

Part 6: Information and Library Services

Information and Library Services (ILS) supports the mission of Bates College by planning, developing, implementing, and maintaining reliable and responsive information resources, services and programs to meet the evolving needs of the College community. ILS strives to be a high quality and service-oriented library and computing organization, while helping students, faculty and staff members embrace the continuous change that prevails in information use, information access, and communications media and technology. Library services are provided in the George and Helen Ladd Library, which serve the general curricular, reference, and research needs of the College; and in the Edmund S. Muskie Archives and Special Collections Library, which houses the archives, manuscripts, rare books, and other special collections of the College. Curricular and Research Computing staff manage three major computer labs: the Bates College Imaging and Computing Center in Coram Library specializes in the visual representation of data; the Digital Media Center in Pettigrew Hall is the primary location for multimedia and video production and classroom and event support; and the Language Resource Center in Roger Williams Hall supports language and other humanities programs. Systems Development and Integration and Classroom Technology and Event Support staff are principally located in Pettigrew Hall. Network and Infrastructure Services, along with Purchasing, Sales, and Desktop Support, are housed at 110 Russell St. Full information on ILS services is located on the Web at <http://www.bates.edu/ils/>.

The George and Helen Ladd Library

The George and Helen Ladd Library is one of the most vital learning resources of the College, housing books, periodicals, government publications, musical scores, maps, microforms, sound and video recordings, access to online databases, material in other electronic formats, and other items essential for students and faculty to carry on their research. The library offers a learning environment conducive to individual and group study and research, and provides easy access to information in a variety of formats. The Library houses more than 840 study spaces, including individual carrels, lounge and table seating, workstations, listening stations, and viewing rooms. The wireless network is available throughout the library, augmented by more than 275 wired network jacks. A networked computer instruction room and an online reference area are located on the main floor. Group study is encouraged on the two lower floors (main and ground); the upper two floors are reserved for quiet study.

The central portal for information is the Library's website (www.bates.edu/Library/) providing access to the library catalog and all electronic resources. Reference librarians offer instructional and reference services, as well as consultation on an individual basis. The audio and video collections are housed on the ground floor. The microform area provides reader-printers for material in those formats, including newspapers and other periodicals, books, and documents. Current periodicals are available on the main floor. The library functions as the primary point of service for Information and Library Services, with circulation, reference, and Help Desk Services centrally located. In addition to individual consultation, reference librarians and other ILS professionals provide instruction for classes and other groups of students on library use as well as use of computing and other information resources.

In all, the library contains more than 600,000 cataloged volumes in print, 250,000 pieces of microform, and 35,000 recordings. It provides access to thousands of sources of information online, including more than 50,000 periodicals and 125,000 books and 40,000 streamed audio resources. Ladd Library resources are augmented by the collections of Bowdoin and Colby colleges, constituting a combined cataloged collection of more than two million volumes. The three college libraries plan and build these collections in close collaboration and encourage faculty, students, and staff to use the consortium's resources before searching elsewhere. The Bates identification card allows Bates students, faculty, and staff to borrow materials from the Bowdoin and Colby libraries. Through the MaineCat statewide catalog (a service of Maine Info Net), Bates users may initiate loan requests for materials at Bowdoin or Colby, as well as other academic and public libraries throughout the state. Bates is also a member of NExpress, a library consortium that includes Colby, Bates, Bowdoin, Wellesley, Middlebury, and Williams colleges, as well as Northeastern University.

Circulation

Each faculty member needs a BatesCard to charge out materials from the library. All books are due one year from the date of check out. Books are subject to recall two weeks after check out. All library users are required to return materials recalled for others. Items needed for reserve are subject to immediate recall. Failure to return recalled materials results in a block on circulation privileges. The library expects that all books charged out to faculty members will be returned to the library when due. The material can be checked out again at this time. If a faculty member does not return material after notification is sent, the head of circulation will issue an invoice showing the replacement cost of the material as well as the processing and billing fees. A faculty member is not permitted to charge out additional items

until either the material is returned or the invoice is paid. At any time faculty members must pay for replacement cost of any lost items, plus processing and billing fees. The following materials do not circulate: current and bound periodicals, reference books, and microform material. Faculty members should be aware that library policy does not permit staff members to disclose the name of the patron who has borrowed a particular item. Updated information regarding loan periods is available at: <http://abacus.bates.edu/Library/aboutladd/departments/circulation/loans/loanperiods.shtml>.

Purchase of Library Materials

Books are purchased both by selection and through the library's approval plan. The plan's purchase profiles in a given subject area are made in consultation with the faculties of Colby, Bates and Bowdoin (CBB) colleges. Requests for purchase of all materials, including periodicals, video recordings, sound recordings, and other electronic resources, as well as books should be made through the library liaison who works closely with the faculty member's department or program. See: <http://abacus.bates.edu/Library/services/liaisonlist.shtml>.

