Support Services for University Activities

A. **Libraries**

1. **General Description**

IIT libraries are pivotal to the university's objectives and to its commitment to excellence in teaching and research. Access by all faculty to library resources and services is critical to the quality of teaching and to the research efforts of the faculty. Although the libraries on the four campuses have been developed to meet the particular requirements of each campus, it is specifically recognized that together they form the IIT Library System. All IIT faculty have equal access to the services and resources of all libraries within the Library System. In implementing this equal access policy, campus libraries may require faculty members to follow procedures that are necessary for the efficient operation of the library. All university libraries work together cooperatively.

IIT meets its community's information needs through six libraries. These are the Paul V. Galvin Library, which serves as the main library; the Graham Resource Center (GRC); the Louis W. Biegler Library; the Center for the Study of Ethics in the Professions Library; the Institute for Food Safety and Health Library; and the Downtown Campus Library.

Each of the libraries covers one or more areas of knowledge, houses an array of special materials, and offers multiple services related to the disciplines it covers. The libraries' physical presences are significantly enhanced by their online presences, which provide remote, uninterrupted access to many services and collections.

2. **The Paul V. Galvin Library**

The Paul V. Galvin Library is the university's resource for scholarly and research materials in the areas of engineering, science, business, the social sciences, humanities, psychology, architecture, and the arts. As the university's main library, Galvin Library combines cutting-edge information technology with traditional library services. The library's holdings represent more than 1.1 million volumes, including books, journals, government publications, and microforms.

Digital services provide 24-hour internet access to more than 100 electronic databases indexing millions of journal articles; over 25,000 full-text electronic journals; electronic course reserves; and I-Share, a statewide resource sharing consortium of more than 75 academic libraries. Galvin Library also provides web-based delivery of a variety of materials, including documents requested via interlibrary loan. The library's instruction program serves the IIT community by teaching skills needed to locate, retrieve, and evaluate information. Library instructors teach at all levels from introductory to advanced and cover a broad range of all types of information and retrieval techniques. Library workshops are offered regularly throughout the semester or can be specifically tailored for a course or program by library subject specialists.

3. **Graham Resource Center**

   The Graham Resource Center (GRC), a branch of Galvin Library, is responsible for supporting the curriculum goals and educational aims of the College of Architecture (CoA) as well as meeting all lf the CoA's library-related needs. This includes acquiring, preserving, and providing access to materials in myriad formats to CoA students, faculty, and staff with a focus in Architecture, Landscape Architecture, City Planning, and related disciplines. Library staff provide reference and research services to all GRC and Architecture researchers and users; the GRC is committed to promoting information literacy, and to that end works with faculty to provide curriculum-based instruction in the classroom, which can be arranged directly with GRC librarians.

4. **Louis W. Biegler Library (Rice Campus)**

   The Louis W. Biegler Library contains the Alva C. Todd collection of electrical engineering materials; it also specializes in electronic access to information.

5. **Center for the Study of Ethics in the Professions**

   The Center for the Study of Ethics in the Professions Library contains a variety of materials dealing with topics in practical and professional ethics, especially in the areas of science and engineering ethics and related areas of business. These include an extensive collection of codes of ethics, an online collection of ethics case studies, books, professional journals, newsletters, and bibliographies.

6. **Institute for Food Safety and Health Library**

   The primary mission of the Institute for Food Safety and Health Library is to support the educational, teaching, and research needs of those individuals affiliated with the Institute for Food Safety and Health (IFSH). This includes graduate students connected with the Master's Degree Programs in Food Safety and Food Process Engineering, and faculty and staff members conducting current food science research. The collections of the IFSH Library are composed of over 5500 monographs, 130 print journal titles, and over 5,500 volumes of material produced by the Food and Agricultural Organization of the United Nations. The IFSH Library is a full-service library providing reference, research, and interlibrary loan services to all those connected with IFSH.

7. **Downtown Campus Library**

   The Library at the Downtown Campus contains more than 500,000 volumes and encompasses the libraries of both the Chicago-Kent College of Law and the Stuart School of Business. These libraries consist of an outstanding collection of materials relating to law, business, international relations, and the social sciences.

