

Information Resources

Academic Affairs

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Information Resources

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Information Resources



Program

Information Resources consists of Meriam Library, Academic Technologies, User Support Services, Computing Services, and Communications Services. These units work together to plan and provide resources, training, and support for campus information and technology services.

The Meriam Library

The Meriam Library's mission is to support the learning, teaching, and research needs of California State University, Chico students, faculty, and staff. The library also serves the community and the region through its status as a selective depository for government documents and through a policy of open access to its collections. In a typical week more than 34,581 people come to the library to research, study, and relax. Because the library recognizes that student's needs have changed over the years, we provide a 24-hour computer lab with a broad selection of computer software, listening and viewing facilities for multi-media, a third-floor silent study area, and areas for group study.



Students can access the ReSEARCH station from home or through one of the 89 public workstations available in the library.

Services

The library staff is committed to facilitating access and use of the collections and promoting information literacy (see Information Literacy). Professional librarians are available to answer questions at the reference desk during most of the library's service hours and through Ask a Librarian e-mail reference. Librarians also teach classes on how to conduct research or use specific resources, and are available, by appointment, for individual consultation. In addition, students can access ChicoRIO, a Web-based self-paced research tutorial, and attend drop-in workshops to help improve their research skills. Other services offered include Interlibrary Loan, where students and faculty can obtain books and articles the library does not own; a full service copy center; Limited Loan, where students can access books professors have placed on Reserve or view videos and multimedia; and a Special Collections reference desk. All of these



Collections

The library has a collection of more than 660,000 books, 2,000 print periodical subscriptions, and 700,000 government documents. There is also an extensive map collection and a curriculum/juvenile collection offering children's books and materials for teaching. In our Special Collections, users can find books, manuscripts, and photographs related to the history and development of Chico and the twelve northeastern counties of California. More than 5,000 of these historic photographs are available online at <http://cricket.csuchico.edu/spcfotos/photos2.html>. The online photo collection is only a small part of the library's expanding electronic collection. Patrons can also access more than 30 Web-based periodical indexes, 13,000 electronic full text periodicals, a full array of electronic reference tools, and a pathfinder to electronic government documents. The ReSEARCH Station serves as the Web gateway to all of the collections and is the starting point for most research (www.csuchico.edu/library).

service areas have professional librarians or trained staff to offer assistance.

For further information call 530-898-5834.

Academic Technologies

Chico State is a leader in the use of learning management systems and videostreaming technologies to deliver distance education over the Internet. Working in collaboration with the Regional and Continuing Education department, Academic Technologies provides the technical infrastructure and faculty support to offer degree programs online.

Academic Technologies offers technical and artistic professional services to the campus community by assisting faculty, students, staff, and administration in the instructional use of media and technology. ATEC serves the campus community and its constituents by managing and supporting classroom technology, the online learning management system (WebCT), online course development, graphic design and publishing, media development and distribution, multimedia design and production, computer imaging and animation, photography, and Web design.

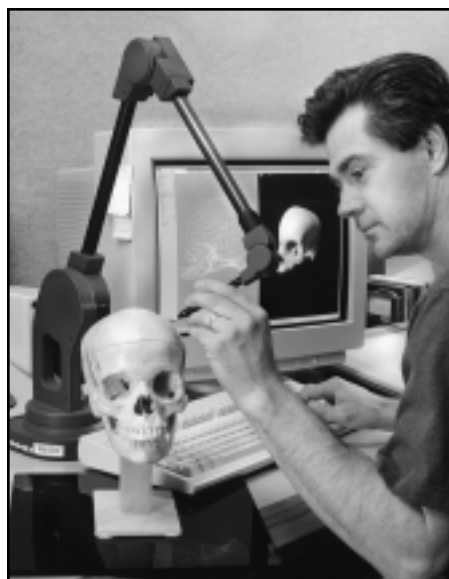


Academic Technologies is located in the basement of Meriam Library. For more information call 530-898-6112 or go to <http://www.csuchico.edu/atec>.

Computing Services

Computing services is responsible for enterprise-wide computing applications and equipment. Computing platforms are composed of IBM, Hewlett Packard, SUN, and Intel-based servers. Enterprise services supported include administrative application support, electronic messaging, World Wide Web, ListServ, newsgroups, and print-file services. Several academic colleges and departments provide discipline-specific computing facilities. See www.csuchico.edu/computing for more information.

Information Resources and academic departments provide student computer labs connected to the campus network for access to campus electronic services and the Internet. Additional student computing information can be found under "An Introduction to Computer Applications and Resources," which follows, and at <http://www.csuchico.edu/stcp>.