Assigned Reading for Courses

Library staff members consult with faculty members on ways to make materials available for their students, consistent with the faculty members learning objectives, cost, and copyright requirements, including fair use. For a fuller treatment of the possibilities, see: <http://abacus.bates.edu/ils/policies/copyrightGUIDELINES.html>.

Circulation Reserves. The library operates a closed reserve system in circulation. Approximately a month before each semester and Short Term begin, request forms for reserves are sent out to all faculty members. Request forms for the fall semester are sent out during Short Term. All materials brought to Circulation prior to the deadline, at least three weeks before the start of the semester, are processed and ready for the first day of classes. After this date has passed, reserves are processed on a first-come, first-served basis. Faculty members are asked not to use the library reserves for purposes other than course-related readings for their students. When possible, library staff members provide a link to an electronic version of reserve text as a convenient alternative to a printed copy. If the desired materials are not available in the library's collection, faculty members should request that the library purchase the materials at least eight weeks before they are needed for reserve purposes (purchase requests should be directed to the library liaisons). Material placed on reserve may be borrowed for a two-hour, one-day, or three-day period; most two-hour reserves may be borrowed overnight. Circulation statistics for reserves are available to faculty members during the semester.

Audio/Video Reserves. Videotapes, DVDs, laserdiscs, LPs, and compact discs may be put on reserve in Audio/Video; requests should be sent to the audio supervisor.

Coursepacks. The Library also handles requests for coursepacks for assigned reading for classes, and manages copyright permissions associated with them. Coursepacks are sold in the College store. Library staff members regularly remind members of the Faculty about the process, which usually requires three months notice prior to the start of each semester or short term in order to secure permission to use materials.

Interlibrary Loan

Borrowing of materials from other libraries is an essential service of the library to faculty members, staff, and students, and is central to faculty research as well as student theses and research projects. Requests are placed electronically from the library's web page. There is no charge for books or photocopies acquired through interlibrary loan, but the lending of items is subject to conditions imposed by the library owning the materials. These items may not be placed on reserve and generally cannot be renewed; sometimes their use is restricted to in-building use. Periodicals from other libraries are normally not lent; instead, the library purchases photocopies of the particular articles needed.

Class assignments should be conceived within the range of research materials available at the Bates, Bowdoin, or Colby libraries. Though students make extensive use of interlibrary loan for thesis work, the library encourages faculty members to make assignments for classes which do not require extensive interlibrary loans for long periods of time. Materials still in print needed for specific research projects may be requested through the library liaisons.

Use of Other Libraries

Faculty members wishing to conduct research in libraries other than those at Bowdoin, Bates, or Colby should make their needs known to the librarian, who will write a letter of reference to the library with the desired resources.

Archives and Special Collections

The Edmund S. Muskie Archives and Special Collections Library fosters research and scholarship by encouraging access to Bates College records and other historical materials by students and faculty, as well as scholars from the community at large. These collections enable students from Bates and elsewhere to perform historical research using primary documentary material. The collections have three major divisions.

The Bates College Archives serves as the official repository of records, publications, photographs, honors theses, oral histories, and other materials of permanent administrative, legal, fiscal, and historical value. It documents the history of the College from its founding in 1855 to the present.

The Manuscript Collections include materials related to the history of Bates College. Because of its roots as a Freewill Baptist institution, the library collects pamphlets, letters, diaries, and other materials related to Freewill Baptist organizations, and individuals. Among the latter are the letters of Lydia Coombs, a Freewill Baptist missionary in India, and the papers of J. S. (Josiah Spooner) Swift, a Freewill Baptist minister and publisher in Farmington, Maine.

Other notable strengths of the manuscript collections include material related to the life and work of Edmund S. Muskie, for whom the archives is named, and environmentalism. The Edmund S. Muskie Papers include almost all the extant records of the life and work of Edmund S. Muskie (1914–1996), a 1936 Bates graduate who dominated Maine politics from the mid-1950s to 1981 and became a national leader for environmental protection, government reform, and fiscal responsibility. The library also houses the Edmund S. Muskie Oral History Project, including collections of taped interviews with individuals who knew Muskie or who offer insights into the events that shaped his life. The Dorothy Freeman Collection contains a large body of correspondence with the biologist, writer, and conservationist Rachel Carson.

The Rare Book Collection includes publications pertaining to the Freewill Baptists in Maine and New England; nineteenth-century French history and literature; fine-press books published in Maine; Judaica; and nineteenth-century books on natural history, particularly ornithology.

