How Can I Get Help From LIS?

When you need it, help is easy to obtain from Luther’s Library and Information Services (LIS) team. We provide a full range of information support from information technology to library services.

Visit our website at www.luther.edu or stop by any of our service points on the main floor of Preus Library where our staff can help you with any of your information-related questions.

Circulation Desk (library@luther.edu, 563-387-1166) Check out books, CDs, DVDs, course materials, digital cameras, camcorders, portable hard drives, and more.

Research Help Desk (refdesk@luther.edu, 563-387-1163, or chat via www.luther.edu/library) Visit librarians and find resources for your research-related questions.

Technology Help Desk (helpdesk@luther.edu, 563-387-1000, help.luther.edu) Get answers for your computer and technology-related questions.

Welcome to Luther!

The Library and Information Services team offers a wide range of services supporting the library and technology needs of the Luther Community. This guide offers a basic introduction to the services you can expect as a new employee at Luther. For more information and detail, please visit our website www.luther.edu/lis.
How do I borrow library items?

The Circulation Desk (located to the right of the main entrance) is staffed during all open library hours. During the fall and spring semesters, the hours for the Circulation and Technology Help Desks are:

Monday - Thursday 7:30am - 12:00am
Friday 7:30am - 9:00pm
Saturday 9:00am - 9:00pm
Sunday 12:00pm - 12:00am

Note: After the first week of Fall semester, the main floor of the library remains open until 1:00am for general study when the library closes at midnight. Campus Security is present for the extended hour but no library services are available.

For a full schedule of hours, visit www.luther.edu/lis/about/facilities/hours.

At the Circulation Desk, you can check out books, DVDs, digital video cameras, iPod Touches, external hard drives, and individual and group study rooms. Laptops, iPads, Chromebooks, headphones, and computer and phone chargers are available for in-library-use as well.

Employees must use their ID cards to check out materials. Users can check their library accounts by clicking on the Library Account link on the Library Research page.

Books are due twice each semester (mid-term and end of semester) and other materials such as movies and leisure reading books have different due dates. Visit www.luther.edu/lis/about/policies for more information.

How do I get help using library resources?

During the academic year, our Research Help Desk is staffed physically and virtually (by chat) to help anyone seeking assistance in using the library and accessing our collections. The desk is staffed during most regular business hours, weekday evenings, and selected weekend hours.

You can also reach our reference librarians by email (refdesk@luther.edu) or phone (563-387-1163).

Visit www.luther.edu/library/about/services/reference for more information.

How do I find a book?

Our online catalog provides easy access to our library collections. Modeled after search engines such as Google or Yahoo, the catalog is easy and intuitive to use.

Visit www.luther.edu/library to start your search.

How do I find a journal article?

Luther has access to many journals, both physical and electronic. Recent print issues can be found on the main floor of Preus Library in the Current Periodicals area. Older issues are bound and shelved according to subject.

Luther also subscribes to many thousands of online journals, all searchable through our catalog or through more specific databases such as JSTOR and Academic Search Complete. These can be found at www.luther.edu/library.

How do I find a film or video, music or audio?

Luther has a large collection of media including DVD/videos, audio CDs, musical scores, and images. Search the entire media collection at www.luther.edu/library.

Users can also browse the DVD and video collection on the main floor of Preus Library. DVDs can be checked out for three days and CDs for two hours.

How do I find something not available at Luther?

The Interlibrary Loan department can borrow items for you from other libraries anywhere in the world. Log into illiad.luther.edu or call 563-387-1726.

Visit www.luther.edu/library/about/services/interlibraryloan for more information.
Library Collections
Periodicals/Serials
Preus Library subscribes to over 30,000 print and electronic journals and magazines. The most recent issues of our print journal collection are located on the main floor of Preus Library in the Current Periodicals area. Electronic journals are available at www.luther.edu/library.

Leisure Reading
The Leisure Reading collection consists of current and recent best sellers, both popular fiction and non-fiction. You can find everything from mystery to romance to fantasy, biographies, sports, history, and much more.

Rare Books
The Rare Book room contains a collection of books that have aesthetic, associational, or historical value. Encompassed in the collection are books, periodicals, newspapers, manuscripts, and broadsides from every subject field. Items range in size from postage-stamp dimensions to large folio volumes. Visit www.luther.edu/library/about/collections/rarebooks for more information.

