



Part Five: Information Resources

[Home](#) / [Offices](#) / [Marketing Office](#) / [SUNY Cortland Handbook](#)

[Download Part Five PDF](#)

Part Five Contents

- [Chapter 500: Introduction to Information Resources](#)
- [Chapter 510: Library](#)
- [Chapter 515: Campus Technology Services](#)
- [Chapter 517: Information Systems and Security](#)
- [Chapter 518: Networking and Telecommunications Services](#)
- [Chapter 530: Policies](#)

Chapter 500: Introduction to Information Resources

- [500.01 General Purpose](#)

500.01 General Purpose

Information Resources is administered by the associate vice president for information resources (AVPIR) and comprises the following units: Campus Technology Services, Library, Networking and Telecommunications Services and Information Systems and Security.

Information Resources is responsible for planning, developing, coordinating and managing the information and technical resources and services of the campus. Information Resources advocates the utilization of information and technology to enhance the educational experience for SUNY Cortland students so that they graduate with information and computer fluency in a way that supports the university's mission, promotes critical thinking and develops the skills necessary to function in our changing technological society. Information

Resources supports student, faculty and staff needs, facilitates distance learning initiatives and provides a full complement of services to support the curriculum and campus administrative needs.

Information Resources includes academic and administrative components. The academic component encompasses the primary resources utilized in the teaching and learning processes as well as those resources that directly support those processes. The administrative component consists of those resources that support the entire university.

Chapter 510: Library

- [510.01 General Purpose](#)
- [510.02 Character of the Collection](#)
- [510.03 Materials Selection](#)
- [510.04 Library Services](#)
- [510.05 Loan Policy](#)
- [510.06 Open Access](#)
- [510.07 Reserve Section/Course Reserves](#)
- [510.08 Teaching Materials Center](#)
- [510.09 Design Help](#)

510.01 General Purpose

The library fosters individual and collaborative research, learning, teaching and scholarly creation to enable SUNY Cortland community members to navigate the worlds of information and knowledge.

510.02 Character of the Collection

The library supports the academic programs of the university. The collection contains more than 345,000 volumes, including 22,000 items related to teaching grades K-12. The library provides equipment for checkout as well as books and online resources which are available to SUNY Cortland faculty, staff and students through [ONESearch](#) or the Library tab in [myRedDragon](#). The library's online resources include a strong collection of full-text and citation databases, E-books, reference tools, digital newspaper subscriptions and streaming video.

510.03 Materials Selection

Selection of materials for the library collection is a partnership between library faculty and teaching faculty. A librarian from the library faculty works closely with each department to select materials appropriate to the needs of the students and faculty.

Materials are selected for inclusion in the collection based on relevance to current curriculum as well as faculty and student research plans, projects and assignments.

510.04 Library Services

Research Help: The library offers individualized assistance in finding, evaluating, using and citing information. Librarians are available for drop-in help at the Research Help Desk, by appointment, and remotely via phone and online services.

Information Literacy Instruction: The library faculty provides information literacy instruction in partnership with classroom faculty. Librarians teach students about library resources, research techniques, source evaluation and the ethical dimensions of research in the context of course goals and assignments. Student learning outcomes are aligned with the SUNY General Education Information Literacy competency and the Association of College and Research Libraries Framework for Informational Literacy for Higher Education.

Library Web Presence: The [library's website](#) provides information about the library's services, collections and policies, with additional information available via the Library tab in myRedDragon and the [Library Resources guide](#).

Interlibrary Loan (ILL): Materials needed for research but not held by Memorial Library, can be obtained by borrowing them or requesting photocopies or electronic delivery from other libraries. This service is available to SUNY Cortland faculty, staff and students only. Our Interlibrary Loan system is called ILLiad. See the [ILLiad FAQs page](#) for additional information.

