SELECTED RESOURCES

DOCUMENTS

Journal Articles

Balas, Janet L. "The 'Magic' of Wireless Access in the Library." *Computers in Libraries* 26, no. 3 (March 2006): 32–35.

Bolin, Mary K. "The Library and the Computer Center: Organizational Patterns at Land Grant Universities." *Journal of Academic Librarianship* 31, no. 1 (January 2005): 3–11.

Crockett, Charlotte, Sarah McDaniel, and Melanie Remy. "Integrating Services in the Information Commons: Toward a Holistic Library and Computing Environment." *Library Administration and Management* 16, no. 4 (Fall 2002): 181–86.

Foster, Andrea L. "Are Computers in Libraries on the Wane?" *Chronicle of Higher Education* The Wired Campus section, October 25, 2007.
 http://chronicle.com/wiredcampus/article/2489/are-computers-in-libraries-on-the-wane

Hein, Karen K. "Information Uncommon: Public Computing in the Life of Reference." *Reference Services Review* 34, no. 1.
http://www.emeraldinsight.com/

Horner, Perry C., and Dennis Isbell. "Segregating Library Users in a Microsoft Windows Client/Server Environment to Control Access to Public Printers." *Information Technology and Libraries* 23, no. 3 (September 2004): 128–32.

McKinstry, Jill Morrison, and Peter McCracken. "Combining Computing and Reference Desks in an Undergraduate Library: A Brilliant Innovation or a Serious Mistake?" *portal: Libraries and the Academy* 2, no. 3 (July 2002): 391–400.
http://muse.jhu.edu/journals/portal_libraries_and_the_academy/v002/2.3mckinstry.html

Rossmann, Brian, and Doralyn Rossmann. "Communication with Library Systems Support Personnel: Models for Success." *Library Philosophy and Practice* 7, no. 2 (Spring 2005).
http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1048&context=libphilprac

Sendze, Monique. "The Battle to Secure Our Public Access Computers." *Computers in Libraries* 26, no. 1 (January 2006): 10–16.

White, Andrew C. "Toasting the Thin Client as a Viable Solution to Public Web Access Experience at SUNY Stony Brook." *Computers in Libraries* 18, no. 10 (November/December 1998): 20–22+.

Books

Barclay, Donald A. *Managing Public-Access Computers.* New York, NY: Neal-Schuman Publishers, 2000.

Blixrud, Julia C. *Managing Printing Services*. SPEC Kit 254. Washington, DC: Association of Research Libraries, Office of Leadership and Management Services, December 1999.

Caswell, Tom, and LeiLani Freund. *Scanning Services for Library Users*. SPEC Kit 288. Washington, DC: Association of Research Libraries, Office of Leadership and Management Services, September 2005.

Driscoll, Lori. *Library Public Access Workstation Authentication*. SPEC Kit 277. Washington, DC: Association of Research Libraries, Office of Leadership and Management Services, October 2003.

Erbshloe, Michael. Trojans, Worms, And Spyware: *A Computer Security Professional's Guide to Malicious Code*. Amsterdam: Elsevier, 2005.

Haas, Leslie, and Jan Robertson. *The Information Commons.* SPEC Kit 281. Washington, DC: Association of Research Libraries, Office of Leadership and Management Services, July 2004.

Kwon, Myoung-ja Lee, and Aline Soules. *Laptop Computer Services*. SPEC Kit 275. Washington, DC: Association of Research Libraries, Office of Leadership and Management Services, August 2003.

Leung, Shirley, and Diane Bisom. *Information Technology Policies*. SPEC Kit 218. Washington, DC: Association of Research Libraries, Office of Leadership and Management Services, October 1996.

Tuten, Jane H., and Junker, Karen. *Appropriate Use Policies for Computers in College/University Libraries*. CLIP Note #31. Chicago: American Libraries Association, 2002.