Reference Collection
The Reference Collection area includes general and subject-specific reference works, such as encyclopedias, dictionaries, biographical sources, and atlases. A few frequently used volumes are shelved at the Reference Desk.

Curriculum Library
The Curriculum Library supports the elementary and secondary teacher education programs at Luther College. The collection includes children’s picture books, young adult fiction, non-fiction, K-12 text books, and other resources.

Archives
The Luther College Archives collect, organize, preserve, promote, and make accessible Luther College’s history. The Archives Reading Room is open Monday through Friday, 1:00pm to 4:30pm. The Archives strive to offer quality collections that are easily accessible and offer a transparent snapshot of Luther College’s history. Visit www.luther.edu/archives for more information or search online at nordic.luther.edu.

Technology Services
How do I get help with Technology?
The Technology Help Desk is the front door to information about Luther’s Technology services. Staffed during regular library hours, Help Desk staff are available to assist you with all your technology needs - from connecting to the Internet to software or hardware repair and much more. Visit www.luther.edu/helpdesk for more information.

The Digital Media Center (located on the lower level) is available for all your multimedia needs. Staff are available to help with any media conversion, recording or streaming of events, or any classroom technology needs. A lab with high-end Macs is available for photo, media, or video editing plus there is a studio complete with green screen and equipment for photo or video shoots. Visit www.luther.edu/helpdesk/media-center for more information.

What accounts do I get at Luther?
Luther offers many online services and most of these need just one login: a Norse Key. Your Norse Key is your username and password to log into Norse Apps (email, calendar, hangouts, collaborative documents, and more), KATIE (our learning management system), my.luther (registration and student information), our library systems, lab computers, and many other places.

For network security, all Norse Key passwords must be changed every 180 days and it is a violation of policy to share your password with anyone. Visit NorseKey.luther.edu for more information.

How do I change my Norse Key?
To change or reset a forgotten or expired Norse Key, visit NorseKey.luther.edu and follow the instructions.

What computing equipment can I expect to receive from Luther?
Specific computing equipment provided to employees depends on the nature and location of their work. Most employees receive a workstation, monitor, keyboard, and mouse for their office. These workstations come with a standard suite of software provided by Luther for all employees. Laptops may be provided for employees with demonstrated need for mobility. Any special requests for specific hardware or software should be made to LIS through the Hardware or Software forms located at www.luther.edu/lis/about/services.

Luther strives to refresh employee workstations at least every four years. Software may be refreshed more frequently.

What if I have problems with my personal computer?
The Technology Help Desk can assist employees in troubleshooting their personal computers or devices. Help Desk staff can provide minor computer repairs and upgrades and also maintains a list of Luther students and local businesses that are available for fee-based support. Visit www.luther.edu/helpdesk/localservices for more information.

Luther or LIS staff will NEVER ask for your Norse Key via email. Such attempts are often scams and it is wise to ignore such requests. Contact the Technology Help Desk if you have any questions regarding your Norse Key.
Luther’s Wireless Network

For best performance on Luther’s wireless network, make sure your device supports wireless standard 802.11 /a/b/g/n or 802.11ac. Most current computers support this.

(Other wireless standards will work but at decreased performance.)

Employees should not bring their own wireless routers. Also, cordless phones that operate in the 2.4Ghz or 5Ghz frequencies can create interference on the wireless network and cause issues.

Visit www.luther.edu/helpdesk/wireless for more information.

Can I purchase computer hardware or software at an academic discount?

Most hardware and software manufacturers provide discounts for employees. Often you are required to provide proof of your employment and your Luther email address usually suffices. Visit their online education store for more information.

Apple: www.apple.com/edu/luthercollege
Adobe: store.collegebuys.org
Dell: www.dell.com/education
HP: www.hp.com/education
Microsoft: www.microsoft.com/education
General: www.academicsuperstore.com

(For other vendors, just add /education their normal website or visit their main page and search for Education or Academic.)

Luther does not provide purchasing services for Students, Faculty, or Staff so you will have to make your own arrangements.

How do I protect my computer and personal information?