Additional Services:

1. Computers are available on the second floor in the Interactive Reference Area (IRA) and Computer Applications Program (CAP) computer lab. Access to networked printing services is available throughout the library. Laptops are available to faculty for loan for up to two weeks. Students can borrow laptops for the day within the library.
2. There are 36 open research carrels available for students and faculty. The keys can be checked out at the circulation desk on a first-come, first-served basis. They are for day rentals only.

510.05 Loan Policy

Books are loaned to faculty for a one-semester period and can be renewed once if the materials are not needed by someone else. All books are subject to immediate recall if needed for course reserve. Reference works and periodicals do not circulate. Borrowers, including faculty, must present their SUNY Cortland ID at The Help Center when borrowing materials.

In general, the loan period for items in our main collection is sixteen weeks for students, faculty, and staff; four weeks for community borrowers. To see the loan period for a specific item, you can view the item in ONESearch. Faculty are not charged overdue fines. However, if an item is lost, the cost of replacement will be charged.

Faculty are not charged overdue fines. However, if an item is lost the cost of replacement will be charged.

510.06 Open Access

Upon presentation of a valid Cortland ID, SUNY Cortland faculty members and students receive full borrowing privileges at nearly every State University of New York campus.

510.07 Reserve Section/Course Reserves

Memorial Library offers faculty the option to place course materials on reserve for short term loan periods of either three hours or three days. Reserve requests are processed in the order received. During busy times, processing requests may require up to two weeks. Faculty may select a reserve period from two hours to seven days. Materials owned personally by faculty may be placed on reserve and will be processed (stamped and labeled) accordingly. Details about procedures and contact information are found in the Library Tab in myRedDragon.

510.08 Teaching Materials Center

The Teaching Materials Center (TMC) includes preK-12 classroom items, such as children's and young adult literature, textbooks, puppets, educational kits, games, and other realia, in addition to online resources (ebooks, periodicals, etc). These materials directly support the curricular needs of students and faculty in the School of Education. For further information, visit the [TMC's Online Guide](#).

The Teaching Materials Center is a collection of more than 38,000 items, including textbooks, children's literature collection, educational kits, curriculum guides, used in grades K-12.

510.09 Design Help

Design Help is a team of instructional designers ready to partner with faculty to improve engaged learning. Instructional designers support faculty subject matter experts (SME) in developing the overall appearance of a course, including the functionality and efficiency of technologies and media tools. Instructional designers apply standardization across courses to provide a learning framework and consistency focused on engaging students and facilitating student learning by applying pedagogical principles for online learners. The focus is to assist with meeting the needs of today's college students and digital natives learning styles. Guidance and training to faculty is offered in:

- Identifying what students need to learn
- Guiding the creation of accessible content
- Developing objectives and ensuring content matches those objectives
- Revising and rewriting content to shape it for learning needs
- Structuring content and activities for student learning
- Creating media to support learning (e.g., visual aids for face-to-face, various multimedia for e-learning and online)
- Assisting with technology and digital learning environment (DLE) training

- Using interactive Whiteboard software
- Adapting instructional materials created for one format to another format (i.e., face-to-face to e-learning)

[TOP](#)

Chapter 515: Campus Technology Services

- [515.01 General Purpose](#)
- [515.02 Technology Help Center](#)
- [515.03 PC and MAC Services](#)
- [515.04 Academic Technology Services](#)
- [515.05 Media Services](#)
- [515.06 Technology Training Services](#)

515.01 General Purpose

Campus Technology Services (CTS) provides services to promote and advance the campus community's use of technology for administrative functions, instruction, development and research in support of SUNY Cortland's mission. CTS is a customer-focused organization that provides a full range of technology-related support services such as technology equipment procurement, installation and technical support for hardware, software and peripherals utilized by the campus.

Assistance is available through The Help Center, THC@cortland.edu or 607-753-2500.

515.02 The Help Center

The Help Center provides convenient access, extended hours and serves as a single point of contact for support of all Information Resources services. Physically located in Memorial Library, The Help Center provides both technology and library services and support to students, faculty and staff. For more information on technology support, log in to myRedDragon and select the tech help tab. There you will find more information on technology and The Help Center. You may also get assistance by contacting The Help Center at 607-753-2500.

