Academic Resources

University Libraries

The University Libraries include the Patricia W. and J. Douglas Perry Library, the Elise N. Hofheimer Art Library, and the F. Ludwig Diehn Composers Room. Each provides books, online journals, e-books, microforms, maps, musical scores, recordings, and other media in all fields of research and instruction. Library staff provide instruction and information services. Students can also find study space, wireless access, workstations, and equipment loans. Available online at www.lib.odu.edu are the library’s catalog, scholarly journals and research databases via University and statewide Virtual Library of Virginia (VIVA) subscriptions. The University Libraries serve as a repository for U.S. and Virginia government publications in print and online formats. Through the Virginia Tidewater Consortium and VIVA, students and faculty may also borrow materials from participating academic libraries in Virginia.

The Elise N. Hofheimer Art Library

Barry Arts Building, Room 208, 47th Street and Monarch Way, 683-4059. The Library contains specialized books, journals, online resources, audiovisual 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.lib.odu.edu/hofheimer/index.htm.

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, sound recordings, and audio equipment, MIDI, multi-media, DVD, VCR, laser disc player stations, computers, scanner, and network printer/copier are available. 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.lib.odu.edu/diehn/index.htm.

Perry Library

Perry 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 the Student Success Center, 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 http://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.lib.odu.edu/libraryservices/borrowing.htm.

Interlibrary Loan and Document Delivery Services

Room 1208, 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.lib.odu.edu/libraryservices/interlibraryloan.htm.

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.lib.odu.edu/libraryservices/accessibilityservices.htm.

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 and 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 http://www.lib.odu.edu/contact/index.htm.

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.lib.odu.edu/researchassistance/libraryclasses.htm.

Special Collections & University Archives

Room 3023, 683-4483. Special Collections & University Archives houses manuscripts, books and printed material relating to University, Virginia and Tidewater history. The University Archives includes theses and dissertations, oral histories, yearbooks, course catalogs, University publications, and photographs of yesterday and today. Special Collections contains 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.lib.odu.edu/specialcollections.

Information Technology Services (ITS)

Information Technology Services (ITS) offers faculty, staff, and students a wide range of technology services and support. The mission is to provide 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 progressing Old Dominion University’s innovative educational delivery processes and technology resources. 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 and provides centralized technology support to students, staff, and faculty. The Help Desk is located on campus in Webb Center (Room 1504). 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 for assistance
- **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 http://kb.odu.edu
- **Online**: Requests for assistance can be submitted online. Login using the MIDAS ID and password at http://fp.odu.edu.

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

- Computing accounts for faculty, staff, and students
- Academic & instructional systems
- Administrative computing systems
- Data & telecommunications 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 Old Dominion University can be found on the ITS web site at http://www.odu.edu/its.

**Computer Accounts**

In support of the University’s mission of teaching, research, and other educational pursuits, ITS provides students with a MIDAS account (Monarch Identification and Authorization System). MIDAS is the identity and password management system for the University.

A MIDAS account uses a single ID and password to provide access to the University’s integrated technology services such as: e-mail, course management systems, the myODU Portal, video streaming courses, and many other important resources.

Creating a MIDAS account

The account is created from the MIDAS web site at http://midas.odu.edu. Account activation is immediate for email purpose. Access to other University and services resources may require an additional 24-48 hours. During the creation process, a security profile is established that allows the account holder to create a new password without knowing the current password.

**myODU Portal**

The Old Dominion University myODU Portal, located at http://my.odu.edu/, provides University faculty, staff, and students a single point-of-access to their University services. Individuals may customize their portal page with links to the resources they access most frequently, including Blackboard, Leo Online, University-wide announcements, and Internet-based University email, address book and calendar.

**Student E-Mail Accounts**

Student email accounts are activated automatically as part of the MIDAS account creation process. Student email accounts are provided through Gmail and serve as a vital communication link between students and University administrators, departments and faculty members. It is the official electronic mail system for University-related communications, policies, announcements, tuition bills and other information. Student email access is available via the myODU portal at http://my.odu.edu/. Students can also access their email account at http://monarchs.odu.edu.

**The Residential Network (ResNet)**

ResNet is managed by ITS and provides students living in the University residence halls and the University Village apartments with high-quality data (wired and wireless), voice, and video services. This program is supported by professional and student staff that provide technological services and support for high-speed internet access, cable television (MonarchVision), and personally owned computers and mobile devices. Sufficient wired internet connections are provided in the residence halls to allow each resident an individual connection that can be activated at the student’s request. Students may also request local phone service if desired.

**Computer Labs**

ITS maintains University public computer labs equipped with Windows and Macintosh-based systems and various computer applications in support of class requirements. Laser printing is available in all labs as well as remote printing in 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 available on the ITS web site at http://www.odu.edu/ts/labs-classrooms. IT consultants are available in all labs to provide assistance with application and computer-related questions and problems.

**Virtual Computer Lab**

ODU’s Virtual Computer Lab is a software system that can provide 7 X 24 X 365 computer access to applications and systems for anyone that has access to a basic computer. It allows students to reserve a "virtual computer" with the desired operating system and applications via the Internet. The system has all the widely used applications at the University such as SAS, Matlab, SPSS, GIS and others. A University MIDAS account (see section on Computer Accounts) is required to access the ODU virtual computer lab. Please visit http://www.odu.edu/ts/labs-classrooms/virtual for more information.

**Monarch Techstore**

The Monarch Techstore is a University-owned and operated service where Old Dominion students, staff, and faculty can view, test, purchase, and order the latest technology products from a variety of companies. The Techstore sells computers, hardware, software, peripherals, and supplies to the University community at special educational discount pricing. A large portion of store profits goes directly to ODU’s Student Scholarship Fund. Visit http://www.odu.edu/techstore for more information.

**Mobile Monarch**

Old Dominion University has established minimum technological requirements student computers must meet to effectively use the information technology resources offered at the University. It is strongly recommended that students have a notebook computer that at least meets the University’s minimum technical specifications.

Mobile Monarch is a strongly recommended student notebook program that offers 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.

Program notebooks are purchased at the Techstore and are typically business class systems with reliable standard components. The computers offered are sold with up to a four-year warranty. An on-campus support center is available to provide support services, including warranty repairs. Students who purchase recommended models from the Mobile Monarch program receive priority service at the ITS Help Desk.

**Academic Software/Instructional Systems**

Through the University’s software licensing program, current versions and upgrades of McAfee Virus Scan software are available for students to download, free of charge, to their personal computers. Additional instructional software is available for download, such as EndNote and X-WIN 32. Visit the ITS Services and Software Catalog at http://www.odu.edu/ts/software-services to download software.
- **Adobe Connect** - Adobe Connect is an online web conferencing and collaboration tool that allows students and faculty to conduct same-time meetings and presentations. Meeting participants can interact through chats, screen sharing, file sharing, application sharing, multi-person video, dynamic white-boarding, and polling.

- **Course Management System** - ODU’s interactive learning system Blackboard (https://www.blackboard.odu.edu/) helps faculty and students enhance 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.

**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.