   The Downtown Campus Library seats nearly 500 persons and includes copier rooms, microform facilities, and eleven group study rooms. Network access is possible wirelessly or by means of the many network drops available throughout the library. The collections are accessible via information in the online catalog, as well as through the Directory of Online Resources on the library's Web page. Faculty, students, and staff of the

Downtown Campus have access to the online resources wherever they are via a proxy server that is available 24 hours a day.

Arranged in open stacks, the library contains legal materials from all jurisdictions in the United States and from many other parts of the world. It is a depository for U.S. government publications, including materials of the U.S. Congress, the federal courts, and many executive branch agencies.

The law school's library is enriched by a special collection, the Library of International Relations, which includes treaties, serials, monographs on international relations, and other international materials. The library is a depository both for publications of the United Nations and its affiliated organizations, and of the European Union, and it contains a large collection of international reference materials in the social sciences.

The business school library is notable for its collections of electronic research materials and information on financial markets and trading. It also has growing collections of materials on marketing, operations management, and information systems management.

The public services staff of the Downtown Campus Library are well trained to serve the legal and business information needs of the IIT community. Reference librarians provide tours of the collections and instruction in law- and business-related research through formal classroom instruction. They also are available to the faculty at all IIT campuses to provide specialized class-specific research and reference training in classroom presentations; to student research assistants; and to others at IIT.

B.   Graduate College Research Support Services

Two offices in the Graduate College support IIT's research and sponsored programs enterprise by offering services to faculty: the Office of Sponsored Research and Programs (OSRP) and the Office of Research Compliance and Proposal Development (ORCPD). Together, the two offices are known as Research Support Services. Information regarding the services of these two offices is available online and is also published in a weekly electronic bulletin, *Research News*, including administrative announcements, information regarding grant opportunities, and deadline reminders.

1.   The Office of Sponsored Research and Programs (OSRP)

This office processes all federal and non-federal grant and contract proposals and awards, reviews and negotiates contracts, and assures compliance with all applicable agency rules and regulations. The staff answers technical queries about procedures, budgets, application deadlines, and funding agency personnel. Procedures for preparation of proposals for sponsored projects differ from agency to agency and should be discussed with the OSRP staff.

A grant made by an external sponsor as a result of a proposal submitted by IIT is a grant to the university. Grants can be for activities other than research, such as educational

projects, service agreements, or the like. IIT Grant and Contract Accounting provides information on the criteria for determining the difference between a grant and a gift at http://www.iit.edu/grant_contract_accounting/sponsored_project_expenditures.shtml.

Supervision of the professional conduct of the project is the direct responsibility of the Vice Provost for Research. The principal investigator (PI) or project director will usually be a full-time member of the faculty of the university holding the rank of assistant professor or higher at the time of submission of the proposal. Faculty members who hold research, adjunct or emeritus appointments may also serve as PIs. There must be a reasonable expectation that the principal investigator will remain in faculty status throughout the duration of the proposed project. A staff member who holds expertise in the field of the research may be a PI with prior approval from the Vice Provost for Research.

More information on OSRP is available online on the OSRP web site at http://www.iit.edu/research/services/sponsored_research/.

2. **The Office of Research Compliance and Proposal Development (ORCPD)**

In general, ORCPD's compliance mission is to implement an effective and efficient compliance oversight program that supports faculty research while complying with the law. Numerous federal regulations and guidelines govern these areas, and ORCPD is responsible for staying abreast of changes in these rules. Specifically, ORCPD enforces research compliance for projects involving human subjects, animal subjects, recombinant DNA, and biologically hazardous materials. The office also works to ensure compliance with research ethics training regulations mandatory for students working on some federal research, and administers a short course in the campus Blackboard system, "Responsible Conduct of Research."

Three committees, each chaired by a faculty member, oversee research compliance. These are the Institutional Review Board for the protection of human subjects (IRB), the Institutional Animal Care and Use Committee (IACUC), and the Institutional Biosafety Committee (IBC). As part of its compliance mission ORCPD inspects animal and biosafety laboratories, issues project approvals and receives progress reports. The ORCPD Director also investigates adverse events involving research subjects and implements suspensions of research projects when necessary. In order to foster an efficient compliance program, ORCPD strives to ensure effective communication among other campus units. The ORCPD Director serves on the campus wide Safety Committee, and a representative from IIT Facilities Department serves on the two ORCPD committees involving physical plant resources (IBC and IACUC). Because a number of IIT students volunteer as human research subjects, a nurse practitioner from Student Health Services serves on the IRB. These and other liaisons help ensure cohesiveness of the Graduate College's research compliance program.