515.03 PC and Mac Services

PC and Mac Services provides full life-cycle equipment support for new and reassigned equipment. Support includes the evaluation, procurement and distribution of hardware, printers and peripherals for faculty, staff, technology classrooms and computer labs and is responsible for the aforementioned maintenance and surplus. This group provides software installation and troubleshooting as defined by the software policies. Assistance is provided to departments that utilize technology to improve business processes and efficiencies, make special requests for procurement and installation, and require special event set up and break down.

515.04 Academic Technology Services

Academic Technology Services (ATS) provides full life cycle support of desktop equipment utilized in computer labs and technology classrooms. Support consists of a replacement cycle plan, coordination of procurement, set-up and hardware failure issues when they arise. This group provides software installation and troubleshooting in computer labs and classrooms as defined by the software policies. ATS provides training in the use of classroom facilities, immediate troubleshooting assistance for all equipment in the technology classrooms and computer labs and tech-ready classrooms. Instructional support is also provided on the use of media equipment for some campus-sponsored special events.

515.05 Media Services

Media Services provides audio-visual and video hardware and software in classrooms and technology spaces for both instructional and administrative use. This includes designing, installing, maintaining and repairing the technology classrooms and built-in media systems throughout the campus. The staff provides consultation services for faculty and staff regarding the purchase of multimedia hardware and software.

Media Services records and distributes video from supported programs to a variety of distribution points from campus. Conversion of DVD video content to the campus video streaming/content management system is supported in conjunction with the Library's Instructional Technologies and Design Services after copyright compliance guidelines have been met.

515.06 Technology Training Services

Technology Training Services offers a variety of technology workshops for products currently supported at the campus.

[TOP](#)

Chapter 517: Information Systems and Security

- [517.01 General Purpose](#)
- [517.02 Email Services](#)
- [517.03 Campus Servers](#)
- [517.04 Database Services](#)
- [517.05 Programming and Integrations](#)
- [517.06 Information Systems](#)

517.01 General Purpose

Information Systems and Security comprises Information Systems, Programming and Integrations and Systems Operations and Security. They are responsible for the data center infrastructure including servers, storage and technology appliances that support SUNY Cortland's academic and business mission and goals. In addition, the organization also oversees information security initiatives programs and designs and maintains many web applications and database applications.

517.02 Email Services

Systems Operations and Security supports and maintains the university's email environment. To provide a safe and secure email infrastructure, the unit administers spam filtering, mail gateways and antivirus protection. Student email is Office 365 and administered by Information Systems and Security.

517.03 Campus Servers

Systems Operations and Security is responsible for installing, maintaining and troubleshooting campus servers. All servers and sensitive information are securely maintained behind a very comprehensive layered information security infrastructure.

517.04 Database Services

Programming and Integrations provides database development and design assistance to faculty and staff. Users are expected to provide their own initial research designs.

517.05 Programming and Integrations

Programming and Integrations develops custom Web applications that integrate systems and help users to be productive. The unit also administers several enterprise applications including the campus portal, (myRedDragon), DotCMS, and OnBase.

517.06 Information Systems

Information Systems provides technology that supports the academic and business mission and goals of the university. Information Systems is committed to providing a secure yet open technology infrastructure that protects the integrity and confidentiality of information while maintaining its accessibility. Information Systems is responsible for the planning, design, integration, implementation, security, maintenance and administration of Banner and other enterprise-wide Oracle databases. It also includes responsibility for annual Banner reporting and all third-party hosted services data transfer.

Chapter 518: Networking and Telecommunications Services

- [518.01 General Purpose](#)
- [518.02 Campus Network](#)
- [518.03 Telephone Services](#)

518.01 General Purpose

Networking and Telecommunications Services maintains the voice and data network technology that supports SUNY Cortland's academic and business mission and goals. Networking and Telecommunications Services is committed to providing a secure, reliable, high-speed infrastructure that enables communication and appropriate access to information.