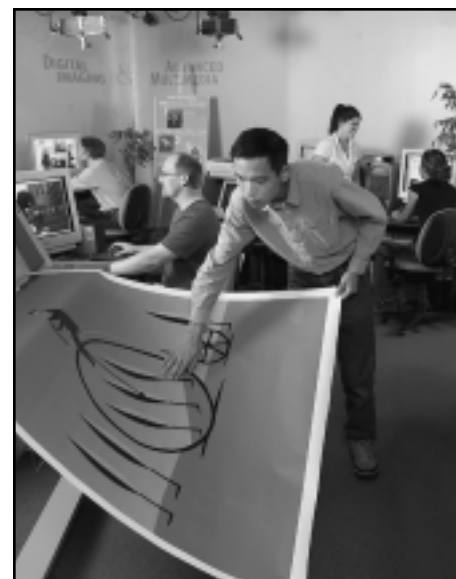


Communications Services

Communications Services is responsible for the design, support, and management of network and telecommunications services (voice and data) for the campus community. This includes support and maintenance of 1. telephone and voicemail services to faculty, staff, and students on and off campus; 2. network connectivity in faculty and staff offices, and in residence halls; and 3. dial-up modem access.

The current network and telecommunications environment includes

- Voice services contracted from SBC Pacific Bell through an ISDN-equipped central office facility
- University-owned voice mail system providing call routing and voice messaging services to the campus community and student, staff, and faculty in their residences
- High-speed network implemented on a fiber backbone



- Parallel data networks providing both instructional and administrative access to all computing facilities
- Student, faculty, and staff remote dial-up modem access (i.e., 33.6K, 56K, and ISDN) providing access to all online campus computing content and facilities

For more information on any of these services available to students, contact Communications Network Services at 530-898-6868, or visit the CNS Web page at <http://www.csuchico.edu/cns>.

Information Resources

Information Technology & Computing Resources

The exchange of electronic information is an integral part of our academic experience at CSU, Chico. Students experience electronic communications with professors and fellow students using e-mail, the Web, and groupware; and assignments are often turned in through e-mail. Written work is completed on word processors. Library research, information on open classes, and information on world and local events are found through the Internet on the World Wide Web.

The university assures all students access to the skills and equipment to join this electronic learning community. All students have access to e-mail and computer labs, including a 24-hour lab in the library. Training sessions on the basic skills are provided, and both walk-in and phone help are available. The understanding of the nature and use of electronic information such as that found on the Web is addressed through the campus information literacy program.

performance indicators and outcomes at www.ala.org/acrl/ilcomstan.html. The five standards are

1. The information literate student determines the nature and extent of the information needed.
2. The information literate student accesses needed information effectively and efficiently.
3. The information literate student evaluates information and its sources critically and incorporates selected information into his or her knowledge base and value system.
4. The information literate student, individually or as a member of a group, uses information effectively to accomplish a specific purpose.
5. The information literate student understands many of the economic, legal, and social issues surrounding the use of information and accesses and uses information ethically and legally.

Electronic Resources

CSU, Chico on the World Wide Web

Students can access a host of important up-to-date campus information through the

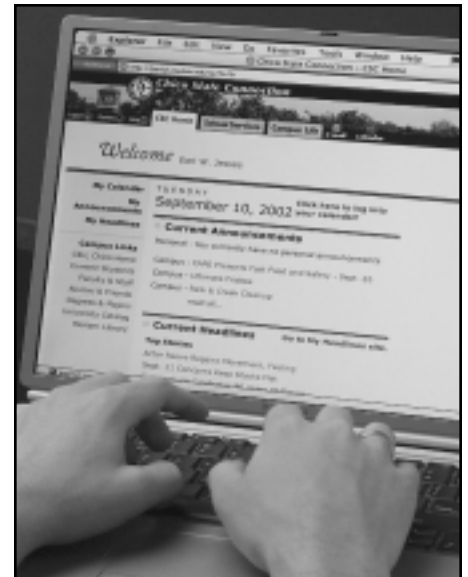
Chico State Connection Portal and E-mail

The Chico State Connection (CSC) portal provides students, faculty, and staff with personalized campus information from a single point of access. The secure portal platform combines student information system functions (e.g., registering in classes), campus announcements (information about campus events and student organizations), e-mail, personal calendars, and customizable news sites.

The CSC Home page is the starting point. In addition to providing easy access to e-mail and personal calendars, users are presented with campus announcements, news headlines, and links to commonly used campus Web pages. They may also see personal announcements containing information specific to their account profile.

The School Services section provides students and faculty access to the student information system, where students can add and drop classes, print unofficial transcripts, view their class schedule, financial aid information, and more.

A section on Campus Life showcases featured events and organizations. It also provides links



Information Literacy

Information literacy, the ability to understand, find, evaluate, and use information, forms the basis for life-long learning and requires a blend of technology, information seeking, and critical thinking skills. The Information Literacy/ Instruction program (www.csuchico.edu/lins) is charged with promoting information literacy on campus through faculty, staff, and student training, and through working with faculty to integrate technology and information-seeking skills into their curriculum. Additionally, Academic Technologies, User Support, and Computing Services, all contribute towards ensuring that our campus and our students are information literate by providing technology training, software, and hardware support.

