

Student Library and IT Services Handbook



LIBRARY SERVICES – STUDENT RESOURCES

If you need help with your research or reference, the SCTCC Library Staff is here to help you!

To access the library homepage, select “**Library**” on the SCTCC College Homepage or go to <https://www.sctcc.edu/library>

The SCTCC Librarian provides reference and research assistance. Come to the library to talk with Mary Jordan in person, or email to set up an appointment in person or on Zoom. Mary can help you with finding the best material you need for class: books, articles, videos, or other types of information. You can email any time: mary.wilkins-jordan@sctcc.edu.

You may also use the “**Ask a Librarian**” link on the library [homepage](#). If you send an email, please include your name and contact information. If you have a research question, briefly describe your assignment and list the resources you’ve already checked. You will receive a response by email or by phone. Reference requests sent before 3 p.m. Monday through Friday will be answered within 48 hours. Requests made after that time or on weekends will be answered the following Monday.

For general library questions, you may contact one of the library staff by stopping at the library circulation desk or by calling (320) 308-5141.

LIBRARY HOURS

Academic Year Hours

Monday – Thursday: 8:00 a.m. to 7 p.m.

Friday: 8:00 a.m. to 4 p.m.

Summer Hours

Monday – Thursday: 8:00 a.m. to 4 p.m.

Friday: Closed

Not open Saturday, Sunday and Holidays

STAFF DIRECTORY

The Library Staff is here to help you. Please ask if you need assistance.

- *Jennifer Erickson, Customized Training and Library Supervisor* – (320) 308-5966 – jennifer.erickson@stcc.edu
- *Mary Wilkins-Jordan, Faculty Librarian* – (320) 308-5966 - mary.wilkins-jordan@sctcc.edu
- *Elizabeth Norgren, Library Technician* – (320) 308-6087 – elizabeth.norgren@sctcc.edu
- *Student Workers* – Library Circulation Desk – (320) 308-5141

LIBRARY FAQs

How do I log into the computers?

Your StarID and password are used to log into the computers.

How do I save my documents?

The computers in the Library and Student Center are set to delete any changes or items saved to the desktop upon logging off. To save a document for retrieval later you can upload your file(s) to OneDrive in Office 365, the Locker in D2L Brightspace, or to a flash drive. To store your file(s) in OneDrive, select the *Student Email* link on the SCTCC home page. Sign into your email account and select OneDrive in the Navigation Bar at the top, right. You can drag and drop files into this area or select Upload to browse for files. To store your file(s) in the D2L Brightspace Locker sign into D2L Brightspace, select the Materials menu and then select Locker. Select *Upload Files* and in the dialog box you can either drag and drop files into the designated area or select Upload to browse for files.

How do I print my documents?

Once you send your print job to a printer, go to the print station and log in with your StarID and password. Select your print job(s) and swipe your Cyclone ID card to print. After your initial 100 free pages, you will be charged a fee for printing.

How do I search for books and audiovisual materials?

You may search the MnPALS library catalog by selecting the link on the library homepage.

Can I check out videos, DVDs, CDs or periodicals?

Videos, DVDs, CDs, and past issue periodicals may be checked out for a one-week loan period. Current periodicals do not circulate.

How long do books check out for?

Books may be checked out for a three-week loan period. This excludes reference and reserve books which are in-library-use only.

Can I renew my library materials?

Yes, books may be renewed once for an additional three weeks if another person or another library has not requested the item and if the item is not overdue. Videos, CDs, DVDs, and periodicals are not renewable.

My instructor put something on reserve, where do I find it?

Reserve materials are located at the Library Circulation Desk. These materials are available for in-library-use only.

Can I use the library databases when I am off-campus?

Yes, the library databases are accessible from home. You will need your Cyclone ID card, which has your User ID/Password. If you need assistance logging on, call (320) 308-5141 or use the "[Ask a Librarian](#)" link.

Where can I get help with research?

Stop by the circulation desk and ask the Library Technician or one of the student workers for general library assistance. For reference or research assistance, you may contact the Librarian by stopping by the library, calling (320) 308-5966, or by using the "[Ask a Librarian](#)" link.

