Part 6: Information and Library Services

Information and Library Services (ILS) supports the mission of Bates via 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 Digital Media Studios 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. More information on ILS services is available at bates.edu/ils.

The George and Helen Ladd Library

The George and Helen Ladd Library provides books, periodicals, sound, and video recordings and other library materials in print and electronic formats, as well as access to online databases and other resources essential for student and faculty 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 includes more than 935 study spaces, all with wireless network access. More than 620 seats have electric power for charging portable devices. A fully equipped instruction room and staffed reference area are located on the main floor. Group study is encouraged on the two lower floors; the upper two floors are reserved for quiet study.

The Library’s website (bates.edu/library) provides access to the Colby, Bates and Bowdoin (CBB) combined library catalog and all electronic resources licensed by Bates. The library functions as the primary point of service for Information and Library Services, with access, research, and computer help desk services centrally located. In addition to individual consultation, research librarians and other ILS professionals provide instruction for classes and other groups of students on research skills and library use as well as use of computing and other information resources.

In all, the library contains some 600,000 cataloged volumes in print and more than 36,000 audio and video recordings. It provides access to many thousands of sources of information online, including more than 85,000 ejournals and periodicals, 725,000 electronic books, and 100,000 sound and video resources. CBB libraries together constitute a combined collection of more than two million volumes. The three college libraries collaborate closely to plan and build these collections, providing faculty, students, and staff the systems to use CBB resources before searching elsewhere. The Bates ID 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 other academic and public libraries throughout the state.

Circulation

The Bates ID is required to charge out materials from the library. Books circulate to faculty members for one year, and may be renewed twice. Books are subject to recall two weeks after check out. All library users are required to return recalled materials. 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. 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 fee. A faculty member is not permitted to charge out additional items until either the material is returned or the invoice is paid. Faculty members must pay the replacement cost of any lost or damaged items, plus processing fee. 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 for faculty members is available at: bates.edu/library/access/facstaff/.
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 libraries 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: bates.edu/library/library-liaisons-by-subject-area/.

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: bates.edu/ils/policies/access-use/copyright-guidelines/.

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. The library works with the College Store to provide a single copy of all books on the required lists for Bates courses. 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, 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 the associated copyright permissions. 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 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 website. 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 as needed.

Use of Other Libraries
Faculty with a current Bates ID can borrow materials directly from Bowdoin and Colby libraries.

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 contain materials related to the history of Bates College, including papers of faculty members, alumni, and student work. 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. The Edmund S. Muskie Papers include almost all the extant records documenting the life and work of Edmund S. Muskie (1914-1996), a 1936 Bates graduate who dominated Maine politics from the mid-1950s to 1981. Serving as governor, senator, and Secretary of State, Muskie became a national leader for environmental protection, government reform, and fiscal responsibility. The library is named in his honor and collects materials related to his work, his associates' work, and the environmental movement he helped create. The archives also has numerous collections relating to Lewiston.

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

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.

Technology Services
Information and Library Services provides a technology-rich environment in support of the mission of the college, which includes hardware, software, consultation, instruction, and information resources to faculty, students, and staff. All faculty, students, and staff are assigned credentials that allow secure access to Bates computers and network services, including wireless and wired ports, online transactional services, mail, calendar, printing, network storage, licensed software, and proxy service for access to on-campus services and numerous library research databases from off campus. All members of the college community must comply with the Bates College Computer Use Policy (bates.edu/ils/policies/access-use/computer-use-policy/). 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. There is guest access to the college's wireless network for campus visitors. Bates is a member of the eduroam consortium, which supports wireless access at member institutions using home institution credentials.

Bates students and faculty members use technology extensively in their learning, research, and teaching. This is made possible by a wide range of services and facilities. There are more than 175 workstations located across Carnegie Science Hall, Dana Chemistry Hall, Ladd Library, Hedge Hall, the Imaging Center, Pettengill Hall, Pettigrew Hall, and Roger Williams Hall. All classrooms and the majority of event and meeting spaces have high-speed network connections, computers, and digital projection. Special facilities include interactive classrooms with large video screens for group instruction, classroom capture systems, plotters, 3-D printing, color laser printers, scanners, and digital editing suites for producing broadcast-quality video, animation, audio.

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.

ILS is the purchasing agent for all computers, software licenses, printers, and miscellaneous equipment purchased with college funds. ILS also manages repair services for college-owned devices.
The Garnet Gateway
Bates offers faculty, students, and staff numerous transactional services through a 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 view course rosters, report student grades, propose new courses, manage their advising responsibilities, receive student course evaluations, and 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 bates.edu/garnet-gateway/.

Curricular and Research Computing
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 by Lyceum, the Moodle-based learning management system (lyceum.bates.edu), and related technologies.

Curricular and Research Computing staff can be found in the Imaging Center (Coram Library), Digital Media Studios (Pettigrew), and Digital Language Resource Center (Roger Williams) as well as offices in Pettengill Hall. The Imaging Center features support for data visualization and the creation/reproduction of still images, including 3-D printing. The Imaging Center includes a computer lab, microscopy suites, and a photography studio.

The Digital Media Studio is a suite of specialized studio-lab spaces and a center of knowledge for exploring the creative uses and production of both traditional and new emerging digital media. The studios include three private video editing suites, a radio interview studio, a flexible studio space, and an instructional lab. Additional resources allow for live broadcasts and remote recordings.

The Digital Language Resource Center is a technology-intensive teaching and lab space designed to support and complement computing intensive work in the humanities.

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. For more information, including self-service, please contact bates.edu/helpdesk.

CTES (Classroom Technologies and Event Support)
Located on the ground floor of Pettengill Hall, CTES provides design, assistance, and technical support for all college classrooms and event spaces.