Information Resources actively promotes the American College and Resources Library (ACRL), Information Literacy Competency Standards for Higher Education as a framework for teaching and assessing the information literacy level of our students. You can find the complete text of the ACRL standards including

CSU, Chico home page on the World Wide Web, <http://www.csuchico.edu>, or from the Chico State Connection university portal at <http://portal.csuchico.edu>.

This information can be accessed from on-campus lab computers, or by using your own computer and Web browser from home. Free workshops on getting connected to the Internet and World Wide Web are offered regularly. If you are considering attending CSU, Chico, information on applications and admissions is available on the Chico Home page by clicking on Prospective Students.

The Chico home page main menu includes:

- Degrees & Majors
- Colleges & Departments
- Prospective Students
- Current Students
- Faculty & Staff
- Campus Resources
- Life in Chico

to information about campus resources and student organizations.

E-mail in the portal gives students an enhanced Web-based program to check their WildcatMail account, or some other non-university accounts they choose to add to their profile.

Integrated into the portal is a calendar function that allows users to view their class schedules, add events and meetings to their personal calendars, and inform other portal users of the event or meeting.

Students must be admitted or enrolled at CSU, Chico before they can use the portal. Information about initializing your Chico State Connection account can be found on the Student Computing Web site at <http://www.csuchico.edu/stcp> or by going to the helpdesk in the Meriam Library.

Access the Chico State Connection at <http://portal.csuchico.edu> or by clicking on the CSC portal logo on the CSU Chico home page (<http://www.csuchico.edu>).

Internet Access and Resources

Computer Labs

High speed access to the Internet, e-mail, the Chico State Connection portal, and the Web is available from nearly all computer labs on campus.

ResNet

High speed Internet access is also available in student rooms in the networked residence halls (ResNet). For more information on the ResNet program, contact University Housing (800-730-4243) or browse to www.csuchico.edu/resnet/.

Dial-up Access

Registered students with their own computers, modems, and the proper connectivity software can access the campus computer network, library resources, and the Internet from their residences. New services are constantly being evaluated to provide the highest quality of connectivity available. Current services range from standard modem connectivity to high speed ISDN services. Advanced services such as DSL and wireless are also being investigated.



Computer Purchasing

Having Your Own Computer: Students who have their own computers have the benefit of convenient access at all times. Those with modems can access e-mail accounts, library resources, and the Internet from their residences. It is highly recommended that incoming students purchase a computer during their first year at CSU, Chico.

Purchasing Computers on Campus

The Associated Students ComputerWorks, located in the A.S. Bookstore, sells computers and software products and offers advice on the appropriate system for any major. Special student savings are available on Macintosh and IBM-compatible computers, and Hewlett-Packard printers, plus software from Microsoft, Adobe, Borland, and others.

When it comes to questions and support, help is never far away. The A.S. ComputerWorks is an authorized Apple service center.



Training

Free Student Computer Training: Information Resources provides students with free training on basic computer skills.

Workshops are free. Dates and times are posted in the public labs, and on the Student Computing Web page: www.csuchico.edu/stcp/.

Electronic Information and Computing Help

General Computing Help:

For information on where to get help with computing, connectivity, Internet, and e-mail accounts, check the Student Computing Web page, www.csuchico.edu/stcp/, or call the help line at 530-898-4357.

Hardware Support:

If you need hardware support, call the A.S. ComputerWorks, 530-898-4447. As an authorized service center, it has a trained staff to help you with all your computing needs.



Computer Availability

Open Access Computer Labs: The university provides several free computer labs offering Macintoshes, PCs, printers, and networking capabilities. These are open to all students. Most colleges and departments also offer computer labs to students majoring or taking course work in their areas.

Computers in Residence Halls: Students in the networked residence halls (ResNet) are provided with high speed access (ethernet) to their computers. Additionally, computer labs are available for residents' use in Lassen, Shasta, Whitney, Mechoopda, Konkow, and University Village. Students have access to campus standard software, e-mail, Internet and printing from these labs. The residence halls are continually being upgraded, and all, except Whitney, provide network connections in student rooms.

Students attending or accepted to Chico State can take advantage of AS. educational pricing and several computer loan programs. Stop by the ComputerWorks or call 530-898-4447.

Computer Recommendations

Both PC and Macintosh computers are used widely on campus. For specific recommendations see the Computer Ownership page on the Student Computing Website at www.csuchico.edu/stcp/ or contact the A.S. ComputerWorks.

Acceptable Use Policy

CSU, Chico has implemented a policy for use of electronic resources. It is the responsibility of the user to read and comply with the policy. See www.csuchico.edu/prs/EMs/EM97/em97_18.htm.