

VIII. Supporting Facilities



1. University Library

1) Digital Library Service

Digital Library digitalizes books from the university library and seven branch libraries along with department level libraries and provides faculty, staff and students of SNU with the original text and VOD through the web service.

- <http://sdl.snu.ac.kr>

2) Library Services for Faculty

(1) My Library Service

Designed as a customized online tool for managing library activities, My Library offers convenient services including renewals/reservations, online payment service, book request service, request for missing books in stacks, Internet disk request, research support service, online article delivery service, book circulation within the Library, request to visit other libraries, interlibrary loan request, personnel information, e-mail notice, membership service, my folder service and my tag service.

(2) Checkout and Renewal

Faculty	No. of Books	Check-out Period	No. of Renewals	Overdue Fines
Full-time, Emeritus, Endowed, Distinguished, Retired, Contract, Visiting professors	40 maximum	90 days	Twice (on-line) maximum	100 won/ book a day

*Check-out and renewal inquiry: [SNU Library Homepage](#) → [My Library](#) → [Renew & Reserve](#)

*Online payment of overdue fines: [Library Homepage](#) → [My Library](#) → [Online Payment](#)

(3) Reservation

This service allows faculty members to make a reservation for checked out books then, returned books will be held for you to check out.

- The service is available only for books of the main library.
- If a reserved book is returned, the library sends notification of the book via e-mail and/or text message.
- The reserved book will be held for 4 days including the day of the notification.

- How to use: Library Homepage ➔ My Library ➔ Personal Information ➔ Check on “Return of Reserved Books” under ‘SMS Service’ and/or ‘E-mail Notice’
- If one fails to check out reserved books in a row, he/she cannot reserve books for 6 months.

(4) Recall Service

- A Book may be recalled before the due date for return, but only if it is a single copy of a foreign language book in the main library, and if the book is already more than halfway through its check-out period.
- How to Use: Library Homepage ➔ Search ➔ Click on “Detailed Information” ➔ If the book has been checked out ➔ Return the book before the due date ➔ Login ➔ Request to return the book before the due date
- If one fails to check out recalled books twice in a row, he/she cannot use the recall service for 6 months.

(5) Book Request

- A faculty member may request the library to purchase books or other items not owned by the main library. Upon the arrival of the requested items, an e-mail and/or a text message will be sent to him/her.
- How to Use: Library Homepage ➔ My Library ➔ Purchase Request
 - ✧ Expect 7 days for domestic items and about 40~50 days for overseas items to arrive
 - Branch libraries (Social Sciences Library, Business Library, Agriculture Library, Law Library, Medical Library, Dental Library and International Studies Library) may receive the request.

(6) Textbook Request

- A faculty member may request the library to purchase various reference materials necessary for his/ her lectures.
- How to Use
 - ✧ Library Homepage ➔ My Library ➔ Textbook Request
 - Expect 7 days for domestic material and about 40 to 50 days for overseas material to arrive
- Further Information
 - Part-time lecturers or e-TL TAs are also eligible for this service.

- Although the request may be submitted any time during a semester, it is better to make a request at least two months prior to the start of the semester.
- The number of copies that can be purchased depends on the number of students registered for the course.
- Request for lecture material is not restricted by one's quota regarding the number of books that may be requested.

(7) Course Reserves

A faculty member may designate supplementary books for courses in order to move the books to the General Education Resources Room of the mail library.

※ How to Use: Library Homepage → Library Services → Using Books
 → Course Reserves

(8) Interlibrary Loan and Document Delivery Service

Types		Service Providers	How to Use
Domestic Interlibrary Loan and Document Delivery Service	Document Delivery	- Korea Education and Research Information Service (KERIS) http://riss4u.net - Gwangju Institute of Science and Technology (KORSA) http://www.korsa.or.kr	Library Homepage → Library Services → Use of Other Libraries → Interlibrary Loan and Document Delivery Service (ILL · DDS)
	Interlibrary Loan	Yonsei University, Korea University	3 books 10 days (Overdue fines: KRW 1,000/ book a day)
Sungkyunkwan University, Hallym University		2 books 10 days (Overdue fines: KRW 1,000/ book a day)	
Foreign Interlibrary Loan and Document Delivery Service	Document Delivery / Interlibrary Loan	- OCLC (First Search) - KERIS-NII (Materials owned by universities in Japan) - National Diet Library, Japan (NDL)	Library Homepage → Library Services → Use of Other Libraries → Interlibrary Loan and Document Delivery Service (ILL · DDS)

