Academic Resources

University Libraries

The University Libraries provide students access to extensive digital resources, online journals, e-books, streaming media and other electronic resources in all fields of research and instruction. On the University Libraries’ web site at www.odu.edu/library, students can find library guides, instructional videos, chat reference, and many other services. The Libraries include the Patricia W. and J. Douglas Perry Library, the Elise N. Hofheimer Art Library, and the F. Ludwig Diehn Composers Room. Each facility also holds specialized book collections, maps, scores, recordings, microforms, and equipment available for borrowing. At the Help Desks, staff are on hand to provide assistance with information, location, instruction, and technological questions. Perry Library offers quiet study space, collaborative rooms for group projects, accessibility services, a café, meeting space, and other facilities. Students and faculty members have online access to the Virtual Library of Virginia’s state-wide collections and may borrow books and other materials from participating libraries across the state.

The Elise N. Hofheimer Art Library

The Hofheimer Art Library, Barry Arts Building, 47th Street and Monarch Way, Room 2008; 683-4059. The Library contains specialized books, journals, online resources, audio-visual titles and other materials for students and faculty in the visual arts. Reserve materials for Art Department classes are available at the service desk. Individual and group study space, computers, viewing monitors, a scanner and a network printer/copier are available. Visit the Art Library at www.odu.edu/library/art.

The Diehn Composers Room

Diehn Fine and Performing Arts Center, Room 189; 683-4173. The F. Ludwig Diehn Composers Room houses music special collections, scores, music videos, and sound recordings. Available equipment includes PC and iMac computers, MIDI stations, DVD/VCR players, CD players, tape players, turntables and scanner, and network printer/copier. Reserve materials for Music Department classes are available at the service desk. The Reading Room offers space for the study of manuscripts, scores, audio recordings, and other materials from the archival research collections. A Steinway grand piano affords scholars and researchers the opportunity to play selections from the composers collections as desired. Visit the Diehn Composers Room at www.odu.edu/library/diehn.

Perry Library

Perry Library offers many services and resources:

Learning Commons

1st Floor, 683-4178. The Learning Commons @ Perry Library is a collaborative project of the University Libraries, Information Technology Services, and Academic Enhancement, providing year-round services with extended 24/5 hours during fall and spring semesters. The facility includes individual study space, as well as group collaboration, presentation practice, and sound rooms that can be reserved by students. Services include research assistance and resources, technology assistance, tutoring and writing centers, peer-to-peer tutoring, and other services supporting student success. Computers, wireless access, printers, scanners, copiers, GIS/digital media/other specialized software, and equipment loans are available. Information and reservations are available at www.odu.edu/learningcommons.

Circulation and Reserve Services

2nd Floor, 683-4154. Students with a valid University ID may borrow and renew books and other materials, as well as check out reserve materials. Graduate student study carrels are also available. Information on borrowing privileges, loan periods, and policies is available at www.odu.edu/library/services/borrowing.

Interlibrary Loan and Document Delivery Services

683-4170, 4171. Interlibrary loan allows ODU students, faculty and staff to request journal articles, books, and other needed research materials not available in the University Libraries. The state’s VIVA interlibrary loan agreement ensures that students, faculty and staff may obtain items located in other Virginia libraries. Document delivery services provide copies of materials held in the University Libraries’ collection to distance learners and other eligible students, faculty and staff. Interlibrary loan and document delivery requests can be submitted online through ILLiad, at www.odu.edu/library/services/interlibrary-loan.

Accessibility Services

1st Floor, 683-4178. The Library Accessibility Room (Room 1309) in the Learning Commons provides specialized equipment and quiet space for students registered with the University’s Office of Educational Accessibility (http://www.odu.edu/educationalaccessibility). Wheelchair accessible, the room can be reserved for individual use once an orientation program has been completed. The facility houses CCTV, workstations with ZoomText and JAWS, and other adaptive technologies. Quiet space is also available through the reservable study rooms on the upper floors of Perry Library. Orientation, reservations, and research consultation appointments are available through the Learning Commons Help Desk. The 2nd floor Circulation Services desk provides on-demand paging to students who need special assistance with retrieving materials from the upper floors. Information about accessibility is available on the University Libraries’ web site at www.odu.edu/library/services/accessibility.

