System Support

Mission Statement
In order to support the mission of Florida A&M University Libraries, the Systems Support Departments' intent is to provide competent and efficient staff support and state-of-the-art technology that is capable of satisfying the informational needs of the library and its users. We intend to use technology as a vehicle to offer more efficient and effective delivery of current services and to add new services to carry out the mission of the Library.

Goals
The Systems Office is responsible for developing, acquiring and maintaining automated resources. The purpose of this office is: (1) to provide technology and informational needs; (2) to train library staff and faculty in using the automated resources of the library; (3) to coordinate, plan, fully implement and maintain library systems; and (4) to keep abreast of new technology that can be used to improve services offered by the Library.

Computers within Coleman

Special Collections (4th Floor) - contains 15 computers: 8 Gateway 4600 computers that support the Microsoft Office 2007 Office Suite (Word, Excel, Access, OneNote, PowerPoint, Publisher, InfoPath and Groove) and Internet access; 7 Dell Optiplex GX280 computers used for research support SciFinder Scholar, Internet Access.

Periodicals Department (3rd Floor) - 6 Dell Optiplex GX280 computers with Internet access, SciFinder Scholar, and Census Tract.

Scholars1 (2nd Floor) - 34 Dell Optiplex 745 computers that support the Microsoft Office 2007 Office Suite (Word, Excel, Access, OneNote, Publisher, InfoPath and Groove); SciFinder Scholar, Course Compass, Write-N-Cite, and Internet access. Documents may be saved temporarily to the Z: drive.

Scholars2 (2nd Floor) - 35 Dell Optiplex 745 computers with Microsoft Office 2007 Office Suite (Word, Excel, Access, OneNote, PowerPoint, Publisher, InfoPath and Groove); SciFinder Scholar, Course Compass, Write-N-Cite and Internet access. Documents may be saved temporarily to the Z: drive. 1 computer is designated as a Print-N-Go station. It supports Corel WordPerfect 10, the Office 2007 Suite, a floppy disk drive; 1 computer is designated as a scanning station and is equipped with a Microtek 9800XL flatbed scanner that supports multiple scanning formats. Scans may be saved to a flash drive or sent directly to the print station.

Reference (2nd Floor, located in the Reference Dept.) - 28 Dell Optiplex GX280 computers with Internet access, SciFinder Scholar, and Adobe Reader. Computers are designated for research and email purposes.

Group Study Rooms (Located in Coleman Annex, 2nd Floor) – 8 Gateway 4600 computers with Microsoft Office 2002 Suite (Word, Access, Excel, Powerpoint), SciFinder Scholar, Internet Access, and Adobe Reader. These computers print to the Reference Print Station, 2nd Floor-Reference Department. Floppy, zip and USB drives are supported.

Group Study Rooms (Located in Coleman Annex, 3rd Floor - A317 & A319) - contain Gateway 4600 computers with Microsoft Office 2002 (Word, Access, Excel, Powerpoint), SciFinder Scholar, Internet Access. These computers do not print. Floppy, zip and USB drives are supported.

Jazzman's Café (2nd Floor) - 1 Gateway P4 computer with Microsoft Office 2002
Suite (Word, Access, Excel, PowerPoint), Census Tract and Internet access. This computer prints to the Scholars1 print station. 1 Brother Typewriter is available for use on a first-come-first-serve basis.

ADA Access Station - (2nd Floor, Room 207) - 1 Gateway Solo 5300 with Microsoft Office Suite 2003, JAWS (a screen reader), Magic (a screen magnification program), OpenBook (a scanning and reading program), HP Photosmart Scanner, and Juliet Brailler (printer) and a CCTV (closed circuit TV) for the visually impaired.

Cataloging Stations are located on each floor of the Coleman Library Annex- (4th Floor -1st Floor) 10 Dell Optiplex 320 -These stations provide access to the library online catalog, WordPad, a calculator and access to minimal space on the E: drive. These computers do not print.

Information Literacy Room – (Coleman Annex 410A & 410B) –51 Dell GX270 computers. A multipurpose classroom for library instruction and other purposes. Each room is equipped with a Sharp-Notevision projector, Sony DVD combo player, document camera, sound, teleconferencing phone, and electronic display screen. Internet access, SchoolVue, Write-N-Cite and Microsoft Office 2007 Suite are supported.

Teleconferencing Room – (Coleman Annex 415) – 1 Dell small form factor computer, Polycom, Pioneer Plasma display, Sony DVD combo player, document camera, sound, teleconferencing phone and white board.

Print Stations are available on the Second Floor in Scholars1, Scholars2, and Reference; Third Floor- Periodicals Department and on the Fourth Floor in Room 403 Back. All computers contain the Adobe Reader and security software.

Other Support
The Systems Support Department provides service to all the Branch Libraries located at FAMU.

Science Research Center Library (Located on the 4th & 5th Floors of the Frederick S. Humphries Building) - 49 Dell Optiplex GX 280 computers with Microsoft Office 2007 Suite (Word, Excel, Access, OneNote, Publisher, InfoPath and Groove), Internet access, SciFinder Scholar and Write-N-Cite.

Architecture Library – (Located on the 1st Floor of the Walter Smith Building) - 7 Dell Optiplex GX 280 computers with Microsoft Office 2000 Suite and Internet access. An HP Photosmart flatbed scanner is available for patron use.

Journalism Resources Center (Located in the School of Journalism and Graphic Communication) -10 Dell Optiplex 280 computers with Internet access for research.

FAMU Developmental Research Center (Located in the Lucy Moten Building) - 1 Dell Optiplex 280 for circulation use.

Laptop Circulation
20 Gateway SOLO laptops are available for circulation via the Information Commons Desk (2nd Floor, Coleman Library Main). Refer to "Related Links" for laptop policies, agreement and registration form.

Contact Information
Coleman Library Annex - Room A114
1500 S. Martin Luther King Jr., Blvd. Tallahassee, Florida 32307-4700
Systems Support Staff - (850) 561-2598
Email: libsystems@famu.edu

Revised 04/08