Web Resources

Foster, Nancy Fried, and Susan Gibbons. "Studying Students: The Undergraduate Research Project at the University of Rochester." Chicago: Association of College & Research Libraries, 2007. http://www.ala.org/ala/acrl/acrlpubs/downloadables/Foster-Gibbons_cmpd.pdf

Gutsche, Betha (Ed). "Sustaining Public Access Computing Programs: Technology and Management Competencies." May 2007. http://data.webjunction.org/wj/documents/16963.pdf

Thomas, Chuck, and Robert H. McDonald. "Millennial Net Value(s): Disconnects Between Libraries and the Information Age Mindset." August 15, 2005. Florida State University D-Scholarship Repository, Article #4.
http://dscholarship.lib.fsu.edu/general/4

Notable Innovations

Communicating Public Computing Info to Users

Blogs, Bulletin Board/Forums, RSS feeds

Case Western Reserve. KSL Tech Blog
Blog and RSS approach.
> http://library.case.edu/ksl/techteam/mission.html
Also see "ITS News."
> http://library.case.edu/ksl/techteam/

University of California, Los Angeles. College Library Instructional Computing Commons
Includes technical bulletins via RSS.
> http://www.clicc.ucla.edu/

North Carolina State University. Talk
Online bulletin board with RSS feed available.
> http://www.lib.ncsu.edu/learningcommons/forum/viewforum.php?f=2

Communication of Policies

University of Iowa. Library Public Computer and Print Management
A remarkably well-written explanation to users regarding why the library implemented desktop authentication.
> http://www.lib.uiowa.edu/help/faq/faq-computers.html

University of South Carolina. Authentication Requirement for the Library's Public Computers
Another example of a well-written explanation to users as to why the library chose to implement the procedure.
> http://www.sc.edu/library/systems/authenticate.html

University of Virginia. "When I go to U.Va..."—The Responsible Computing Video
Unique campus-level policy communication that benefits the library and its users.
> http://www.itc.virginia.edu/pubs/docs/RespComp/videos/home.html
and the "Responsible Computing at U.Va." Web site
> http://www.itc.virginia.edu/pubs/docs/RespComp/

Finding Hardware and Software

University of Kansas. Computer Labs
Interactive and searchable campus-wide directory (includes libraries) of hardware and software by location.
> http://www2.ku.edu/cgiwrap/workshops/train/index.php?SCREEN=labs

University of Maryland. Where To Go To Find A Computer
Includes the library.
> http://www.oit.umd.edu/wheretogo/seeTable.cfm

Michigan State University. Software Search
Includes the library.
> http://attend.acns.msu.edu/computerLabs/searchSoftware.php

Yale University. Software Search
> http://research.yale.edu/css/student/software.jsp
and Equipment Search
> http://research.yale.edu/css/student/equipment.jsp

Public Workstation Availability

Boston College. Computer Availability
> http://www.bc.edu/offices/infotech/depts/slsc/availability/

University of California, Davis. Computer Rooms Available
> http://clm.ucdavis.edu/rooms/available/

Cornell University. Laptop Access
Real-time laptop availability at Mann Library.
> http://www.mannlib.cornell.edu/computing/laptops/index.cfm

Duke University. Are workstations available right now?
> http://library.duke.edu/services/computing.html

Emory University. Current Learning Commons Usage
> http://web.library.emory.edu/learningcommons/usage.php

North Carolina State University. Computers in D.H. Hill Library
> http://www.lib.ncsu.edu/compavailability/web.php
and Computers in the Learning Commons
> http://www.lib.ncsu.edu/compavailability/lc-web.php
Includes live video. They explain how they created these features here:
> http://www.lib.ncsu.edu/dli/projects/compavailability/

University at Albany, SUNY. Computers Availability in University Libraries
     http://library.albany.edu/infocommons/map.htm

University of Tennessee. Current Labs Usage
     http://www.labs.utk.edu/usage/currentusage.asp

University of Utah. Lab Status of the Marriott Library Multimedia Center
     http://labstatus.scl.utah.edu/mmc_login.php

Yale University. Cluster Support Services
Campus map with pop-ups of lab locations (including libraries) that includes workstation availability.
     http://research.yale.edu/css/student/clustermap.jsp

Reserving Public Workstations and/or Laptops

Brigham Young University. Reservations
     http://www.lib.byu.edu/index.php?tab=tab1&menu=rese_menu

New York Public Library. Make a PC Reservation
     http://nypl.org/pcres/reserve.pl

University of Oregon. Booking A Laptop
     http://libweb.uoregon.edu/commons/laptops/booking.html
Reservations of collaborative workstations can be done at
      http://janus.uoregon.edu/record=b3615397
Note that text messaging to cell phones is also available.

