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Godwin Memorial Library provides a shared catalog of more than one million learning resources. CCLINC gives access to the collections of fifty of the North Carolina Community College libraries and allows users to search, request materials, and check the status of their personal account.

NCLIVE ([www.nclive.org](http://www.nclive.org)) is a virtual library with full-text magazines, journals, newspapers, ebooks, audio books, business resources, and full length films. All are available on campus or remotely.

Electronic subscriptions to The Chronicle of Higher Education and The Teaching Professor are available. Access is through the library's web page.

### **Havelock Public Library**

(252) 447-7509

For current hours check the library's webpage <http://havelocklibrary.org/>

The Havelock Public Library is located on the Havelock campus and serves as the library for the Havelock campus. The public collection is supplemented with academic titles suggested by faculty or chosen by the Craven Community College librarians.

Faculty and students using the Havelock Public Library should apply for a Craven Community College library card in order to request materials through CCLINC.

### **Marine Warrior Library MCAS Cherry Point**

(252) 466-3552

For current hours check the library's webpage  
[http://library.usmc-mccs.org/cgi-bin/get\\_data.pl?library=Cherry%20Point](http://library.usmc-mccs.org/cgi-bin/get_data.pl?library=Cherry%20Point)

Students enrolled in classes on the Base have access to the Base library.

## ***Mail***

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Physical mailboxes are assigned to all full-time faculty or mail is delivered from the Facilities Support mailroom to faculty offices. See your Dean for the location of your mailbox and delivery method. Mail for instructors teaching at the Havelock campus will be delivered to instructor mailboxes in the Workroom 101E in the Redd Building.

## ***Parking***

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Each motor vehicle parked on campus by students, faculty, and other College staff members must be registered with the College and display a current official parking permit on the left side of the rear window. Full-Time Faculty/Staff parking permits can be obtained from the Security Office Monday through Thursday 9:00-10:00 a.m.; 1:00-2:00 p.m.; 5:00-6:00 p.m. and Friday 9:00-10:00 a.m. and 1:00-2:00 p.m. Part-Time Faculty/Staff parking permits can be obtained through One-Stop Monday through Friday 8:00 a.m. to 5:00 p.m.

## ***Technical Assistance***

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For telephone, computers, and other technical assistance, submit a request for service using the Help Desk. Faculty should send an email to [helpdesk@cravencc.edu](mailto:helpdesk@cravencc.edu) with detailed information about the problem. Adjunct faculty should contact their supervisor to issue a help desk request.



## **Technology Resources Faculty and Staff 2016 - 2017**

<b>Resources</b>	<b>Contact Information</b>
<b>Emergency Classroom Support through Soft Phones - IT</b>	<b>Phone: 638-1222</b> <b><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></b>
<b>Emergency Classroom Support through Soft Phones - Facilities</b>	<b>Phone: 638-1315</b> <b><a href="mailto:facilities@cravencc.edu">facilities@cravencc.edu</a></b>
<b>Instructions for Accessing Office 365 Products FREE for Faculty/Staff/Students</b>	<b><a href="http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf">http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf</a></b>
<b>Work Related Microsoft Office and other software installation for office/lab use</b>	<b><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></b>
<b>Jabber Instant Messaging</b>	<b><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></b>
<b>Skype conferencing (one-on-one)</b>	<b><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></b>
<b>Technology assistance, PC security consulting, online help desk, and remote desktop assistance available during office hours</b>	<b><a href="mailto:helpdesk@cravencc.edu">helpdesk@cravencc.edu</a></b>
<b>Consultation on projects throughout the college including software purchases</b>	<b>Dean of Technology &amp; Facilities</b> <b><a href="mailto:edwardsb@cravencc.edu">edwardsb@cravencc.edu</a></b>
<b>Training on any IT topics</b>	<b>Director of DL &amp; Prof Development</b> <b><a href="mailto:marquisj@cravencc.edu">marquisj@cravencc.edu</a></b>