Does the library have a copier?

The library has a black and white copier. Copies cost \$0.10 per copy.

Can I print in color?

The library does not have a color printer or copier. A color printer can be found in the Student Open Lab located in room 1-405.

LIBRARY COLLECTION

BOOKS

Using the [MnPALS](#) library catalog, you may search for books or audiovisual materials located in the SCTCC Library and other MnPALS libraries. The loan period for SCTCC books (excluding reference and reserve) is three weeks.

If you find an item at another library, you may borrow it through a process called interlibrary loan. More information about this process can be found on the library homepage under [Interlibrary Loan](#). The loan period for books borrowed from other libraries is decided by the lending library.

ELECTRONIC BOOKS

The Library has over 96,000 electronic books. This collection is available to you 24/7, while on or off campus. To access the electronic books, select [eBOOKS](#) on the library homepage.

ELECTRONIC DATABASES

The Library subscribes to several electronic databases, covering many subject areas and containing thousands of full-text articles. These databases may be accessed 24/7, while on or off campus.

PERIODICALS

The Library subscribes to several periodical titles. A list of titles can be found under **Periodicals** on the library homepage. Older issues may be checked out for a one-week loan period. Current issues of periodicals may not be checked out.

AUDIOVISUAL MATERIALS

The Library has several audiovisual materials, including DVDs, Books on Tape, CDs, Videocassettes, and Audiotapes. These may be checked out for a one-week loan period.

LIBRARY ID CARD

Your Cyclone ID Card has your library barcode. This card is required for all library transactions. If you do not have a valid ID, you can get one at the SCTCC Campus Card Office. If you lose your I.D., report it to Student Services and the Library as soon as possible.

LOAN PERIODS FOR MATERIALS

- **Books** (excluding Reference and Reserve): three weeks (limit five on a subject). One renewal allowed unless requested by another user
- **Reference** – in library use
- **Reserve** – in library use
- **Audiovisual** (videos, DVDs, CDs) – one week (limit three items) – non-renewable
- **Current Periodical** – in library use
- **Back Issue Periodicals** – 1 week (limit five items) – non-renewable

LATE FINES

- Overdue items will incur a \$5.00 fine for each late item.
- A hold may be placed on the record of any student with a library fine. All fines must be paid for at the SCTCC Business Office.

LOST/OVERDUE/DAMAGED MATERIALS

Lost, overdue, and damaged materials will incur fees equal to the replacement cost of the item, a \$15 processing fee, and a \$5 fine. A hold will also be placed on a student's record

An item is considered damaged if it is returned with:

- Torn or stained cover
- Turned, marked, or torn pages
- Broken binding
- Water damage

You are responsible for lost or overdue items if you check them out for another person or you let someone use your card.

RESERVES

- Reserves are materials given to the library by faculty for their students' use. If you need one of these items, please ask for it at the library circulation desk.
- Reserves can only be used in the library by current SCTCC students.
- A valid SCTCC photo ID is required to check out these materials.

INTERLIBRARY LOAN

SCTCC Faculty, Staff, and Students may borrow items located at other libraries through a process called Interlibrary Loan.

- **Books and AV materials** (located at other MnPALS libraries) – submit a request through the "**Request Item Login Link**" under the item display.
- **Journal articles** - for an article that is not available in full-text, submit a request through the "**Interlibrary Loan**" link to the side of the article display.
- You may also submit your request at the SCTCC Library Circulation Desk or by emailing your detailed request to elizabeth.norgren@sctcc.edu
- Most requests are supplied within one week. If an article is available electronically, it will be sent to your email account. If an article or book is sent directly to the SCTCC Library, you will be notified by email to pick it up. Renewals of books are at the discretion of the lending library.

PRINTING

The Library has two black and white printers available for use. Once you send your print job to a printer, go to the print station and log in with your StarID and password. Select your print job(s) and swipe your Cyclone ID card to print. After your initial 100 free pages, you will be charged a fee for printing. Please see the library staff if you need assistance printing.

