional Services, Bracken Library first floor West, room BL 101A. Library guides describing in detail the various services of Bracken Library and the branch libraries are available on the information table near the Main Circulation Counter on Bracken Library first floor and through Library Information on the Libraries' Web site. Faculty and staff should feel free to direct questions or comments, as needed, to the Assistant Dean for Library Public Services, 5-1307, and to the Dean of University Libraries, 5-5277.

Hours and Calendar

Library hours vary according to the calendar so that service availability can, as much as possible, match service needs. During the academic session, Bracken Library offers extended hours seven days a week. Services available whenever the library is open include Reference, Government Publications, Main Circulation, Microforms, and Periodical/Reserve as well as access to general collection books, study areas, vending lounge, and photocopiers. Hours vary for the specialized collections and the branch libraries. During summer sessions, interims, and university holidays, service hours change. Hours are posted on the doors to Bracken Library, the branch libraries, and the individual service areas. In addition to the listing of Library hours on the web, the handout "Library Hours and Calendar," available on the information table in Bracken Library, lists library hours. A recording of library hours is also provided through the Library Hours Line, 5-7828.

Borrowing--General Information

For borrowing library materials, a current Ball State University faculty/staff identification card is required. Faculty/staff borrowing privileges apply only to the card owner and are not transferable to students, family members, and friends. Faculty who desire another person to borrow on their behalf must authorize such loans in writing for each instance. To authorize frequent use of a

faculty/staff I.D. card by another person, special arrangements can be made with the Circulation Supervisor, 5-5143. All library users, including faculty/staff, are responsible for materials borrowed on their I.D. cards. Receipts are available for items returned at circulation locations.

A personal list of items currently charged out with respective due dates is available upon request at all circulation service sites or through WebCat using the link to User Services. The option User Information provides a personal listing of items charged out and the date each item is due. To use this service, pick up a PIN (Personal Identification Number) at Main Circulation in Bracken Library.

Faculty/Staff Borrowing Privileges

In recognition of the information needs of faculty/staff, their <u>borrowing privileges</u> are generally more extensive than for other groups of library users. Printed library guides for each service and collection area describe borrowing privileges available.

Recalls and Searches

Books that are checked out are subject to recall after two weeks for use by another borrower. Materials needed for the reserve collection can be recalled anytime. If a book cannot be located, a search can be conducted. Requests for recalls or searches should be addressed to circulation staff. Recalls may also be requested through WebCat using the link to User Services.

Library Fines and Costs

The prompt return of borrowed library materials is required so that materials can be available for use by others. Like other borrowers, faculty/staff are subject to fines and costs for overdue, damaged, and lost items. Since fines and costs can be expensive, especially when multiple items are borrowed at the same time, faculty/staff are encouraged to be attentive to <u>library loan periods</u> and to the provisions of the <u>library fine and cost policy</u>. Questions should be addressed to library circulation personnel at 5-5143.

Library Circulation

Most Library materials can be checked out and returned at any circulation point. The Bracken Library Periodical/Reserve counter also circulates permanent reserve and faculty reserve materials. Specialized collection areas and the branch libraries circulate faculty reserve and their designated materials.

WebCat

The Ball State University Libraries' home page provides access to WebCat, to the online catalogs of BSU and other Indiana libraries and commercial databases.

WebCat, the BSU Libraries' Web-based catalog, includes a wide range of searching options and other features which reflect current technological advancements. WebCat can be accessed in the BSU Libraries, and through the campus network.

Remote Access

BSU's WebCat is available to anyone with a PC and a modem or Internet access. Link to the Web-based version of WebCat through the Libraries' home page, or access it by typing in the URL: /library/webcatredirect.html. Users who prefer a non-graphical version can access a text-based interface for the catalog. For more information, refer to the web page Text-Based Access to WebCat. Ask at Reference, 5-1101 or e-mail a librarian for questions about searching.

For questions about hardware, software and the network, ask at the Computing Services Help Desk, 5-1517.

Collection and Service Areas

The University Libraries are composed of many collections and service areas which are arranged according to their service functions, material formats, or subject content. Each area has library personnel available to assist library users.

Reference Service (Bracken Library, First Floor West, 5-1101)

Reference Service is the main place to go for library information and personal assistance. Reference Librarians are available to provide aid in locating information and using library resources. Reference by appointment is available for in-depth research assistance throughout the year.