The Internet and social media present unique threats to both your computer and personal information. Keep the following in mind while on the Internet:

Social Media: Use care with what you post and with whom you communicate. Don’t share too much information. This includes Facebook, Twitter, Snapchat, and any site or app that allows you to share personal information.

Think Before You Click: An anti-virus can help protect your computer but isn’t a guarantee. Think twice before downloading a free game or other app. Make certain it’s legitimate first or you may be opening yourself up to viruses, malware, or spam.

Phishing: Phishing is a scam attempt to get personal information (username, password, etc) using official looking emails or websites. Please report all attempts to the Technology Help Desk.

Luther or LIS staff will NEVER ask for your Norse Key via email. Such attempts are often scams and it is wise to ignore such requests. Contact the Technology Help Desk if you have any questions regarding your Norse Key.

What are Norse Apps?

Norse Apps is the Luther branded version of Google Apps for Education, a free online suite of productivity applications.

Your Norse Key grants you access to Norse Apps.

Visit www.luther.edu/helpdesk/norseapps for detailed information.

Norse Mail (mail.luther.edu): Luther’s version of Gmail, a web-based email service that is available anywhere in the world. Users have unlimited storage and can use Google search to navigate through old emails.

Norse Calendar (calendar.luther.edu): Keep track of your busy schedule and share it with colleagues, friends, and family.

Norse Hangouts (mail.luther.edu): Integrated into Norse Mail, Hangouts is an instant messaging and video chat platform that allows you to communicate with anyone on Norse Apps, Gmail, or Google+.

Norse Docs (docs.luther.edu): Web-based documents (Docs), spreadsheets (Sheets), and presentations (Slides). Create, share, and collaborate with others in real-time.

Norse Sites (sites.luther.edu): Quick and easy way to create a website and collaborate with classmates and groups.

Norse Groups (groups.luther.edu): An easy way to setup and manage communications for any group on campus via email or the web.
What computer labs and classroom equipment are available?
There are more than 20 computer labs on campus available to students and every residence hall has a lab with a printer. Most classrooms are equipped with LCD projectors, podium workstations, DVD/VHS players, and sound systems. The Technology Help Desk also maintains an inventory of equipment available for short term check-out to students, faculty, and staff. Submit a request at help.luther.edu for any equipment or event needs.

Who manages printing and photocopying at Luther?
Luther partners with Ricoh Corporation to provide campus digital output services and support. The agreement includes management and operation of the college’s printing and mail centers and the supply, service, and support of copier and laser printers on campus. Visit www.luther.edu/doc-mail/document-center for more information.

How can I print?
Luther uses a print management system called GoPrint to track and manage printing on campus. Students can print from any lab workstation or visit the Technology Help Desk to setup printing from their own personal computer. Students are allocated a printing allowance at the beginning of each term as part of the student technology fee. Once the allowance has been depleted, students can use their Nordic Cash.

Employees do not have a printing quota. Instead, all prints are billed back to their department on a monthly basis. Visit www.luther.edu/lis/goprint for more information.

Do I need a personal printer?
Luther does not provide support for personal printers for employees. Instead, we focus our resources on workgroup printing solutions that are more cost-effective and provide better quality output.

What if I need something printed in color or on a poster?
A color laser printer is available in Preus Library or you can visit the Luther College Document Center located on the ground floor of Main. The staff there can assist you with many special printing and duplication needs.

What about cell service in Decorah?
Most cell providers cover the Decorah area to some degree. Check with your provider and make certain the area is covered in your plan. If shopping for a local plan, US Cellular and Verizon have stores downtown. It is also a good idea to get some experience with your cell phone before counting on it as your main communication source. Some buildings may impede clear connections.

What telephone service does Luther provide?
Telephones are provided for all faculty and staff requiring telephone service. Standard analog phones provide access to features such as voice mail and caller ID. Digital telephones are available for an extra charge and are appropriate for multi-line needs.

Faculty and staff phone numbers begin with (563) 387-xxxx. Student phones begin with (563) 382-xxxx.

Calls on campus require only the last four digits (i.e. 1000, 1111, etc). To call off campus, dial 9 and then the phone number.

Employees are assigned a long distance code that will allow billing back to their department. Long distance calls can also be made using a calling card or cell phone.