Reference and Research Services

1st Floor, 683-4178. At the Learning Commons Help Desk, Reference and Research Services staff assist students and faculty in locating information, library research and technology use. Specialized staff provide direct individual assistance, consultation by appointment, telephone, e-mail and live online chat. While most scholarly journals and databases are available through online subscriptions, the University Libraries also houses circulating and reference print collections, including government publications. Distance learning students may obtain assistance by calling the Help Desk or linking to Ask A Librarian at www.odu.edu/library/help/ask-librarian.

User Instruction

Reference and Research Services staff offer information literacy classes, research classes, specialized workshops, and orientation sessions to assist graduate and undergraduate students with library research. Tutorials, online research guides, schedules of library workshops, and additional information on instruction services are located at www.odu.edu/library/services/instruction.

Special Collections & University Archives

Room 3023, 683-4483. Special Collections & University Archives on the third floor of Perry Library houses manuscripts and other unique materials on University, local, and state history. The University Archives includes University publications, student theses and dissertations, yearbooks, course catalogs, oral histories and photographs of yesterday and today. Special Collections holds research collections of diaries, letters, legal and campaign files, photographs, and maps from the Civil War, Virginia politics, military history, African-American history, Norfolk urban redevelopment, women's history, and local history. Visit Special Collections at www.odu.edu/library/special-collections.

Information Technology Services (ITS)

Information Technology Services (ITS) offers a wide range of technology services and support, providing high-quality, cost-effective computing and communications services that meet the needs of the University community. As technology continues to change the face of higher education, ITS is committed to advancing ODU’s innovative educational delivery and technology resources. In support of the University’s mission of teaching, research and other educational pursuits, ITS is focused on student support and is committed to assisting students with their technology needs in order for them to be successful in all their academic endeavors.

The ITS Help Desk is the first point of contact for IT applications and services, providing centralized technology support to students, staff and faculty. From the office in Webb Center, a student team provides peer-to-
peer and walk-up technical support to individuals with technology questions as well as on-site support for students in University housing.

How to Get Technical Support:

- **Email (24x7):**
  Email itshelp@odu.edu with a detailed description of the problem.

- **Phone (24x7):**
  Call (757) 683-3192 anytime for technical assistance.
  (toll free 877.348.6503)

- **In Person:**
  Walk-up service is available in Webb Center (Room 1504) Monday through Friday, 8 a.m. to 9 p.m.
  Saturday, 8 a.m. to 4 p.m.

- **Knowledge Base:**
  Search for answers to FAQs at kb.odu.edu.

- **Online:**
  Request assistance online using the MIDAS ID and password at fp.odu.edu.

ITS provides, maintains, and/or manages the following systems and services University-wide:

- Computing accounts for faculty, staff and students
- Academic and instructional systems
- Administrative computing systems
- Data and telecommunication networks
- High-speed wired and wireless Internet connectivity
- MonarchVision (Cable TV)
- Media technology equipment in support of academic and University-related activities

Detailed information about these services is provided in the following paragraphs. Additional information about all computer services at ODU can be found on the ITS web page (http://www.odu.edu/its).

**Computer Accounts**

ITS provides all students with a MIDAS account (Monarch Identification and Authorization System). MIDAS is the University's identity and password management system, providing access to integrated technology services such as email, course management systems, the myODU Portal, video streaming courses and many other important resources.

Creating a MIDAS account

Go to the MIDAS website at midas.odu.edu to create the MIDAS account. The during the creation process, a security profile is established so that a new password can be created if needed. After the account is created, email access will be available immediately, but access to other University services and resources may require an additional 24-48 hours.

**myODU Portal**

The myODU Portal, located at my.odu.edu, provides a single point of access to University services. The portal page can be customized with links to the resources used most frequently, including Blackboard, Leo Online, University announcements, and Internet-based University email.

**Student Email Accounts**

Student email accounts are activated automatically when the MIDAS account is created. Student email accounts are provided through Gmail and serve as the official electronic mail system for all University-related communications, policies, announcements, tuition bills and other information. Access student email at monarchs.odu.edu or through the myODU portal at my.odu.edu.