Government Publications Service (Bracken Library, First Floor West, 5-1110)

Government Publications is a collection of Federal and Indiana state government publications. As a partial depository, this collection provides approximately 46% of the publications generated by the Federal government. Ask at the Reference Desk for assistance in locating and using these materials. Faculty/staff and students can borrow government publications for two weeks. When borrowed, government publications are treated as General Collection materials under the <u>library</u> fine and cost policy.

Periodical/Reserve Service (Bracken Library, First Floor East, 5-5141)

Periodical/Reserve Service has current issues of magazines, journals and newspapers available in the Reading Room. Course reserve materials are processed and circulated at the Periodical/Reserve desk. Electronic Reserves are also created and maintained. Other services offered at the Periodical/Reserve desk include circulation of the "7 Day Permanent Reserve

Collection," room reservations for seminar or study group sessions, and submission of retrieval requests for stored periodicals.

Various materials (personal or library copies) can be placed on reserve. Reserve policies usually allow a maximum of one traditional copy and one electronic copy per article. Normally three to five working days should be allowed for processing before reserve materials are ready for use, however two weeks should be allowed at the beginning of the semester. The types of reserves are: 2 hour, overnight, 3 day, and 7 day. Contact the Periodical/Reserve/Microforms Supervisor for specific information.

Microform Service (Bracken Library, First Floor East, 5-5146)

Microforms Service contains materials reproduced in microfilm, microfiche, and microcard. The reader/printers necessary to view the material on microform are also located in this area. Most of these machines can print copies at 10 cents per page, using dimes only. Some microforms and portable readers circulate for two weeks to faculty only.

Interlibrary Loan (Bracken Library, First Floor East, Room 123, 5-1324)

Materials not held at BSU Libraries may usually be obtained through Interlibrary Loan. Items requested through ILL are ordinarily available free of charge. Occasionally, materials are obtainable only if the borrower agrees to pay charges imposed by the lending library. Request forms are available at the Interlibrary Loan counter or through the <u>Interlibrary Loan</u> web pages. Most items will not arrive for at least one week, sometimes longer. For rush service, inquire at the ILL counter.

<u>Instructional Services (Bracken Library, First Floor West, Room 101A 5-8017)</u>

Instructional Services offers orientation and instruction in the use of print and electronic library resources for classes upon request by faculty. Customized workshops related to a particular field or set of resources may also be developed for academic and administrative departments. At least one week's notice is necessary prior to the requested instruction. State-of-the-art electronic classrooms in Bracken Library enhance the learning experience. Printed instructional materials, including library guides and subject bibliographies, are available in Instructional Services, room 101A. Assistance in preparation of library assignments for class use can be arranged with the Instructional Services librarians.

Archives & Special Collections (Bracken Library, Second Floor West, 5-5078)

Archives & Special Collections houses rare books and manuscripts, the University Archives with records pertaining to the history of Ball State, the Stoeckel Archives with materials relating to the history of Delaware County, and the Center for Middletown Studies Collection which documents the history of research done on Muncie as "Middletown, U.S.A." Major collections are the John Steinbeck Collection, the Aldous Huxley Collection, the Sir Norman Angell Papers, and the Modern American Poetry Collection.

The reading room is open to everyone, but materials do not circulate. Permission can be obtained to photocopy materials, if damage to the originals is not likely to result.

Educational Resources (Bracken Library, Lower Level West, 5-5340)

Educational Resources consists of materials which support classroom instruction for pre-school through college level learning. The comprehensive collections encompass nonbook materials, juvenile fiction and nonfiction, Indiana state-adopted K-12 textbooks, and curriculum guides. There are a variety of nonbook formats including videocassette, video laser disc, CD-I, 16 mm film, CD, audiocassette, microcomputer software, slides, filmstrips, pictures, charts, maps, kits, educational games and toys, manipulatives, and other 3-dimensional materials.

Viewing facilities include carrels for individual use, booths for small groups, and two classrooms for large groups. Each room seats 40 to 50 and can be opened to accommodate up to 100. The classrooms can be scheduled by calling 5-5334.

Materials are listed in the online catalog, and the Media Librarian can assist in identifying and using materials. Most materials circulate for two weeks; videos and films circulate to faculty and staff for three days. Videos and films may be booked in advance by calling 5-5334.

All materials in Educational Resources or personal copies of like materials may be placed on reserve in Educational Resources by calling 5-5340.

Audiovisual materials obtained for preview for purchase or rented for instruction or preview are circulated from Educational Resources. For information on acquiring materials on free preview or rental, call Library Acquisitions at 5-8025.

