



# News from IT&S

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**Cherry Li-Bugg**  
*Sr. Dean, IT&S*

**Anthony Crawford**  
*IT Supervisor*

**Jordan Jones**  
*Network Specialist*

**Elaine Ortiz**  
*Network Specialist*

**Rod Raumer**  
*Network Specialist*

**Camme Benzler**  
*Library Assistant/  
Secretary*

**Ed Bolds**  
*Library Coordinator*

**April Corioso**  
*Librarian*

**Elizabeth Reynolds**  
*Part-time Librarian*

**Linda Simpson**  
*Librarian*

**Lorie Butler**  
*Sr. Library Assistant*

**Sherry Weikum**  
*Library Assistant II*

**Emily Smith**  
*Media Specialist II*

**Ken Stanton**  
*Media Specialist II*

**James Stephenson**  
*Media Specialist II*

## New Multimedia Classrooms

Thanks to the tireless work of Nancy Chinn, LMC Foundation Director, our President Peter Garcia and the generosity of Calpine and Dow, we have two brand-new multimedia classrooms ready for your use, Rooms 225 and 226.

Facilities have done a great job cleaning up classrooms not updated since LMC's founding days and IT/Media have come in and installed multimedia equipment for instruction. In both rooms 225 and 226 (and eventually room 115 as well), we have

- ✓ A ceiling-mounted high lumens LCD projector (bright under adverse lighting conditions)
- ✓ A teacher podium that houses
  - 1) a laptop with a docking stations (Internet access)
  - 2) a digital document camera (for projecting texts, photos and objects)
  - 3) a DVD/VCR combo (for playing various types of media)
- ✓ a 6 X 8 screen
- ✓ two whiteboards

For those of you who teach in Rooms 225, 226 and 115 and those of you who are just curious, please come in to LRC2 to sign up for a brief orientation workshop for the multimedia equipment.

Because of the lack of complete security on the LMC campus, we'd like to request that you come into LRC2 to pick up the laptop and the document camera before your class. Thank you for your cooperation on this matter.

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## eBook Collection for LMC

LMC has extended our physical resources collection by acquiring a collection of electronic books from NetLibrary. To access LMC's eBook collection, please go to <http://www.netlibrary.com>. If you are visiting for the first time, please make sure you are using one of LMC's computers. Create an account for yourself; for your future visits, you can be anywhere and your account with the LMC eBook collection will be retained by the website for proper access.



The new Library building is on schedule. We will start construction drawing next month and are scheduled to break ground early next year.

*Summer Hours for LRCII and LRCIII:  
7:45am to 7:15pm  
Monday thru  
Thursday from May  
26 to August 1,  
2003.*

*NO more Saturday  
library hours after  
the Spring semester!*

*We want to be a  
responsive and  
responsible service  
organization. If you  
have any ideas how  
we can accomplish  
this, please contact  
my office. Thank  
you in advance for  
your assistance.*

## IT Service Request Process

The process to submit a service request has been changed slightly but we have kept the interface friendly and most importantly, intuitive. We have made some modifications to our site in order to provide you with improved service. Most notably:

1. You can go directly to the site by typing <http://its/sitehelpdesk/user/log.asp> in your browser (on campus only).
2. We have included **more options** to choose from when selecting categories for request types.
3. **Media Services** requests can now be made via the web.
4. Call numbers are assigned to each request to assist you in tracking the requests made to IT.
5. A **Feedback Form** has been provided.
6. A FAQ (Frequently Asked Question) section that will be constructed as we gather your most common questions.
7. **Enhanced security** - no one can assume your identity w/o your username and password.

Please note that due to the current network configuration, Macintosh users will need to perform some additional steps when entering the new site. These instructions have been posted in the LMC Public folder in Outlook. To access the instructions - expand the **Public Folders** directory followed the **All Public Folders** and click on the **LMC Public Folder** directory. The instructions can then be opened and saved locally from this location. PC users will not need to perform any additional steps.

## Wireless Networking on campus

A number of you, especially faculty, have enquired about the availability of wireless access on campus. I'm happy to report on the status of our wireless networking on campus.

As a general rule of thumb, wireless networking is not the mode of choice for labs, classrooms or even offices where network access is constant. However, there is room for casual uses of wireless networking. For these casual uses, we have set up the A&R lobby area including Room 409, the cafeteria and the CISCO area. The wireless access in these areas is for Internet ONLY. There is no access to the campus network via the wireless access point—only outbound Internet traffic is enabled on these devices.

You are welcome to use these wireless devices and have your students use them as well. But do note that support for casual wireless access on non-LMC computers is limited. However, it is available and take advantage of it by all means.