Classroom needs include PC, projector, and DVD support	for additional needs <a href="mailto:helpdesk@cravenc.edu">helpdesk@cravenc.edu</a>
Qomo Monitors to capture lectures information and video directions	<a href="http://cravenc.edu/wp-content/uploads/2014/04/Qomo-Monitors.pdf">http://cravenc.edu/wp-content/uploads/2014/04/Qomo-Monitors.pdf</a>
Learning Platform (Moodle) & Web space for streaming media (Kaltura//)	Director of DL and Prof Development <a href="mailto:marquisj@cravenc.edu">marquisj@cravenc.edu</a>
Respondus and Respondus Lockdown	Director of DL and Prof Development <a href="mailto:marquisj@cravenc.edu">marquisj@cravenc.edu</a>
Accessibility needs	Academic Skills Center <a href="mailto:harriso@cravenc.edu">harriso@cravenc.edu</a>
Reset passwords for Student Gmail accounts, Web Advisor, and Moodle	Academic Skills Center 1-877-982-2233, locally 638-7212, or 444-6117
Reset passwords for Faculty/Staff GroupWise, VOIP, Active Directory, E-procurement, Informer, NCID, Datatel, and Web Advisor	<a href="mailto:helpdesk@cravenc.edu">helpdesk@cravenc.edu</a>
Reporting Spam– GroupWise and Gmail	<a href="mailto:spam@cravenc.edu">spam@cravenc.edu</a>
Antivirus software for home use – Microsoft Security Essentials	<a href="http://windows.microsoft.com/en-US/windows/products/security-essentials">http://windows.microsoft.com/en-US/windows/products/security-essentials</a>
Classroom Lab Management app issues - Net Control	<a href="mailto:helpdesk@cravenc.edu">helpdesk@cravenc.edu</a>
Work issued mobile device support	<a href="mailto:helpdesk@cravenc.edu">helpdesk@cravenc.edu</a>
Clickers (3 available)	NB Library
Headsets with Microphone (4 sets available) Headsets without microphone (7 sets available)	NB Library
Webcams (11 available)	NB Library
Flip Cameras (2 available)	NB Library
Sony Handy-cams and tripods (5 available)	NB Library
VHS to DVD Mobile Dubbing Devices (1 available)	NB Library
Laptop with case for short term loan (varies)	NB Library or <a href="mailto:helpdesk@cravenc.edu">helpdesk@cravenc.edu</a>

Instructions/or helpful hints for Specific Topics	Link (Copy and Paste)
Change Web Advisor/Active Directory Password	<a href="https://reset.cravenc.edu/PasswordReset">https://reset.cravenc.edu/PasswordReset</a>
New Employee/Work Study Enrollment Process  Current Employee Move Process  New or Returning Adjunct Employee	<a href="http://cravenc.edu/faculty-and-staff/new-employee-enrollment-current-employee-move/">http://cravenc.edu/faculty-and-staff/new-employee-enrollment-current-employee-move/</a>
Resignation Process	<a href="http://cravenc.edu/faculty-and-staff/employee-resignation-checklist/">http://cravenc.edu/faculty-and-staff/employee-resignation-checklist/</a>
Information Technology helpdesk	<a href="mailto:helpdesk@cravenc.edu">helpdesk@cravenc.edu</a>
Facilities helpdesk	<a href="mailto:facilities@cravenc.edu">facilities@cravenc.edu</a>

<b>Moodle helpdesk link</b>	<a href="http://goo.gl/forms/lsfcDmDOKf">http://goo.gl/forms/lsfcDmDOKf</a>
<b>Room reservation</b>	<a href="http://cravencc.edu/faculty-and-staff/faculty-and-staff-room-reservation-form/">http://cravencc.edu/faculty-and-staff/faculty-and-staff-room-reservation-form/</a>
<b>Craven Community College Directory</b>	<a href="http://cravencc.edu/faculty-and-staff-directory/">http://cravencc.edu/faculty-and-staff-directory/</a>
<b>Setting Up Your Voice Greeting and Pin on Your VOIP Phone</b>	<a href="http://cravencc.edu/wp-content/uploads/2014/07/Setting-up-your-voice-greeting-and-password-on-your-VOIPPhone.pdf">http://cravencc.edu/wp-content/uploads/2014/07/Setting-up-your-voice-greeting-and-password-on-your-VOIPPhone.pdf</a>
<b>VOIP Phone Quick Reference</b>	<a href="http://cravencc.edu/wp-content/uploads/2014/04/MANUAL_VoIP-7945G-p3-4-quick-reference.pdf">http://cravencc.edu/wp-content/uploads/2014/04/MANUAL_VoIP-7945G-p3-4-quick-reference.pdf</a>
<b>Groupwise Basic Information</b>	<a href="http://cravencc.edu/wp-content/uploads/2014/04/groupwise-basic-information.pdf">http://cravencc.edu/wp-content/uploads/2014/04/groupwise-basic-information.pdf</a>
<b>Setting up Groupwise on your Android Phone or Tablet</b>	<a href="http://cravencc.edu/wp-content/uploads/2014/05/Setting-up-Groupwise-on-your-Android-Phone-or-Tablet.pdf">http://cravencc.edu/wp-content/uploads/2014/05/Setting-up-Groupwise-on-your-Android-Phone-or-Tablet.pdf</a>

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