Is there someone at KU to help my kid?!!??

parents
(concerned moms, wireless dads)

Why can't I set up a wireless network for my kid in his residence hall? I did my own at home.

What's the deal with Sophos antivirus?

What the heck is a KU Online ID?

Why does that connection cost extra when cable and phone are included in the housing contract?

Who can help my student with technology stuff? Libraries stuff? Residence hall stuff? General KU stuff?

Does KU give my kid any software?

When is my kid going to get this information you're telling me now?

What computer should I buy for my kid? Laptop or desktop? Mac or PC (or Linux)?

Do you keep students from downloading copyrighted movies?

Will you teach my kid how to use the library? Libraries? You mean there's more than one?

Questions

How to succeed:
Listen for informational AND emotional needs, and provide a face for the organization.

YES. We are Technology + Libraries + People to Help You.

information services
(a large and changing organization)

Email Services
Research Skills Training
(Using library databases, EndNote, Refworks, etc.)

Blackboard

Library Subject Liaisons
Residential Networking (ResNet)

Reference Desks

Large-scale instruction (COMS, English, PRE, etc.)

KU Online ID

Instructional Services
Ask a Librarian
(phone, email, IM, chat)

Technology Training

Portal and Web Services

KU Info

New2KU Web Site

Who We Are, What We Do

Customer Service Desks

Large-scale instruction (COMS, English, PRE, etc.)

Infrastructure
(Networks, Servers, etc.)