COPY MACHINE

A copy machine is available for use for a fee of \$.10 per page. The copy machine does not print color copies.

INFORMATION TECHNOLOGY SERVICES

INTRODUCTION

The Information Technology Department is dedicated to delivering high quality technical service to the students, faculty and staff. The goal of the information technology department is to continuously meet the technological needs of all SCTCC students, staff, faculty and visitors.

IT SUPPORT SERVICES

1. Provide student login ID and password to access computers and email.
2. Provide orientation to the students on online course management systems.
3. Assist students, faculty and staff in resolving hardware, software and connectivity issues.

SERVERS AND STORAGE

SCTCC has a high-capacity storage infrastructure built on highly efficient storage area network (SAN). The network storage space gets backed up routinely. Electronic storage for students is provided as part of their Microsoft Office 365 email account. OneDrive provides 1 TB of storage space that is accessible from anywhere with an internet connection.

NETWORK AND WIRELESS SERVICES

The IT department maintains all the college networks (LAN and WAN) with its highly skilled information technology professionals. SCTCC has wireless access throughout the campus.

Wireless Access Guide

1. Enable your wireless card.
 1. Start > Control Panel > Network Connections
 2. Right Click on your wireless connection and enable
 3. Some laptop computers also have a switch on the outside of the case. Make sure that this is in the ON position.
2. Connect to SCTCC Wireless
 1. Right Click on your wireless connection again
 2. Choose "View available wireless networks"
 3. If nothing shows up, click refresh
 4. When you see SCTCC Wireless (or at the Health Sciences Building "SCTCC HSB WIRELESS") choose it and connect
 5. For the password use: "cyclones"

If you have any problems, please feel free to ask someone in the Open Computer Lab room 1-405, Helpdesk room 1-215 or HSB-119. Once you enter the wireless access code on your computer it does not need to be entered again unless it is deleted.

COMPUTERS AND TECHNOLOGY

SCTCC has a mixed environment of PCs and Macs whose use is based on program need. The ratio of computers to students at SCTCC is one computer to every five students, including all computers in classrooms, labs, tutoring center, student center and the library. SCTCC has 27 classroom computer labs and two open computers labs. The open computer labs are staffed with helpful college lab assistants who have been trained to answer basic questions about logging into the campus network, using campus email, and saving files. The library, tutoring and student life center also have computers for the use by any faculty, staff or students.

Nearly all classrooms are equipped with projectors, document cameras and Blu Ray players. SCTCC has several classrooms with interactive white boards and touch screens.

SCTCC continues to look for innovations in technology to convey information to students in new and more effective ways:

Major activities include:

- **Simulation software to create a virtual biology learning environment**
- **Simulation software to create an online atlas of microbiology**
- **Addition of special software, such as Adobe Connect, Adobe Captivate, and Articulate, to enable instructors to create virtual lectures.**
- **Classrooms upgraded with cameras and microphones for Zoom capabilities**
- **Simulation Lab equipment upgrade for Nursing**

The college completed a campus way finding project designed to assist students in finding their way around the campus. Part of this project involved the installation of information kiosks listing events and news and interactive maps with touch screen technology. The kiosks have been linked to event information drawn from the Dean Evans EMS room scheduling system. This allows SCTCC to input college-related events into only one system, yet have it display on both.

SCTCC has wireless access throughout the campus. SCTCC has several laptop carts equipped with 25-35 laptops each, all with wireless capability. This allows the flexibility to turn any general use classroom into a computer lab within minutes.

WHERE/HOW TO GET IT ASSISTANCE

General Computer Labs: Our open computer labs have helpful assistants who have been trained to answer basic questions about logging into the campus network, using your campus email, and saving files. We have an open computer lab in the main building room 1-405 and in Health Sciences Building HSB-117.

- **Tutorials and Training Materials:** Whether you are working on campus or working on assignments from home, you can find training videos, handouts, and other guides to technology on the SCTCC web pages. As you start your classes at SCTCC, it is smart practice to take a tour through the pages to see what is available and to read through tips which will help you complete work more quickly and accurately.
- **Computer Help Desk:** Please contact the Computer Help Desk at (320) 308-6445 with any computer troubleshooting or operational issues. The Help Desk is located in room 1-405.
- **Hardware Issues:** Please contact the IT staff in room 1-215 for assistance with IT hardware issues.
- **Atomic Learning:** Take technology training courses and view tutorials online.