Scanning

University of North Carolina at Chapel Hill. How Do I Scan?
Flash-based online tutorials.
     http://www.lib.unc.edu/reference/eref/howdoiscan.html

Software Installation

Northwestern University. Software Installation
A form submission for software installation requests which includes library computing areas.
     http://database.at.northwestern.edu/p/SoftwareRequest/SoftwareRequest1.cfm

Foreign Languages
University of North Carolina at Chapel Hill. Typing in non-Roman languages
     http://www.lib.unc.edu/reference/eref/keyboardcovers.html

Also provides information on switching keyboard characters
http://www.lib.unc.edu/house/how_do_i/technology/switch_the_keyboard_to_another_language's_characters.html

"Knowledge," "Information," or "Learning Commons"

Note: although some of the institutions below were respondents to SPEC Kit 281 "The Information Commons" (2004), these URLs were not included in the SPEC Kit on that topic. Because they are public computing "hubs" they are included here.

Brigham Young University. Information Commons
http://net.lib.byu.edu/gen/ic/index.html

University of British Columbia. The Information Commons at the UBCO Library
http://www.library.ubc.ca/ubco/InfoCommons.html

McMaster University. @ Mills Learning Commons
http://library.lib.mcmaster.ca/mills/learningcommons/

North Carolina State University. NCSU Libraries Learning Commons
http://www.lib.ncsu.edu/learningcommons/

Northwestern University. InfoCommons
http://infocommons.northwestern.edu/
Includes an interactive, Flash-based floor plan with detailed information on computing workspaces at
http://infocommons.northwestern.edu/features.html.

Ohio University. Learning Commons
http://www.library.ohiou.edu/serv/lc/index.html

University of Saskatchewan. Learning Commons
http://www.usask.ca/learningcommons/

University at Albany, SUNY. Information Commons
http://library.albany.edu/infocommons/

University of Virginia. Scholars' Lab
http://www.lib.virginia.edu/scholarslab/

University of Washington. Computing Commons
http://catalyst.washington.edu/learning_spaces/computing_commons.html

Washington University in St. Louis. ARC Library Technology Center
        http://library.wustl.edu/units/arc/index.html

Wayne State University. Extended Study Center
Provides a mostly 24-hour study area with computers, printers, copiers, study tables, and helpdesk
support.
        http://www.lib.wayne.edu/services/computing/extended_study.php

University of Wisconsin-Madison. Steenbock Memorial Library Information Commons
        http://steenbock.library.wisc.edu/infocommons/index.html
and Ebling Library InfoCommons
        http://ebling.library.wisc.edu/infocommons/

Podcast Production

University of Southern California. Leavey Library Podcasting Studio
        http://www.usc.edu/libraries/locations/leavey/podcast/

Printing and Scanning Services

Syracuse University. Digital Imaging Services Center
        http://library.syr.edu/information/digital_services/disc/

Software & Media Vending

Kent State University. Computer Disk Vending Machine
        http://www.library.kent.edu/page/10313

User Assistance

University of Kansas. Deskside Coaching
        http://www.lib.ku.edu/instruction/it/deskside/

McMaster University. IT Chat help
        http://library.lib.mcmaster.ca/ithelp.htm

New York Public Library. Computer Page Program
        http://www.nypl.org/branch/services/pages/about.html

Purdue University. Customer Support Online
A twenty-four hours per day, seven days per week way to submit questions or requests for service to the Information Technology Department of Purdue University Libraries.
        http://www.lib.purdue.edu/itd/customerservice/cso.html

Virtual Workstation

University of Texas at Austin. Software Installation Station
Virtual PC that gives software installation privileges to patrons.
        http://www.lib.utexas.edu/help/libstations/Virtual_PC/sis.html

Web Conferencing

University of Utah. Virtual Classroom
        https://marratech.scl.utah.edu:8001/

Institution Innovations (non-library)

Remote Access to Public Computers

University of California, Los Angeles. Social Sciences Computing After Hours
        http://access.labs.sscnet.ucla.edu/

North Carolina State University. Virtual Computing Lab
        http://vcl.ncsu.edu/

University of Wisconsin-Madison. Computer-Aided Engineering Center
        http://www.cae.wisc.edu/site/public/?title=fsrwinxp

Note: All URLs accessed November 12, 2007.