Members of the faculty are encouraged to consult with archives and special collections staff to develop research experiences and assignments for students using original documents, photographs, and other materials. Faculty members disposing of College records and personal papers are expected to consult with the staff to determine the records' potential as permanent sources of information for the college archives.

Computing and Media Services

ILS provides computers, software, training, and information resources to faculty, students, and staff, and twenty-four hour access to the campus network and the Internet via both wired and wireless connections.

All members of the College community must comply with the Bates College Computer Use Policy, located at www.bates.edu/ils/policies/computingPolicy.html. All users connecting personally-owned computers and mobile devices to the campus network are required to have active virus protection software and up-to-date operating system patches installed on their computers.

Student Computing. All students are assigned credentials that allow secure access to Bates computers and network services, including the Garnet Gateway, email, network storage, and proxy service for access to on-campus services and numerous library research databases from anywhere in the world.

Computer labs are equipped with more than 175 workstations clustered in Coram Library, Pettigrew Hall, Roger Williams Hall, Pettengill Hall, Dana Chemistry Hall, Carnegie Science Hall, and Ladd Library. All the College's scheduled classrooms and many event and meeting spaces have high-speed network connections, presentation computers, and digital projection which support in-class and after-class work. Special facilities include interactive classrooms with large video screens for group instruction, graphics workstations, plotters, color laser printers, scanners, and digital editing suites for producing broadcast-quality video.

Students and faculty use computing extensively in courses. In economics, for example, integration of theoretical and empirical work requires computer use for statistical analysis and modeling. In psychology, data sets are generated to simulate research studies that students then analyze and interpret. Faculty and students in music, dance, and art use technology as a principal tool in the creation of new works. Currently, more than 100 workstations are found in laboratory settings in the biology, chemistry, classics, economics, foreign language, geology, mathematics, music, physics and astronomy, psychology, and sociology departments.

Information and Library Services provides many opportunities for students to enhance computing, people, and general work skills in technology-related jobs in Help Desk Services, Classroom Technology, Ladd Library Circulation, or on faculty projects through Curricular and Research Computing.

The Garnet Gateway

Through the combined efforts of many offices on campus, Bates offers faculty, students, and staff numerous transactional services through the secure online site, the Garnet Gateway. Students use the Garnet Gateway to view their schedule, grades, and transcript; register for courses; view their progress toward completing their degree requirements; view their financial aid award; complete course evaluations; declare their major(s), minor(s) and General Education concentration(s); elect student officers; evaluate study-abroad programs; nominate faculty for teaching awards; obtain enrollment verifications, and request official transcripts.

Faculty members use the Garnet Gateway to report student grades; propose new courses; manage their advising responsibilities; receive student course evaluations; express preferences for classroom location and equipment. Faculty and staff members, as well as student employees, use the Garnet Gateway to access payroll and other employee information.

The Garnet Gateway is accessed through the Bates home page (www.bates.edu).

Help Desk Services

Located on the first floor of Ladd Library, Help Desk Services provides technology assistance to all students, faculty and staff. Help Desk staff members provide both direct support and referrals to other areas of ILS.

Classroom Technologies, Digital Media, and Event Support (CTES)

CTES provides support and assistance for all classrooms and events spaces, as well as the creation of digital media. Located on the ground floor of Pettigrew Hall, CTES includes both the Digital Media Center (for the editing of broadcast-quality video) and a loaner pool (for lending digital cameras and sound equipment).

Computer Sales and Services (110 Russell St.)

ILS is the purchasing agent for all College computers, and manages repair services for College-owned machines. Computer Sales and Services also facilitate personal hardware and software purchase by students, faculty, and staff members, as well as repair services for privately owned machines, and provide referral for warranty and non-warranty repair services. Costs for non-warranty repairs are the responsibility of the user.

Curricular and Research Computing

With facilities located in Pettigrew Hall, Pettengill Hall, Coram Library, and Roger Williams Hall, Curricular and Research Computing staff members support faculty computing needs, manage computing labs and classrooms, conduct workshops on the intersection of technology and pedagogy, and consult with faculty on appropriate software and hardware for their teaching and research. Support for course-related content is provided with Lyceum, the Moodle learning management system (lyceum.bates.edu) and related technologies.

Network and Infrastructure Services (110 Russell St.)

Network and Infrastructure Services manages the campus network, servers, and telephone system. The Bates College computer network features redundant connections to the Internet and supports electronic mail, file transfer, remote login services, and access to the World Wide Web. The network supports I2 traffic to similarly equipped institutions. The network provides access for all classrooms, student residences, and faculty and staff offices to a wide variety of print and file facilities, software resources, and servers.