Audiovisual and multimedia production, VIS, equipment delivery and projectionist services are not part of Educational Resources. Reservations for VIS and equipment services can be made through the Video Information System/Equipment Projectionist Service, 5-5337.

Map Collection (Bracken Library, Second Floor East, 5-1097)

The Map Collection, a depository of cartographic materials from the U.S. government and Indiana state agencies, contains over 140,000 items. Coverage is world-wide in scope and includes maps of cities, states, and countries; road maps; topographic maps; nautical and aeronautical charts; and specialized atlases. The Map Collection staff assists users in locating and retrieving desired information. Most items circulate for two weeks.

Music Collection (Bracken Library, Lower Level West, 5-5065)

The Music Collection is comprised of music scores and books and the Music Listening Center. The Music Listening Center is primarily a listening laboratory for music theory, history and appreciation courses. General library users can also listen to tapes and CD's from the non-circulating collection.

Architecture Library (Architecture Building, Room 116, 5-5857)

The Architecture Library houses a collection of books, periodicals, pamphlets, and product catalogs relating to the fields of architecture, landscape architecture, urban planning, and historic preservation. Library facilities include a photocopier and a microform reader. Computer terminals that access the Library home page and the *Avery Index to Architectural Periodicals* on CD-ROM are available.

The Architecture Slide Collection is in Room 117, adjacent to the Architecture Library. Composed primarily of images related to architecture, landscape architecture, urban planning, and historic preservation, the slides are available for viewing and circulation to faculty and students.

The Architecture Librarian and staff and the Architecture Slide Curator provide reference service, bibliographic instruction, assistance in ordering materials, and faculty reserve services.

Science-Health Science Library (Cooper Science Building, CN 16, 5-5079)

The Science-Health Science Library contains a selective collection of reference books, journals, and monographs in the science fields represented in Ball State's curriculum. Computer terminals that access the Library home page and two CD-ROM workstations accessing multiple science databases are available to patrons. The Science Librarian and staff provide reference service, online searching, bibliographic instruction, assistance in ordering materials, and faculty reserve services.

After Hours Study Area/Computer Lab

An After Hours Study Area/Computer Lab is provided adjacent to Bracken Library's south foyer. This area is open 24 hours a day from 10 AM Sunday through 11 PM, Friday, and open 10 AM to 11 PM on Saturday. Hours vary for summers, intersessions, and holidays and are available in the printed hours guide, on the Libraries' Hours and Calendars web page, and through the Library Hours Line, 5-7828. Drinking and eating are allowed in the After Hours Study Area only. As in all areas of the library, smoking is not allowed.

Assistance for Disabled Users

The University Libraries provide special access and services for <u>disabled users</u>. Library users with a disability who require special assistance should direct requests to the service sites where needs occur or to the Main Circulation Counter.

Special study equipment for visually impaired users is offered in the Study Room for the Visually Impaired on Bracken Library's fourth floor. A computer terminal to access the Library home page with a large-print screen, a speech synthesizer, Kurzweil scanner and a braille printer are available there. Authorized users can request room keys at the Main Circulation Counter. Several computer workstations and a photocopier for wheelchair users and another specially equipped computer workstation for the visually impaired are available in Reference.

Faculty are encouraged to discuss library assignments with physically disabled students, and if needed, with the Head of Reference and Government Publications Service, when assignments are made.

Faculty/Graduate Carrels

Bracken Library has a limited number of lockable study carrels on the third and fourth floors for use by faculty, doctoral, and graduate students. They are assigned for the academic session by the University Senate Library Subcommittee in cooperation with the Assistant Dean's Office. Assignment guidelines and application forms are available in the Assistant Dean's Office. To guarantee consideration for a carrel, application must be made five calendar weeks before the start of the semester.

Lost and Found

In Bracken Library, a central lost and found service operates from the Main Circulation Counter. The circulation site in each branch library provides similar lost and found services.

Photocopiers, Copy Cards, Change, and Reader-Printers

Photocopy machines are available in several locations on Bracken Library's first and second floors as well as in the branch libraries. Copies cost either 10 cents per copy for cash or 6 cents per copy with a copy card. Special microform reader-printers (10 cents per copy - dimes only) in Microform Service allow photocopying from microform sources. Bill changers (\$1, \$2, \$5, \$10 and \$20) are located near the north entrance in Bracken Library. Copy cards are available for a one-time purchase of \$1 at machines located in the first floor lobby beside the bill changers and on the second floor by the copiers. Money may be added to copy cards at the photocopiers. Copy cards funded by academic departments can be obtained for research purposes with authorization from the budgetary head of the department.