Key Contacts:

1-405 Open Computer Lab, staffed by College Lab Assistant and E-Learning Student Services Assistant. (320) 308-6445

H-117 Open Computer Lab in Health Sciences Building. (320) 308-5436

1-215 IT Helpdesk and Campus Card Office, assistance with hardware, software, campus card (320) 308-5972

1-401 Tim Furr – CIO, Manages IT staff. Contact Tim with any questions, concerns or suggestions relating to IT. (320) 308-5177 or tim.furr@sctcc.edu

NETWORK, D2L BRIGHTSPACE AND E-SERVICES:

Student network, D2L Brightspace and e-services all use StarID.

NETWORK

To log into the computers on campus use your MNSCU StarID and password.

D2L BRIGHTSPACE

Select *D2L Brightspace* under Quick Links on the [SCTCC home page](#) or go to <https://sctcc.learn.minnstate.edu>. Use your MNSCU StarID and password to log into D2L Brightspace. After you login and arrive at your school's *My Home* page, you should have a listing of your courses in the *My Courses* widget and the Minibar's *Select a Course* drop-down menu.

Students have a dedicated online learning student support person housed in the Open Computer Lab room 1-405.

MINNSTATE STUDENT E-SERVICES

E-services is managed and maintained by MinnState IT staff and not by the SCTCC IT staff.

MinnState E-Services

Your MinnState account gives you access to E-Services where you can

- register for classes and manage your schedule
- check your grades
- update your university contact information
- review your DARS (degree audit report system) report

Accessing E-Services

1. Select *E-Services* under Quick Links on the <https://www.sctcc.edu> or go to <https://eservices.minnstate.edu>
2. Login using your StarID and password.

FAQ'S

Q. How do I change my StarID password?

A. If you know your password, to change it follow these instructions:

1. Visit the web site <https://starid.minnstate.edu/>
2. Select "Sign in to Profile" and sign in with your StarID and password.

3. Once signed in, choose “Change StarID password”
4. Enter your old password and new password into the text boxes.
5. Check the acknowledge box and choose “Save New Password”.

Q. How do I know when my StarID password will expire?

A. The StarID system sends email 21 days, 7 days, and 1 day before your password expires to the preferred email address you selected when you activated your StarID. We recommend using your SCTCC email address as your preferred email address.

Q. What if my StarID password has expired?

A. You may reset your password by following the “Reset my Password” link at <https://starid.minnstate.edu/>.

Q. Why can't I log into D2L Brightspace?

A. If you have registered for the course today, your account may not be created the same day. You may need to wait several hours and/or overnight for your account to be created in D2L Brightspace and be able to login.

If you **cannot** login to D2L Brightspace, verify the following:

1. You are currently registered for a course that uses D2L Brightspace,
2. You registered for the D2L Brightspace course more than 1 business days ago, and
3. Today's date is less than 55 days prior to the semester start date.

Q. How do I check to make sure my own computer will work for D2L Brightspace?

A. Go to <https://www.sctcc.edu/d2l-check-your-computer> and select *Complete a System Check* to ensure your computer is ready to work with D2L Brightspace.

Q. How do I store files in my D2L Brightspace Locker?

A. To store file(s) in the D2L Brightspace Locker, select the Materials menu and then select Locker. Select *Upload Files* and in the dialog box you can either drag and drop files into the designated area or select Upload to browse for files.

Q. What internet browser should I be using?

A. SCTCC recommends that students use the Mozilla Firefox web browser to access D2L Brightspace. Mozilla Firefox is a free download and can be found at <https://www.mozilla.org/en-US/firefox/new/>. If you are not sure which internet web browser you are using, please use the following web page: <https://www.whatsmybrowser.org/>

MICROSOFT OFFICE 365

Microsoft Office 365 enables students at SCTCC access to their email from anywhere with an internet connection. Office 365 also includes a calendar, a place for contacts, and a personal library intended for storing and organizing your files called OneDrive.