518.02 Campus Network

Networking and Telecommunications Services is responsible for the planning design, implementation, maintenance and administration of the enterprise-wide converged voice and data IP-enabled communications network. Both the Local Area Network and Wide Area Network are administered by Networking and Telecommunications Services.

The enterprise-wide converged voice and data IP-enabled communications network, which consists of both wired and wireless technology, is comprised of a gigabit Ethernet backbone, fiber optic cable extending to every campus building. Secure Virtual Private Network (VPN) access to available campus network resources is offered to faculty and staff. The enterprise-wide converged voice and data IP-enabled communications network is connected to the internet and other gateways providing worldwide communications access from behind a secure firewall.

The campus' network infrastructure is protected by complex multi-layered security strategies. Networking and Telecommunications Services administers the domain name system, the Dynamic Host Configuration Protocol (DHCP) and provides bandwidth management services.

518.03 Telephone Services

The university's telephone services are provided through the converged IP-enabled communication network and extend to every office, classroom and computing lab.

[TOP](#)

Chapter 530: Policies

- [530.01 Procurement and Ownership of Technology Equipment](#)
- [530.02 Software Support Policy](#)
- [530.03 Re-assigned Technology Equipment Policy](#)
- [530.04 Server Policy](#)
- [530.05 Email Policy](#)
- [530.06 Acceptable Use Policy](#)
- [530.07 Blackboard Policies](#)
- [530.08 Data Classification Policy](#)

Full versions of these and all other Information Resources policies may be found within the online portal, myRedDragon, in the TechHelp tab.

530.01 Procurement and Ownership of Technology Equipment

All technology equipment purchased by the university is owned by the university. Technology purchased by the Research Foundation is owned by the Research Foundation. Technology equipment may be assigned to a

department or faculty or staff member while they are employed by SUNY Cortland; however, the university or Research Foundation retains ownership.

Campus Technology Services is responsible for maintaining custodial records of all inventoried technology equipment and related peripheral equipment on campus, including the person/department to which the equipment has been assigned. Only staff from Campus Technology Services may transfer technology equipment from one office to another.

When technology equipment is replaced or reassigned, the equipment in question must be returned to Information Resources. The equipment cannot be passed from one user to the next without being formally reassigned.

All requests for technology equipment must be approved by the department head, dean or associate vice president, and the associate provost for information resources. Requests for new equipment are to be made via the online hardware request system found in the Tech Help tab of myRedDragon. Once submitted, Campus Technology Services staff will evaluate/review technical specifications for equipment with final approval by the associate provost for information resources. Replacement funding for this technology equipment and/or recurring maintenance costs (if necessary) should be planned at the time of procurement.

(Approved by President's Cabinet March 2011).

For additional details on the policy, please go to [Information Resources](#).

530.02 Software Support Policy

A number of application software packages are fully supported by Information Resources departments with the following services:

- Software will be installed on computers that are available for projection use in the classrooms. (Campus Technology Services)
- Production assistance will be provided for multimedia applications. (Library and Classroom Media Services)
- e-Learning training workshops will be offered. (Instructional Technologies and Design Services)
- Technical assistance will be provided. (The Help Center)

Departments in Information Resources will attempt to support other software applications to the best extent possible. For additional details on the policy, please go [here](#).

530.03 Re-assigned Technology Equipment Policy

When technology equipment is replaced or reassigned, the equipment in question must be returned to Campus Technology Services. The equipment cannot be passed from one user to the next without being formally reassigned.

Campus Technology Services will evaluate returned technology equipment to determine its remaining life and appropriateness to be reassigned. Technology equipment that does not meet reassignment standards will be disposed of in compliance with the technology disposal policy.