Seminar and Group Study Rooms

Bracken Library's seminar and group study rooms are intended to support the university's academic and research needs. Because the number of rooms is limited, assignment is determined according to guidelines established by the Dean of University Libraries, which accord special priority to requests associated with instruction-related use in the Library. Reservations of seminar and study rooms are made at the Periodical/Reserve counter, 5-5141.

Telephones

Pay telephones are located in the south foyer near the vending lounge and After Hours Study Area/Computer Lab. Free on-campus calls can be made from the wall phone just south of the Main Circulation Counter. A text telephone for the hearing impaired is available at the Main Circulation Counter.

University Marketing and Communications

The Office of University Communications, 5-1560, has overall responsibility for developing, implementing, and/or approving all activities that communicate institutional messages to the general public.

University Marketing and Communications ensures that all communications representing the university are of high quality and present Ball State University consistently and accurately. These activities include publications, visual and electronic communications, media relations (press releases and advertising), photography, and printed displays and posters.

<u>Update</u>, the official on-line faculty/staff newspaper, is produced by University Communications.

All publications intended for off-campus audiences, including those that require no or partial editorial or design services, reprints or revisions of previously produced publications, publications produced by means of desktop publishing, and initial formats and editorial content of newsletters, are produced or approved by this office.

The office also controls the non-commercial use of the university seal, logos, signatures, and letterhead. The commercial use of these items is the responsibility of the Purchasing Office.

All business cards for Ball State University are to be ordered through this office.

University Teleplex

The University Teleplex, 5-1486, is a multimedia resource for Ball State University faculty and staff providing free technical support services, including video production (state-of-the-art production facilities, including remote truck), CD-Rom production, DVD development, WWW development, electronic graphics, e-Classroom support and development, classroom playback of instructional media through the Video Information System, audio/visual equipment loan through Equipment and Projectionist Services, Distance Learning, repair and engineering support and satellite downlink. Within the Teleplex the Public Broadcasting stations WIPB-TV and Indiana Public Radio serve the university and surrounding communities with quality national, regional and local programming.

Teleplex Production Services, 5-1898, is a full-service media facility for Ball State faculty and staff offering a dynamic blend of innovative technology complemented by a staff of experienced professionals. The staff can accommodate projects ranging from the most basic to full-scale complex endeavors. Graphic design services are staffed by an award-winning team of artists. This department creates still graphics, animations, print materials, and presentation graphics for Ball State University, Distance Learning, and WIPB-TV Corporate Services.

Teleplex Distance Learning, 5-2980, staff assist faculty prepare courses offered through College of Extended Education utilizing the Indiana Higher Education Telecommunication System (satellite television courses) and on-line. Through different services available a faculty member can learn how produce instructional materials for the WWW or have the Teleplex staff develop and create materials.

Teleplex Engineering Services, 5-1891, provide support and repair services for Ball State electronic media equipment and serves as an information resource for university departments.

Video Information System, 5-9136, is a fiber optic network that electronically links over 375 classrooms on campus with a centralized A/V facility. There are over 160 E-Classrooms that support full interconnectivity to the fiber optic system and the university infrastructure. The Video Production unit within VIS assists faculty in the creation of instructional materials to use over the system.

Equipment and Projectionist Services, 5-5337, is a campus-wide audio-visual distribution center. Equipment for faculty/staff and student checkout includes slide projectors, tape recorders, digital still cameras, overhead projectors, laptops both PC and MAC, portable screens, data projectors, VCR and monitor combination units, televisions, scan converters for computer to television viewing, and many other types of audio-visual equipment. It is located in the basement of Bracken Library.

University Teleplex also is the location for both of the Ball State University public broadcasting stations. WIPB-TV, 5-1249, a PBS member station, serves more than 250,000 households in east central Indiana with educational, informative, and entertaining programming. WIPB is also the home of Ball State Basketball. Indiana Public Radio, 5-5888, provides regional public radio service over a five-station network offering award-winning NPR and local news, classical music, and entertainment.

Work Request (Facilities Planning & Management)

A request for a non-emergency service should be submitted on a **Work Request** Form (B-502) and forwarded to Work Control at Facilities Planning & Management.