To access your student email account, select *Student Email* on the SCTCC home page, or you can go to <https://www.office.com>. To log into your Office 365 student email account you must use your full email address (for example: user@my.sctcc.edu). Students can set up email accounts by using the method outlined on this page: <https://www.sctcc.edu/student-email>.

My.sctcc.edu is SCTCC's official means of communication with students. All students have Office 365 email accounts created for them once they have applied and have been accepted for admittance into SCTCC.

DOWNLOAD MICROSOFT OFFICE 365 PROPLUS FOR FREE

Students at SCTCC do not have to buy Microsoft Office. SCTCC's Office 365 subscription allows current students to download and run Microsoft Office on up to 5 machines (PC or Mac) and also on up to 5 mobile devices (Android, iPhone etc.). To download Office, follow the directions below:

- [Installation Instructions](#)

OFFICE 365 FAQ'S

Q. How do I save files to OneDrive in Office 365?

A. Microsoft Office 365 accounts have 1 TB of storage available through OneDrive. To access it, students log into their student email account and select OneDrive in the Navigation Bar at the top, right. You can drag and drop files into this area or select Upload to browse for files. You can also create new files within OneDrive using the online versions of Word, Excel, PowerPoint, and OneNote.

Q. How do I change my current Office 365 password?

A. Log into your Office 365 email account. Select the gear icon in the top, right corner of the window and in the menu select Office 365 Settings. In the options on the left select Password. For security reasons you may be required to sign in again. On the right type in the old password, create a new password, confirm the new password, and select Save.

Q. How do I know when my Office 365 password will expire?

A. You will see an expiration message when you sign in. The message shows the number of days left before the password expires and provides a link to the **Change password** page.

Q. What if I don't change my Office 365 password in time? You can still change your password after it has expired. The Update password page displays when you sign in, and you can enter a new password.

Q. What if I forgot my Office 365 password?

A. Students can contact the Open Computer Lab in room 1-405 by stopping in or by calling (320) 308-6445 to get a temporary password.

Q. Who do students call for technical help?

A. For any computer hardware or operational issues contact the Computer Help Desk at 320.308.5972, room 1-215. Questions can also be emailed to helpdesk@SCTCC.edu.

PASSWORD RULES

According to best business practices, a complex password policy is the basic foundation for computer and network security. SCTCC staff and faculty are required to use complex passwords on all SCTCC email and network accounts. IT has outlined the following criteria for creating complex passwords and included various tips to help you in your selection.

In accordance with best business practices, passwords will now consist of 3 of the 4 items listed below:

1. At least one upper case letter. **(A - Z)**
2. At least one lower case letter. **(a - z)**
3. At least one number. **(0 - 9)**
4. Special Characters: **Note: The following characters: ~ ! \$ % ^ & * () _ = , . / ; [] " < > { } \ | - are allowed. Spaces, @, ', ?, +, : are not allowed)**

Changing your password: According to Minnesota State Colleges and Universities security rules you must change your password every 180 days.

CAMPUS CARD

What is a Student ID/Cyclone Card?

Your Student ID/Cyclone card is the official St. Cloud Technical and Community College (SCTCC) photo ID card.

How to get a Cyclone card?

You will need to provide the following 2 things to get a cyclone card:

1. Current Class Schedule
2. A picture ID (Driver's License/State ID)
3. Go to room 1-215 to obtain your card during card office hours (listed on the next page)

Where can you use your Cyclone card?

Within campus:

- Dining services in the Commons
- Campus printers
- Campus copiers
- Purchases at The BookStop
- Materials at Library/Resource Center
- Free tutoring at the Mary Stangler Center for Academic Success (CAS)
- Free tutoring at TRIO

Outside campus:

- Library/Resource Center privileges at SCSU/any state library
- Student Health Services at SCSU (320.308.3191)
- Discounted movie passes for Parkwood Cinema in Waite Park (purchased through SCTCC's The BookStop only)
- FREE membership at the St. Cloud YMCA (pay a one-time joiner fee)
- Level 2 access to Campus Rec activities at SCSU for \$20 a semester
- Additional outside vendors for discounts as listed on the Advantages page
- Free, unlimited access to the Metro Bus fixed route system. (Just swipe your Cyclone ID card on the bus). Visit the St. Cloud MTC website for route and schedule information. (Students must be enrolled in 6 credits each semester to enjoy this benefit).

