

## **8.0 Support Services**

## **Support Services**

The University of Maine at Orono tries to provide the kind of physical atmosphere which promotes the use of modern teaching and research techniques. In addition, the University offers a number of services and facilities which help to provide up-to-date materials and instruments for scholarly endeavor. Among these are:

### **8.1 Computer Center**

Computing and Processing Services (CAPS) supports the instructional, research, consulting, and administrative needs of the University. CAPS is a unit of Systemwide Services, responsible to the Vice Chancellor for Administration. The computer and majority of staff are located at the Computing Center at Orono. Its facilities include a number of sophisticated computing devices which are described in detail in various brochures. Non-credit courses are open to those who wish to develop the competency necessary to make effective use of computing facilities. Package programs are available for most commonly used statistical problems and consulting programmers are available to advise. The director welcomes questions about ways in which these facilities may be used to aid instruction and research and to support the mission of the University.

### **8.2 Instructional Systems Center**

The Instructional Systems Center is a UMO service organization with the purpose of assisting faculty in the improvement of instruction. The Center is organized in four divisions to achieve this purpose. The staff of the Instructional Development Division are able to work directly with instructors. The Equipment Division provides audio-visual equipment such as motion picture projectors, slide projectors, and tape recorders. The Graphics Division produces original artwork and photography for instructional visuals. The Film Rental Library serves, primarily, the public schools of Maine, but also provides a collection of 16-mm films for campus use.

### 8.3 Library

Fogler Library contains about 550,000 books and pamphlets and receives some 3,500 periodicals. University library facilities are also located at Bangor Community College and at the Darling Center.

Members of the faculty and professional staff are urged to use the resources of the libraries and to assist in building the library's collections in their disciplines. Examination of the collection in the discipline of the individual faculty member or professional should be made periodically so that the weaknesses can be discovered and remedied as rapidly as finances permit. Faculty members are urged to recommend books for library purchase through their departmental library committees.

#### *General Circulation*

Faculty members may borrow books for their own use during the current academic year with the provision that books needed by other borrowers will be returned promptly when they are recalled. All books charged out to faculty should be accounted for at the end of each academic year.

#### *Closed Reserve Services*

Special forms are available for the use of faculty members requesting books for placement on closed reserve. It is helpful to the library staff for these to be filled out carefully and completely with all the information requested. Materials on closed reserve should be limited to those titles in which specific and limited assignments will be made. It is important that instructors estimate as accurately as possible the number of students anticipated in each course so that an adequate number of copies of each title can be provided. Reserve lists should be submitted to the library not less than six weeks prior to the first assignment. It is most disconcerting to students when books are not available when the first assignment is given. Instructors are urged to notify the library a day or two prior to giving an assignment in a journal article so that the journal can be withdrawn from the open shelves. Loss and mutilation of journals frequently occur when such assignments are made. Such articles are photocopied for closed reserve.

#### *Course Syllabi*

The Fogler Library maintains a file of current course syllabi and outlines in the reference room. Students use this file extensively in course selection. The library must depend on individual faculty members to keep this file current.

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### *Course Examinations*

The Fogler Library maintains a file of current course examinations when they are provided by a faculty member. Students find these helpful but the Library maintains them only on the approval of the faculty.

### *Reading Lists*

Reading lists of books not on reserve should be sent to the library before they are mimeographed so that library call numbers may be included. This saves time for both the student and instructor and presents the library with an opportunity to check the list with the book stock. The library staff is prepared to help in compiling such lists for the faculty and for student organizations.

### *Book Recommendations*

Faculty members are urged to recommend books for library purchase. Order cards may be obtained from the library office. This is a major faculty responsibility if the library's collection is to reflect the needs of the scholastic program at the University.

### *Computerized Literature Searching*

Computerized literature searching is an automated method of scanning indexes of journal articles and other literature. It is often quicker and more efficient than manual searching. Data bases are available in a wide variety of subject areas. For more detailed information contact the Reference Department.

### *Instruction in Library Use*

In addition to a variety of printed guides, the library staff can provide a wide range of services such as tours, classes in subject bibliography, or workshops on special topics. Please contact a reference librarian to discuss your instructional needs.

### *Photocopy Service*

The library is equipped to photocopy text pages, tables, etc., from books or periodicals, whether in the form of print or microfilm. Order forms may be obtained from the reference desk or library office. Self-service photocopy machines are available in the library for the personal use of students and other library users.

### *Inter-Library Loan Service*

The library carries on an extensive loan service in cooperation with other libraries. Faculty and staff, graduate students and advanced undergraduates can arrange for this service at the Inter-library Loan Office.

### *Special Library Resources*

*Learning Material Center* - collections of educational resources used with children and in education, grades K-12. Includes a sampling of latest educational material in print and non-print form.

*Government Documents* - Fogler Library is a Regional Depository for U.S. Government Publications and receives all documents sent to depository libraries. Selected Canadian government publications are also received.

*Special Collections* - A primary resource for the study of Maine's past, present and future. Includes the State of Maine Collection (titles by Maine authors or about Maine), Maine State Documents Collection, University Collection as well as Rare Book and Manuscript Collections.

*Listening Center* - This facility is provided for the use of various non-print materials of many kinds: phonograph records, tapes, cassettes, etc.

*Faculty Reading Room* - This room is provided for use by faculty for their own reading and study. This room is kept locked but a key is available at the Periodical Desk.

## **8.4 Registrar's Office**

### *Student Records*

The permanent academic record of each student is maintained in the Registrar's Office. This record, in addition to reflecting each semester's course registration, the grades received, the semester and accumulative grade point averages and total hours earned for degree credit, shows high school attended, full name, birthdate, home address at the time of admission, and parent's name. It also shows academic actions (i.e. probation, suspension, etc.) applicable to individual students.

