1. **Who can use the computers in the Library Research Lab?**
   All students registered for classes in the current term.

2. **Where do I go for StarID help?**
   - LRL Help Desk — temporary login credentials
   - StarID website: https://starid.minnstate.edu/selfservice/ to get instructions on how to retrieve your StarID.
   - ITS Help Desk

3. **Where can I save my homework?**
   All current students have 50 MB of network space for saving. This space is located under My Documents and can be accessed while on campus.

4. **Does the Normandale Library Research Lab have wireless connectivity?**
   Yes, the Library Research Lab has wireless connectivity as well.

5. **Does Library have a Lost and Found?**
   Yes, the Lost and Found is located at the Library Circulation Desk (room L2701).

6. **Is printing in the Library Research Lab free?**
   - Yes, there are no printing charges during Open Lab hours.

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**Library Research Lab Hours**

If **NO CLASSES** are scheduled, the Library Research Lab is open:

<table>
<thead>
<tr>
<th>Library Research Lab</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall and Spring Semesters</strong></td>
<td>Monday – Thursday 9:00 AM—4:45 PM</td>
</tr>
<tr>
<td></td>
<td>Friday 9:00 AM—12:00 PM</td>
</tr>
<tr>
<td></td>
<td>Saturday—Sunday Closed</td>
</tr>
<tr>
<td><strong>Summer Sessions</strong></td>
<td>Monday — Friday Hours vary</td>
</tr>
<tr>
<td></td>
<td>Saturday—Sunday Closed</td>
</tr>
<tr>
<td><strong>Non-class days &amp; semester break hours will vary.</strong></td>
<td></td>
</tr>
</tbody>
</table>

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**FAQ**

**Library Research Lab Information**

Normandale Community College Library

Phone: 952-358-8290

www.normandale.edu/library
Library Research Laboratory (LRL), room L 3711, is located on the upper level of the Library. It serves as the main Library Research Instruction classroom.

Library Research Laboratory (LRL) is equipped with 26 PCs and one black-and-white laser printer. All computers have internet access, DVDRW drives, USB ports, headphone jacks, and 50 MB of available network space for saving files.

The Library Research Laboratory has wireless connectivity as well.

LRL Help Desk staff provide basic support for library research, hardware and software.

### Software
- Windows 10
- Microsoft Office 2016 (Access, Excel, Power-Point, Word, etc.)
- Student E-mail
- Google Chrome
- Internet Explorer
- Adobe Reader

### Research Lab Policies
1. Library Research Lab is a quiet area for individual study only. (Note: Groups may reserve and use a Group Study Room for collaborative work.)
2. Headphones must be worn when listening to music or media within the lab (Note: Headphones are available for check-out at the Open Lab Help Desk).
3. Cell phone conversations are prohibited in the Library Research Lab.
4. Course work takes priority over e-mail, browsing, etc. If you choose to use Library Research Lab computers for recreational purposes during times of peak use, you may be asked to give up your computer.
5. No food or drinks are allowed in the Library Research Lab.
6. You cannot install, change, or delete any information on any of Normandale Community College computers or related equipment.
7. Students are responsible for their personal items while in the lab.

### Student Responsibilities
As a student of Normandale, the Library staff expect you to be familiar with the software you are using for your classes in the Library Research Lab.

The Library Research Lab staff is not always familiar with all software and classroom assignments. If students have specific problems with an assignment or software from their classes, they should discuss this with their instructors.

Library Research Lab staff members are available to assist students with hardware and software problems but not to explain class software assignments or tutor students in unfamiliar software.

### Login Procedure
To log into campus computers, Normandale students need their StarID.

Get temporary login credentials at the Circulation Desk to log onto a computer.

To get instructions on how to retrieve your StarID and the format requirements for creating a password, go to [http://www.normandale.edu/admissions/get-a-starid](http://www.normandale.edu/admissions/get-a-starid). Then go to the StarID Self Service website ([https://starid.minnstate.edu/selfservice/activate/](https://starid.minnstate.edu/selfservice/activate/)) to activate your StarID.

### Printing
No Student ID is required to print in the Library Research Lab. A default printer’s name is L3711.