

## 9.1.1. Library Services

The mission of the T. Cartter & Margaret Rawlings Lupton Library is to provide access to materials and information which support the teaching and research programs of The University of Tennessee at Chattanooga. The library attempts to facilitate the use of such materials and information by providing a variety of public services to the students, faculty and staff of the University. The Lupton Library recognizes its potential as a regional library and is committed, within the limitations of its own resources, to serve a larger community than the University.

The Lupton Library currently houses over 1.4 million items, including books, journals, microforms, films, cassettes and other media. The library's programs range from the traditional library services to an assortment of computer-assisted services, including automated book loans, on-line computer access to the library's holdings and the holdings of other national and international libraries and twenty-four dial access to the library's on-line catalog from home or office.

*Ordering materials:* Each academic department has a library liaison person appointed by the department head. This person serves as the primary means of communication between the library and the department regarding library-related issues.

*Borrowing materials:* Any UTC faculty member may borrow circulating materials for the Lupton Library (and make use of the collections and services of other libraries in the University system). In order to borrow materials, a faculty member must have a valid identification card.

*Lost materials:* Faculty members will be charged for lost materials.

*Reserve materials:* UTC faculty members may reserve items for special use by students in their classes. This may be done by completing a Reserve Request Form available at the Circulation Counter.

*Nonbook services:* The library's Nonbook department houses many different audiovisual formats, including 16mm films, videocassettes, slides, audiocassettes and microforms. Equipment for viewing and previewing library media are available.

*Interlibrary services:* The library attempts to facilitate access to materials and information which a faculty member needs, but which the library does

not own, by sharing resources with other libraries. An Interlibrary Request Form is available for this service.

*Library instruction:* The library provides formal instruction to UTC students and faculty regarding the library's programs and collections. Faculty members may request that the library teach a library instruction session for any of their classes.

*Database searches:* The library offers a wide array of computer-assisted search services to faculty members. A Computer Search Request Form is available for this service.

*Study rooms:* The library has a limited number of faculty study rooms which may be reserved for a period of one year. Applications should be made in writing to the Dean of Libraries at the beginning of the Fall Semester.

Faculty members are expected to follow all library policies and procedures. It is hoped that the library's regulations will help facilitate the most extensive use of library materials and service by both faculty and students while also providing the controls necessary to safeguard and preserve the collections.

## 9.2.1. Computing Resources

UTC's Computing Resource units maintain and manage campus hardware and software through campus laboratories, administrative and academic mainframes, and data communication networks. A detailed "Faculty Guide to Instructional & Computing Support Services" is available.

### 9.2.1.1. Computing Services

Computing Services supports and provides facilities to handle the student records database, which includes recruiting, admissions, registration, fee payment, and graduation. It also supports such auxiliary functions as continuing education, parking, telephone services, and housing. The computing facilities available on the UTC campus include an HP3000 Series 950 and 4 Sun UNIX machines, all of which are used for instruction and research. The UTC campus computer network is connected to the Internet, supporting worldwide access for UTC computer users. In addition, this unit handles computerized test grading and scoring using a Scantron system for faculty who want to test using multiple choice questions.

### 9.2.1.2. Communication Services

The Communication Services Department provides telephone and computer network service for the University. Telephone services offered include: local and long distance telephone service, installation of new telephone service, repair of existing, telephone service, ordering long distance telephone calling cards, and local and nationwide pagers. Communication Services can order incoming toll free "800" numbers and any special circuits required. The department is responsible for all "blue light" emergency telephones on campus and for all elevator telephones. Local and long distance access for all students living in University housing is provided by Communication Services. The Department also provides the telephone operator to answer the main University number (423) 755-4111. If you would like the operator to be able to answer questions about your campus activity you may send appropriate information to the Campus Operator at 30 Founders Hall.

The *Network Services* section of the department is responsible for the design, construction, and operation of the University Local Area Network and for connection to the UT Wide Area Network. Network Services works in conjunction with The Help Desk to provide network connections to meet the requirements of faculty, staff and students. All requests for networking service and troubles should be reported to the help Desk 755-4000. For off-campus network connection to the Internet the University has partnered with campus MCI to provide dial up Internet access. To order campus MCI Internet service you may call campus MCI at (800) 631-0452.

Each departmental secretary has work order forms to order any of the above services. Any questions about Communication Services or any troubles may be reported to Communication Services at 755-4784. If you are calling from on campus just dial the last four numbers.

### 9.2.1.3. Instructional and Computing Support Services

The primary function of Instructional and Computing Support Services is to provide support for technology across the campus. The unit is composed of The Help Desk, Microcomputer Training, Campus Student Microcomputer Labs, and Media Resources. The *Help Desk* provides technical hardware and software support for faculty and staff and coordinates the set up of microcomputers on campus. The Help Desk installs and supports general campus site-licensed software applications; including operating systems, word processing, database, spreadsheets,

e-mail, and Internet software. Hardware support includes troubleshooting and isolation of equipment problems, memory upgrades and battery changes. In addition, the Help Desk provides laptops for faculty and staff to check out and use on projects away from the office or for classroom presentation.

The *Microcomputer Training* unit provides training and short courses to faculty and staff. Courses can also be arranged by departments or to individuals to cover specific applications that are supported by the campus.

There are several *Campus Student Microcomputer Labs* on campus. The labs provide students with access to common application packages as well as applications that are specific to disciplines, printing, scanning, and access to the Internet. The labs are available to faculty for instructional use on a limited basis. An instructor may reserve the Hunter lab for up to two class meetings per section per semester. Because of high student demand during the last two weeks of any semester, reservations may not be made for that time.