**The Residential Network (ResNet)**

ResNet is managed by ITS and provides high-quality data (wired and wireless), voice and video services to students living on campus. Professional staff and student workers provide technological services and support for high-speed Internet access, cable television (MonarchVision), and personally owned computers and mobile devices. Wired Internet connections in the residence halls allow each resident an individual connection that can be used for desktop PCs, game consoles or media streaming devices. Students may also request local phone service if desired.

**Computer Labs**

ITS maintains University computer labs equipped with Windows and Macintosh systems and software that supports a variety of class requirements. Laser printers are available in all labs and most academic buildings and residence halls. Students must have a University MIDAS account (see section on Computer Accounts) to use the computers in the labs. Labs are located in Webb Center, Virginia Beach Higher Education Center, Peninsula Higher Education Center and Tri-Cities Higher Education Center. Additional computing resources are also available in the Learning Commons as well as some academic buildings and residence halls. Lab schedules are posted at www.odu.edu/its/labs-classrooms. IT consultants are available in all labs to assist with computer and software issues.

**Virtual Computing**

ODU offers two virtual computing environments. The Monarch Virtual Environment (MOVE) allows access to standard lab computers – with specialized software like SAS, Matlab, SPSS – from any Internet-enabled device, including smartphones and tablets. Alternatively, the Virtual Computer Lab (VCL) allows reservation of a "virtual computer" – loaded with specific operating systems and applications – remotely through the Internet. Both virtual environments are available 24 hours a day and require a University MIDAS account (see section on Computer Accounts) to access. Please visit www.odu.edu/its/labs-classrooms/virtual for more information.

**Personal Computers on Campus**

Student computers must meet established minimum technological requirements in order to effectively use the information technology resources offered at ODU. It is recommended that students have a notebook computer that at least meets the University’s minimum technical specifications found at www.odu.edu/academics/student-computing/guidelines.

If the purchase of a computer is needed, the University Village Bookstore offers the Mobile Monarch student notebook program with educational pricing for Apple and Dell computers. Computers in the program have been selected to meet the requirements of the University’s academic computing environment, and are typically business class systems with reliable standard components. The computers are sold with up to a four-year warranty. An on-campus support center is available to provide support services, including warranty repairs.

**Academic Software/Instructional Systems**

- **Software for Download** - Through the University’s software licensing program, students can download current versions and upgrades of McAfee Virus Scan software for Windows and Mac, free of charge, to their personal computers. ODU is also able to offer Office 365 (Microsoft Office products) at no cost to all current students. These and additional instructional software titles like EndNote and X-WIN 32 in the ITS Software and Services Catalog can be found at www.odu.edu/its/software-services.

- **Web Conferencing** - ODU offers web conferencing and collaboration tools that allow students and faculty to conduct same-time meetings and presentations. Meeting participants can interact through chat, screen sharing, file sharing, application sharing, multi-person video, dynamic white-boarding and polling. For more information, visit www.odu.edu/its.

- **Learning Management System** - ODU’s interactive learning system enhances the classroom experience by enabling continued class collaboration, facilitating feedback from peers and instructors, and allowing for unlimited access to course documents, reading assignments and other supplementary materials. The course management system also incorporates web pages, email, discussion boards, chat rooms, online quizzes, virtual groups and document sharing. For more information, visit www.odu.edu/its.

**Academic Resources**

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Preparing Future Faculty (PFF)

Preparing Future Faculty (PFF) is a national initiative sponsored by the Council of Graduate Schools and the American Association of Colleges and Universities and supported by many disciplinary organizations. The PFF program at ODU is open to all graduate students but is designed especially for those interested in an academic career. PFF offers two events a semester on topics such as teaching methods, portfolio development, grant writing, and the job application process.

Students can earn a PFF Certificate by participating in a mentored teaching experience and attending PFF and other professional development events. The PFF website also offers valuable resources for graduate students who are seeking their first academic job. For further information, go to the PFF website at http://www.odu.edu/success/programs/pff/certificate.