All phone issues or problems should be reported to the Technology Help Desk at x1000, helpdesk@luther.edu or online at help.luther.edu.

How do I check my voicemail?
To check your voicemail:
1. Dial x1601 (563-387-1601 if off campus)
2. Enter your phone extension (i.e. 1000)
3. Enter your PIN Number

Visit www.luther.edu/helpdesk/telephonevoicemail for more information.

Faculty and staff can also manage their voice mail via Norse Mail using Desktop Messaging. Visit www.luther.edu/helpdesk/desktopmessaging for more information.

What about cell service in Decorah?
Most cell providers cover the Decorah area to some degree. Check with your provider and make certain the area is covered in your plan. If shopping for a local plan, US Cellular and Verizon have stores downtown. It is also a good idea to get some experience with your cell phone before counting on it as your main communication source. Some buildings may impede clear connections.

Does Luther block or read my Internet traffic?
No. Luther does not filter or monitor network traffic. All users are expected to comply with Luther policies as well as local, state, and federal law. Luther will cooperate with any properly obtained and executed legal action against users on our network.

Luther does not restrict network traffic, including peer-to-peer file sharing. However, it is a violation of Luther policies and federal law to share files for which you do not have a specific legal license to share. Doing so will result in loss of network privileges. Visit www.luther.edu/lis/about/policies for more information.

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I need to learn ____. How can LIS help me?

There are many options for training and instruction through LIS. We offer workshops, product demonstrations, and skills training sessions focused on new products being implemented on campus.

You can also visit each of our service points in Preus Library including the Research Help Desk, Technology Help Desk, and the Digital Media Center. Course-integrated research instruction is provided in Paideia as well as other courses at the request of the instructor.

Visit www.luther.edu/lis/learn for more information.

Are there online training resources available?

Yes!

Luther subscribes to Lynda.com (www.lynda.com) which offers a wide variety of web-based software training videos and resources that can be used for personal development or curriculum supplement and is available 24/7.

How can I backup my files?

Luther encourages all students, faculty, and staff to make regular backups of critical data. External hard drives, flash drives, or cloud-based storage solutions (such as Google Drive or Dropbox) are all recommended.

Visit www.luther.edu/helpdesk/databackup (Windows) or www.luther.edu/helpdesk/macdatabackup (Mac OS X) for more information.

How can I access library resources from off-campus?

While on-campus, employees are automatically granted access to the resources made available through the Library Research page (www.luther.edu/library).

When off-campus, you will be prompted to enter your Norse Key before continuing to the Library Research page.

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Visit www.luther.edu/helpdesk/databackup (Windows) or www.luther.edu/helpdesk/macdatabackup (Mac OS X) for more information.

What does it mean that LIS is ‘merged’?

While many colleges have separate Library and Information Technology departments, Luther has one merged department called LIS (Library and Information Services). LIS seeks to capitalize and maximize the benefits of working collaboratively across the wide range of information services and support. Visit www.luther.edu/lis/about/ for more information.

How can I keep up with what LIS is up to?

• The LIS Blog (www.luther.edu/lis/blog) is a great way to keep up with LIS. Current outages, planned system maintenance, or alerts are frequently posted to the blog.

• You can also subscribe to This Week in LIS (TWILIS, www.luther.edu/lis/blog/twilis), an email letter for the Luther community published most weeks.

• Preus Library is also on Facebook at www.facebook.com/PreusLibrary and you can find the Archives at www.facebook.com/LutherCollegeArchives.

I have a question, comment, or need something from LIS. How do I get that to you?

We welcome your comments, suggestions, and concerns. Please visit any of the LIS service points in Preus Library or contact us at lisinfo@luther.edu or 563-387-1166.

Visit www.luther.edu/lis/about/policies to view these policies.
Need Research Help?

The Research Help Desk (refdesk@luther.edu, 563-387-1163). Visit librarians and find resources for your research-related questions.

Need Technology Help?

The Technology Help Desk (helpdesk@luther.edu, 563-387-1000). Get answers for any computer or technology questions or needs you have.

Need Help Borrowing Something?

The Circulation Desk (library@luther.edu, 563-387-1166). Check out books, DVDs, course materials, digital cameras, camcorders, portable hard drives, and much more.