Technology equipment may be reassigned (also known as trickle down) to an individual within the department that funded the original purchase. However, the technology equipment must first be returned to Campus Technology Services in order for the hard-drive to be wiped and re-formatted. Technology equipment that is determined to have remaining life and will not be trickled down to an individual within the department that originally purchased it will be placed in an inventory pool for reassignment elsewhere on campus.

Requests for reassigned technology equipment from the inventory pool will be processed twice each year: Aug. 1 to Sept. 15 and Dec. 15 to Feb. 1. Requests for reassigned and trickle-down technology can be made via the online hardware request system found in the Tech Help tab of myRedDragon. Once submitted, Campus Technology Services staff will evaluate/review technical specifications for equipment with final approval by the associate provost for information resources. Campus Technology Services will assign each request a priority level and maintain a list of requests to be processed at the next reassignment processing period.

(Approved by President's Cabinet March 2011).

For additional details on the policy, please go [here](#).

530.04 Server Policy

This policy concerning server systems and the users of those systems is intended to maintain consistency, assure availability, facilitate disaster-recovery, coordinate technical operations and apply sound security and management practices consistently. The purpose of a server must be documented by the designated departmental technical contact and Information Systems & Security (IS&S) technical support contact and kept current by the departmental technical contact to reflect any changes. The server shall only be used for the documented purpose, and changes in purpose need to be agreed to by both parties, the IS&S director and the department head. The purpose(s) of the server must integrate with the overall campus network and server design.

All servers must be housed in the Information Resources data center. Each server must have a designated departmental technical contact. Departmental servers shall not run prohibited services, such as: IMAP, POP3, SMTP, DNS, WINS, DHCP, or any service which Networking and Telecommunications Services or SAWS deems detrimental to the server or network infrastructure. "Root" access to servers must be established for IS&S support staff use. This may be in the form of a single, shared user account. All servers will be part of the Active Directory Domain, and all Domain Administrators will have access to the server, via remote services and physical console access. All servers must adhere to all Information Resources security policies and Information Resources security best practices. All servers will be routinely scanned for necessary configurations. Routine scans are also conducted to search for sensitive data; reports are reviewed by the information security officer and the deputy security officers. Violations of this policy and/or other Information Resources policies may result in the server being removed from service.

For additional details on the policy, please go here: <https://www2.cortland.edu/offices/information-resources/pdf/policies/computer/ServerPolicyandProceduresGuide.pdf>

(Approved by President's Cabinet March 2011, updated August 2024).

530.05 Email Policy

An official SUNY email account is one in which the address ends with "cortland.edu." All students, faculty and staff are assigned an email address and account while enrolled or employed. Retired employees may, at their discretion, choose to continue their account.

SUNY Cortland owns all email accounts run on systems it administers. SUNY Cortland generally does not monitor or restrict content residing on its systems; however, if there is reasonable cause to believe that a user has violated this policy or other applicable university policies, SUNY policies, and/or federal and state laws and regulations, the university reserves the right to take any of the following actions:

1. Terminate a user's access to the university's computing and networking resources; and/or
2. Limit a user's access to the university's computing and networking resources; and/or
3. Remove the documents/materials/postings from the university's computing and networking resources.

Quota, maximum message size, message retention settings, time-out settings, maintenance times, and other email guidelines will be set as appropriate for the anticipated needs of the university. The need to revise settings will be monitored and implemented as appropriate by Information Resources.

Privacy and Confidentiality: Official university communications sent by email are subject to the same public information, privacy and records retention requirements and policies as other official university communications. By using SUNY Cortland's computing and networking resources, users are consenting to monitoring of use by the university without further notice to that user of the university's monitoring or access to electronic information of all sorts for compliance, investigatory and disciplinary purposes. In using the university's computing and networking resources, users shall have no expectation of privacy.

(Approved by President's Cabinet November 2010).