Contact Cyclone Card Office

Phone: (320) 308-5501

E-mail: cyclonecard@sctcc.edu

Webpage: <http://www.sctcc.edu/cyclonecard>

Cyclone Card Office Address

1-215, Cyclone Card Office

St. Cloud Technical and Community College

1540 Northway Dr.

St. Cloud, MN – 56303

Office Hours:

Fall & Spring Hours

Monday – Thursday 9:00 AM – 4:00 PM

Friday 9:00 AM – 4:00 PM

Summer Hours

Monday – Friday 9:00 AM – 4:00 PM

Cyclone Cards can be reissued at the Cyclone Card Office. Bring your picture ID (Driver's License, State ID or Passport) and be prepared to have your picture taken.

You need to repay \$10 replacement fee if your initial or subsequent ID card is ever lost, damaged or stolen. The fee can be paid in the business office.

Do I have to pay for replacement Cyclone Card?

Yes, If ...

- The card has been misused (scrapped, chewed, etc.)
- The card is bent
- The card is warped from heat (from dashboard or clothes iron/dryer, etc.)
- A hole is punched or stickers are on the card and is/are the reason for its replacement
- The card is broken or split

No, If...

- The lamination is peeling (with no other sign of misuse)
- The encoding on magnetic strip is worn out or unusable (with no other sign of misuse)
- Card photo or text is fading because of frequent use
- If you change your name or status (must return the previous card, no exceptions. Name change needs to be verified through record and registration office in a written form)
- If your card is stolen and you present an official police report or a copy of the official police report mentioning about the stolen card is submitted to the Cyclone Card Office.

PRINT MANAGEMENT SYSTEM FOR STUDENTS

We have implemented a print management system for students in the computer labs in the Main Building room 1-405, HSB room 117, Heartland Library, Heartland Student Center, Trio Room and the CAS center.

Some reasons for deploying this include lab paper and supplies usage and the ability to provide color printing for student computer labs. Students are given \$4.00 each semester for purchase of black and white pages. After those are exhausted, they will be required to pay \$.04 per copy. Students will pay for the copies using their cyclone card.

Students can add funds to their cyclone cards at the VTS machine in the cafeteria, open lab at 1-405 and HSB - 117, Heartland Library, campus card office room 1-215 or online at <https://www.sctcc.edu/cyclone-cash-online-deposit-service>. The \$4.00 is printer credit only and cannot be used for any other purchases (i.e. copies, books, food, etc.). The \$4.00 credit is only good for one semester, any unused amount does NOT roll over to the next semester, it will be removed from the card and a new \$4.00 credit will be added the next semester. This system ensures all students will have equal access to prints paid for by student funded technology fees.

STAR ALERT EMERGENCY NOTIFICATION SERVICE

Star Alert is a service that uses text and email messaging to notify people of campus related emergencies. The primary delivery methods are text messaging and email. Text messaging is the student preferred way to communicate and the best way to reach students quickly, while email offers another option for those who can receive email to their cell phones. Star Alert is an “opt-in” solution, meaning the user may subscribe or unsubscribe to the service by choice. If you haven’t already signed up go to <https://www.sctcc.edu/star-alert> to do so (or type **Star Alert** in the search box on our SCTCC web page).

DISCOUNTED SOFTWARE AND HARDWARE PURCHASES

If you would like to purchase Microsoft and Adobe software at a discounted academic rate we have an online web store where you can do so. It’s called [SCTCC On The Hub](#). It can be found by searching the word Hub on our SCTCC web pages.

If you wish to purchase software from other vendors and discounted hardware SCTCC faculty, staff and students are permitted to use the SCSU computer store. <https://techstore.stcloudstate.edu/>