At the end of each academic year, the permanent record is finalized, microfilmed, and a microfilm print furnished each student's dean and academic advisor. Whenever a new copy is furnished, the obsolete one should be destroyed.

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Students are encouraged to inspect their permanent records for completeness and accuracy. Copies of the record, in the form of transcripts, are not furnished outside agencies or prospective employers without the student's express written consent for each issuance.

#### *Scheduling of Classes and of Office Space*

The scheduling of classes and the assignment of classroom and office space is the responsibility of the Assistant to the Registrar. Requests of department chairpersons for specific class hours are honored insofar as available classrooms permit. In some cases, rooms with specialized equipment and facilities are subject to first call by the department concerned.

All requests for a change in assigned classrooms from those appearing in the *Schedule of Classes* should be made to the Space and Scheduling Office in the Registrar's Office through the department chairperson, giving the reason the change is required. It is most helpful if the initial room request is related to the anticipated enrollment in the course.

Class sectioning for individual students is done in the Registrar's Office on the basis of pre-registration data.

#### *Scheduling of Facilities for Special Events*

When an event is planned which will be held in such University or BCC facilities as an auditorium, a classroom or a gymnasium, the Space and Scheduling Office in the Registrar's Office should be consulted at an early stage. Indoor facilities which will accommodate large numbers of people are extremely limited. It is essential, therefore, that the Office of the Registrar be consulted before any contractual arrangements are made for events requiring such facilities.

If a meeting room is desired in the Memorial Union, contact the office of the Director of the Union.

#### *Optical Mark Reading Service*

Optical Mark Reading Service is available to faculty for scoring tests. The current equipment is capable of scoring examinations and providing such information as Frequency Distribution, Item Analysis, Test Results by Student and Student Response Report. Normally, tests are scored within 24 hours of receipt. The Registrar's Office stocks blank 5-choice and 10-choice answer sheets. The Registrar provides a machine scoring service only. In the event of equipment failure, the Registrar's Office will not hand score tests.

Optical Mark Reading Service is also available for use in connection with research projects. Research users are charged a fee for the service. The Optical Mark Reading Service is also utilized for faculty evaluations. Evaluation forms are machine read and a numerical summary of the data is provided to the instructor. Blank evaluation forms are available from the Registrar's Office.

#### *Other Functions*

In addition to the preparation of class lists, mid-semester progress reports, final grading lists and final grade reports, the Registrar's Office certifies students, as requested, to the Veteran's Administration, Social Security Administration and various scholarship and other organizations. It arranges for the commencement ceremony and the awarding of diplomas to those who have completed degree requirements as certified by department chairpersons and academic deans.

A wide variety of statistical information is prepared each semester and academic year. This includes individual and collective class standings and averages, the Dean's List, registration summaries by college, class, department, and sex; eligibility lists for academic honor societies; distribution of grades by departments and colleges; listings of class sizes; room utilization studies; summaries of action by the committee on academic standing, and numerous federal, state and accrediting agency questionnaires. It maintains lists of students studying overseas or otherwise off-campus for a semester or academic year.

## **8.5 Textbooks**

The University Bookstore is an auxiliary enterprise of UMO, operating stores on the ground floor of the Memorial Student Union, in the Annex located adjacent to Murray Hall, and in Eastport Hall at BCC. The bookstore is service-oriented and does not accrue profits. Profits are distributed by discounting the selling price of textbooks. Professional charge accounts are not permitted, but Master Card and Visa sales are welcome. A substantial portion of stock books in the Memorial Student Union store are ordered on the basis of faculty-staff suggestions.

#### *Desk Copies*

Desk copies are generally the responsibility of the faculty, chairperson or director, since publishers will rarely furnish them to the bookstore. To assist, however, a standard desk copy request form is

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available for your use in corresponding with the publisher. Additionally, the bookstore will loan copies of the desired text, providing an invoice is presented. The invoice consists of an Inter-Departmental Transfer form (IDT) generally obtained from the department chairperson and completed with account chargeable and authorized signature. Invoices are processed monthly for books not replaced. Books received after the charge is made will be credited by the same process. Replacement copies must be unmarked, resaleable, or returnable copies. If marked, partial credit will be given.

### *Textbook Orders*

Requisitions for textbooks are sent to each department approximately a month in advance of the store ordering date: Fall semester--request sent in mid-May; Spring semester--request sent in mid-November; Summer--request sent in mid-April. The earliest possible reply is encouraged. Please supply complete information with particular attention to number of books needed. Except for a few introductory courses, the Bookstore orders the number requested on the form. It is important to note whether a particular text is optional or required. Be sure to note if there is no text required.

## **8.6 Division of Sponsored Programs (Grant Support)**

The Sponsored Programs Division aids University of Maine faculty and professional employees in locating and securing monies for research, public service, and teaching projects. SPD staff maintain files on funding sources, consult on proposal development and preparation, review budgets and process proposal submissions. They also set up accounts for extramurally funded projects, monitor these accounts and process amendments to funded projects.

## **8.7 Financial Support of Faculty Research**

Modest amounts of intramural funds for support of research activity are available to faculty members on a competitive basis. In addition, the summer faculty research grants program provides full



summer salary for a limited number of professors whose research projects are approved by a review committee. Normally, these various intramural grants are awarded to those whose projects give promise of generating additional interest and funding outside the University. In some instances, however, awards are made which support smaller projects entirely. The bulk of the University research and creative work is supported by funds from federal agencies and, to a lesser extent, private foundations. For further information about financial support for research, faculty members are advised to contact the office of the Vice President for Research and Public Service.