### 9.2.1.4. Center of Excellence for Computer Applications (CECA)

The Center of Excellence for Computer Applications (CECA) is one of the original centers of excellence in Tennessee. Its mission is to conduct multidisciplinary research in the development and application of computer-based technologies, to encourage and support innovative computing technology research and projects that have significant potential value, and to provide exemplary dissemination, training, and support in advanced technology. CECA funds a variety of grant programs to support teaching, research, and outreach related to technology. CECA supports the CECA Computer Curriculum Integration (CCI) Faculty Lab, and the CECA Advanced Technology Lab with UNIX and NT systems for research and development purposes. The CCI lab is managed by the Teaching Resource Center. Additional information about the CECA programs and activities is available at <http://www.utc.edu/CECA>.

### 9.2.2. Grayson H. Walker Teaching Resource Center

The Grayson H. Walker Teaching Resource Center works with faculty to improve teaching, learning, and to integrate technology into the classroom. The Walker Teaching Resource Center provides campus-wide faculty development seminars, workshops, and individual consultations on methods to improve teaching, learning, and to integrate technology into the classroom. Virtual workshops on topics are also available through the

Walker Teaching Resource Center website at <http://www.utc.edu/Teaching-Resource-Center/>. The Walker Teaching Resource Center also provides instructional design consultation for faculty who wish to produce multimedia and other instructional materials.

### **9.2.3. Media Resources**

Media Resources provides instructional audiovisual support to faculty and staff. Services include the delivery of audiovisual equipment to the classroom, videotaping classroom lectures or demonstrations, and technical support for satellite teleconferencing.

### **9.2.4. The Division of Continuing Education**

The Division of Continuing Education is the administrative unit which develops, coordinates and supervises continuing education and public service programs. Continuing Education is an academic function of the University. It serves and extends the academic areas by providing a framework and support for a wide variety of special programs, especially programs for adult students and for the public at large.

The non-credit programs provide faculty members the opportunity to develop professional development, personal interest, in-house training and conferences for individuals, businesses and professional groups in the Chattanooga area and the Tri-State Region. In general, these activities result in extra service compensation based on the time and effort involved and on the fees collected for such programs.

The Division of Continuing Education coordinates and manages the administrative details for off-campus academic programs at several area locations. Teaching schedules for off-campus courses are flexible as faculty members may choose to teach any evening of the week, on weekends or at lunchtime. In addition, the Division coordinates the College Challenge Program (including the Joint Enrollment Program) for area high school students and the activities for Elderscholars.

### **9.2.5. Cooperative Education**

The Office of Cooperative Education coordinates the following two education programs:

#### **1. Cooperative Education Program**

A program that integrates a student's academic study and paid career-related work experience with cooperating employers. There are several work/study schedules available to students who qualify for the program.

#### **2. Individualized Education Program**

A program that coordinates the awarding of general elective credit for relevant work experience and non-collegiate training.

### **9.2.6. Institutional Research (OIR)**

The Office of Institutional Research serves as the official reporting and information gathering arm of the University. Its mission is to assure the integrity of data reported to external agencies and to provide University administration and faculty committees with accurate decision-support information. The OIR conducts analytic studies, administers the Student Evaluation of Faculty process and serves as a University-wide clearing house for non-budgetary institutional information. The office publishes annually a UTC Fact Book which contains general statistical information depicting all aspects of the University. Information not contained in this publication may be requested from the Director of Institutional Research. The OIR coordinates the collection of institutional data by all campus units. Instruments designed to collect data from students, faculty and staff should be reviewed in advance by the OIR.

### **9.2.7. Parking**

The University attempts to provide parking facilities for the faculty; however, a service charge is made for each car parked in designated areas. Faculty and staff who bring their vehicles on campus are required to obtain vehicle registration stickers from the Business Office upon payment of the appropriate fees. Fees are payable in advance or by monthly payroll deductions for regular continuing employees. Information may be obtained from the Business Office.

### **9.2.8. Recreation**

Handball courts, the swimming pool and other facilities of the Maclellan Gymnasium and the Racquetball Center may be used by faculty personnel and their families at designated times. The Manker-Patten Tennis Center is also available to faculty members on an annual special fee basis (those interested in joining should contact the Vice Chancellor for Student Affairs and Dean of Students). Application for an identification card to admit dependents to the University facilities should be made to the Personnel Office.

### **9.2.9. Tickets for Events**

Faculty members may purchase tickets for athletics, Arena and fine arts events on campus. Discount rates are available for many events.

### **9.2.10. University Relations Office**

It is imperative that the University maintain excellent working relationships with news media and that while we provide any information requested, we strive to present the facts through our Office of University Relations.

It shall be the responsibility of the Office of University Relations to act as the official liaison with the media. Such responsibilities shall include the preparation of releases on all news stories originating from the University and responding to all inquiries or requests from the media and/or the general public; reviewing the production of all publications of the University; assisting in the selection of appropriate art work; acting as the liaison with printers, if necessary; and ensuring that all University publications conform to current University-wide and campus regulations and policies.

For release of an important University story, or if faculty members desire publicity on any event, course or achievement, contact shall be made with the Office of University Relations for implementation. Requests for information concerning campus activities shall be directed to the Office of University Relations. Offices, departments or individuals requesting the services of this office shall make requests in person, by memorandum or by phone. When departmental publications are contemplated, a publications requisition shall be filed with the Office of University Relations in accordance with the Tennessee state law.