For additional details on the policy, please go here: <https://www2.cortland.edu/contentAsset/raw-data/626d6d8e-afb5-4661-a7c7-f395cae05cd2/fileAsset?byInode=true>

530.06 Acceptable Use Policy

Every SUNY Cortland student, faculty, staff member and authorized affiliate is provided with the privilege of using the university computing systems and software, internal data networks as well as access to the internet and communication systems. This access is granted through an official SUNY Cortland NetID. An official email address and NetID account are assigned to all students, faculty and staff while enrolled or employed. Users are expected to comply with this policy as well as all other Information Resources policies and the use of these resources is considered an acknowledgment that they understand and will abide by these policies.

SUNY Cortland information technology resources, such as: computers, servers, networks and communication systems, and applications, are owned by the university and exist expressly for the purpose of educational use and legitimate university-related business. Therefore, all of these resources are to be utilized by authorized users for work consistent with the goals of the university. Authorized use of information technology resources owned by the university shall be consistent with the education, research and public service mission of the university and consistent with this policy. By connecting to the campus network, users agree to the terms and conditions of this policy as well as all other SUNY Cortland policies.

Authorized users of SUNY Cortland's information technology resources include faculty, staff and students and other affiliated individuals and organizations as defined in the Guest Access Policy.

SUNY Cortland applies security procedures and protocols to abide by applicable policies, codes, contractual obligations or state or federal laws and generally does not review the content of material stored or transported on university-owned information technology resources. In using the university's computing and networking resources, faculty and staff shall have no expectation of privacy.

SUNY Cortland reserves the right to access all aspects of its information technology resources including individual login sessions, email and file storage.

By using SUNY Cortland's computing and networking resources, the individual faculty/staff member is consenting to monitoring of the use by the university without further notice to that individual faculty/staff member of the university's monitoring or access to electronic information of all sorts for compliance, investigatory and/or disciplinary purposes.

(Approved by President's Cabinet March 2011).

For additional details on the policy, please go here: <https://www2.cortland.edu/offices/information-resources/pdf/policies/InformationTechnologyResourcesAcceptableUsePolicy.pdf>

530.07 Data Classification Policy

All SUNY Cortland data must be classified into one of the three categories — protected, sensitive or public — and must be protected using appropriate security measures consistent with the minimum standards for the classification level as described in the appendices of this policy.

Protected data is regulated by state or federal laws and includes information defined as private information such as personally identifiable information in the New York State Information Security Breach and Notification Act of 2005: i.e., bank account/credit card/debit card numbers, Social Security Numbers, state-issued drivers' license numbers, and state-issued non-drivers' identification numbers. Additionally, SUNY Cortland declares protected health information (PHI), administrative authentication credentials and passport numbers as protected data.

Sensitive data, also known as internal data, includes Cortland ID, licensed software, as well as university business records, intellectual property, certain types of information that would constitute an unwarranted

invasion of personal privacy, and any non-public data that would generally require a FOIL request prior to release.

Public data, also known as general access data, includes data the university wants to share with the public and makes it available on unauthenticated portions of cortland.edu. Public data has no special requirements for confidentiality.

Based on the data classification, data stewards, data custodians and users are required to implement appropriate administrative, technical and physical security controls to protect the data utilizing this policies Data Classification Matrix Appendix D and Appendix E. For instance, it is prohibited to permanently store protected or sensitive data on a desktop, laptop, external hard drive or mobile device. Please review the policy's Appendix D and E for detailed requirements for security data of all categories.

These requirements exist in addition to all other SUNY Cortland policies and federal and state regulations governing the protection of university data. Compliance with this requirement alone will not ensure that data will be properly secured. Rather, data classification should be considered an integral part of a comprehensive information security plan.

Note: University data should never be stored on a personal device of any kind.

For additional details on the policy, please go here: <https://www2.cortland.edu/offices/information-resources/data-classification.dot>

Visit

Apply

Request Info

Employment

Maps/Directions

Consumer Information

Off-Campus Locations

Admissions Visits

Campus Safety

Campus Store

Virtual Tour

Web Accessibility

Library

Contact Us

PO Box 2000
Cortland, NY 13045
607-753-2011



FOLLOW US