ORCPD provides proposal development for faculty. This includes providing editorial and writing assistance for research grant proposals, with suggestions to ensure that the narrative and abstract fully address the sponsor's specifications and intent. The office also can provide documentation on IIT resources, facilities, and policies. Workshops for faculty on fund searching and proposal writing are offered. These workshops are done in collaboration with Galvin Library, and a librarian demonstrates how to use library resources to strengthen a proposal by showing a knowledge of the published work in a research field. Assistance with resubmitting rejected proposals is also available.

For complete information on the services of ORCPD, please visit http://www.iit.edu/research/services/orcpd/.

C.   Office of Technology Services

The Office of Technology Services (OTS) supports IIT's mission by improving the accessibility, availability and reliability of IIT's technology infrastructure and services, enabling members of the university community to achieve their full potential in learning, teaching and research.

OTS provides this support through management of the university's primary technology infrastructure and systems, including academic and administrative software systems, myIIT, network, telephone infrastructure, voice mail, classroom technology (AV), academic computer labs/classrooms and technology support desk.

OTS departments include a Project Management Office, Enterprise Systems, Technology Infrastructure, Technology Support and Telecommunications.

Wireless coverage is provided by OTS in all Main Campus buildings. IIT's current Wi-Fi coverage can be found on the OTS web site. OTS also manages all campus network and telecommunications services, including network equipment, building wiring, security tools and IP addresses.

OTS operates two data centers, one of which the TBC datacenter is dedicated to hosting IIT's faculty research servers, providing quality infrastructure for this ever expanding activity.

OTS manages the myIIT web portal (http://my.iit.edu), which provides personalized access to email, course schedules and grading, Blackboard, OTS support desk tools, web links and other content.

The Blackboard system is IIT's course management system that instructors use to post lectures, notes and other supplemental class materials. Faculty can also use it to assign course work, administer quizzes and share assignment and midterm grades. Blackboard also provides a place for students to submit completed assignments electronically and share information within teams and groups.

There are over 450 OTS-managed computers in classrooms, labs and public areas throughout Main, Stuart and Rice campuses. The classrooms are used for both academic courses and IIT-organized events. To ensure that students have access to equipment that supports their academic goals, the computers in the classrooms and labs are refreshed every three years. Printers are also available in OTS labs and at stand alone printing stations throughout Main Campus.

The OTS support desk is the central point of contact for technology support at IIT. OTS staff provide technical troubleshooting and administrative support for all students, faculty and staff. The support desk knowledge base is available to all clients and includes how-to and self-help information for common technical issues and questions.

The weekly technology maintenance window is Friday, 9:30 pm through Saturday, 8 am. During this time, some IIT technical services may be unavailable.

Up-to-date information on all these services and additional details about other services such as e-mail, computer purchasing and software licensing, is available on the OTS website: http://www.iit.edu/ots.

D.   Bookstores

Complete lines of textbooks, supplies, and general merchandise are offered in bookstores on the Main Campus and at the Downtown Campus. The Main Campus bookstore is located in the McCormick Tribune Campus Center and the Downtown Campus bookstore is located on the concourse level of the Downtown Campus.

To assist the bookstore in making available to students the textbooks and supplies required for courses on the Main Campus, department liaisons are responsible for requisitioning materials according to procedures outlined by the bookstore each semester. The bookstore's Main Campus extension is 73120 and the Downtown Campus extension is 65605.

E.   Office of Marketing and Communications

The Office of Marketing and Communications provides integrated, strategic, data-driven information solutions for the IIT community. The following services are offered to academic and administrative units: creative/design, public relations, social media, media relations, marketing strategy development and implementation, and copywriting. The Office of Marketing and Communications is also responsible for the design and content of IIT's Web site.