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# FIU Library Services

## Frequently Asked Questions

A quick guide to the resources and services of the FIU Libraries  
for the staff at Everglades National Park

### 1. Is it true that folks here at Everglades National Park may use the FIU Libraries?

Yes, indeed -- you have the same library privileges as all other members of the FIU staff -- borrowing, intercampus and interlibrary loan, access to electronic databases, LUIS workshops and other user training, assistance at the public service desks, and more. All of these services are available at both campus libraries -- University Park and North Miami -- and you are welcome to visit either or both at your convenience.

### 2. So, what do I need to get started using the FIU Libraries?

You need to get a library card. Request your card from the SERP office at FIU (Phone: 348-3095) and be prepared to provide your name and social security number. After verifying your employment, SERP will issue an official memo authorizing the University to grant you library privileges.

When you receive the memo from SERP, take it, along with your driver's license, to the Photo ID office in the Graham Center (student union building) on the University Park campus, where you can get your ID made up while-you-wait. **Please note that there is a \$10.00 service fee for the FIU Photo ID.** On the back of the ID card is your all-important 14-digit number that enables you to check out materials, use interlibrary loan, log into databases, etc.

### 3. What if the FIU Libraries don't have the material(s) I need?

We can get just about anything you find in a library catalog or index -- whether it's a book, article, slide set, video, etc. -- from another library through our interlibrary loan (ILL) service. For more information about ILL, you may call (U.P. phone # =is 348-2459) or stop by their office at either library, or consult their Web page at <http://www.fiu.edu/~library/services/ill-page.html>.

### 4. Are there fees for FIU Library services?

While there are no fees to use the FIU library *per se*, there are nominal fees associated with certain services such as photocopying and printing from computer workstations or microfiche readers. You may purchase from machines within each Library a debit card for use with photocopiers and printers.

### 5. What are the Libraries' hours?

During each semester, the Library on both campuses is open seven days a week:

Monday- Thursday	8:00 am to midnight	Saturday	9:00 am to 8:00 pm
Friday	8:00 am to 10:00 pm	Sunday	Noon to midnight

Please note that the schedule may change during final exam week and semester breaks, as well as on certain federal holidays. For current hours, call the taped recording at 348-2479

### 6. What's the best way to learn my way around the University Park Library?

You may take a self-guided, audiocassette tour of the U.P. Library at your convenience. Please check out the tape player and cassette from the Audiovisual library. There are also maps of the library available at all the public service desks.

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## 7. What other kinds of help are available for using the FIU Libraries?

### Service points within the Library

At University Park, there are staffed public service desks in the Circulation Dept.; Audiovisual Dept.; in the Reference Department at the Information Desk, Reference Desk, and Microforms Desk.; and in the Government Documents Department. At North Miami, you may receive help at the Circulation Desk and Reference Desk

### Handouts & User Guides

There are also handouts and user guides located in racks throughout the Library building, particularly in the Reference Department. Copies of many handouts are also available online via the FIU Libraries' WWW site (<http://www.fiu.edu/~library>).

### Training sessions

General and specific training sessions are available either on a regularly scheduled basis, or by advance arrangement. At University Park, the **schedule of ongoing training sessions** is available in the binder at the Reference Desk. For information or to reserve a spot in a session, please contact the Reference Department at 348-2470.

If you are a new user of the FIU Library, it is highly recommended that you take the **basic introductory training** session "Introduction to LUIS - the Library User Information System", which provides an overview of the online catalog system and other popular databases. At University Park, this LUIS workshop is generally offered three times during the week, and lasts about one hour. For more information call the Reference Department at 348-2470.

For more **advanced training** on research databases or the Internet/World Wide Web, we are pleased to arrange special sessions for the Everglades staff (a minimum of 12 participants needed).. This hands-on training takes place in the University Park Library's instruction rooms, where participants will be able to work at individual computer stations.

### FIU Libraries Web Page

Consult the Libraries home on the WWW at <http://www.fiu.edu/~library> for background information about library services, programs, facilities and staff; copies of handouts; links to LUIS and other online services; schedules of programs; and much more!

## 8. What library services can I use from outside the library?

From any Internet-connected computer, you may access the Library's LUIS system which offers the Library's catalog; many other libraries' catalogs; periodical indexes such as *Current Contents*, *Biological & Agricultural Index*; *ERIC* -the Education database; the *Environmental Database*; and too many other options to mention here [consult the 'Electronic Library' guide for a complete list of FIU Libraries' databases]. To get into many of the LUIS databases from outside the library building, you will need to enter your 14-digit bar code number (from the back of your Photo ID) .

**Finally, a bit of technical advice:** The connection to LUIS is made through the Internet protocol 'telnet' -- you will need to have a copy of telnet software running on your Internet-connected computer to access the LUIS system. Web browsers such as *Netscape*, *Internet Explorer*, *Mosaic*, etc. do not have the ability to make a telnet connection at this time.

## 9. Where can I call for further assistance? Here are some helpful phone numbers at the UP Library:

Circulation Desk	348-2451	Government Docs. Desk	348-2481
Reference Desk	348-2470	Science Librarian	348-3417
Director's office	348-2461	Interlibrary loan	348-2459
Hours (tape)	348-2479		