Types		Service Providers	How to Use
Permis- sion to visit Other Libraries	Visit Other Libraries	This service provides access to other library collections for materials not available through the SNU Libraries. (After requesting permission to visit other libraries, print out the request form and present the form to the visiting library you will visit.)	Library Homepage → My Library → Visit Other Libraries → Request Visit Permission

(9) Online Article Delivery Service

- Faculty and graduate students may request copies of journal articles, book chapters and other materials located in the print collection of the SNU libraries. Documents will be scanned and delivered via e-mail.
- How to Use: Library Homepage ➔ Search ➔ Search Periodicals ➔ Click on “Online Article Delivery Service” ➔ Fill out the application form
- *Library Homepage ➔ My Library ➔ Click on “Online Article Delivery Service” ➔ Verify the document ➔ Make a payment and download the document

(10) Customized Research Support

This is a ‘customized service’ that satisfies the particular demand of an individual department at Gwanak Campus.

- Development of Library Collection
 - The library surveys and selects necessary materials for the faculty’s research and teaching of the department.
 - The library surveys and selects information on new publications necessary for the department.
- Database Education
 - The library provides faculty members with opportunities for personalized and customized database education.
 - The library offers regular database education in humanities/social sciences and science/technology once or twice every month.
 - Upon request, the library arranges database education sessions for an individual and a group.
 - How to Use: Library Homepage ➔ e-Resource ➔ Database Use ➔

Apply for Database Use Education

- Research Support
 - The library supports the research of faculty, research staff, and graduate students.
 - The library searches and provides information upon departmental and individual demand.
 - The library helps faculty members with SDI (Selective Dissemination of Information) service.
 - The library organizes database systems pertaining to each department.
 - How to Use: Library Homepage ➔ My Library ➔ Research Support Service

(11) VOD Service

VOD filming service is available for academic events held on campus.

- How to Use: Library Homepage ➔ Library Services ➔ Research Support ➔ VOD Service
- Application for the service is also available through the SNU Academic Event homepage (<http://event.snu.ac.kr>).

(12) Internet Disk Service

The library provides faculty members with hard disk space (3GB) where a huge amount of data for ongoing research are stored, transferred, and shared with a number of other joint researchers.

- How to Use: Library Homepage ➔ My Library ➔ Internet Disk

(13) Mobile Pass

Mobile Pass provides library entry, loan and other privileges by issuing (downloading) 2D barcodes to cellular phones of faculty, staff, and students. (This service is not available for PDA/Smart phone.)

- How to Use: Library Homepage ➔ Library Services ➔ Computer and Mobile Service ➔ Mobile Pass ➔ Download Mobile Pass

(14) E-mail and SMS Notice

You may register your e-mail address and/or cellular phone in the personal information section of My Library if you would like to receive notices and reminders for library.

- E-mail Notice and SMS service notify users of the due dates of checked out books, overdue books, reserved books, the result of search

requests for missing books in stacks, book requests, online article delivery service, interlibrary loans, approval of visiting other libraries and research support service.

- How to Use: Library Homepage ➔ My Library ➔ Personal Information ➔ Click on 'SMS Service' / type in E-mail address

(15) e-Resource Subscription

- e-Resource

Databases, e-Journals and e-Books for each field of studies subscribed by the library are accessible through the e-Resource menu on the library homepage.

- SNU library is currently subscribing to 198 databases, 28,312 e-Journals and 248,251 e-Books.

- Off-Campus Access to Databases (Proxy Server)

The proxy server allows off-campus users to get access to database available to on-campus users with SNU IP addresses (147.46.xxx.xxx).

※ How to Use: Library Homepage ➔ e-Resource ➔ Database Use ➔ Off-Campus Access (Click on "e-Resource Off-Campus Access" and login with a SNU Portal and University Library ID and password).

2. Office of Information Systems and Technology (OIST)

1) Information Service for Users

(1) On-Campus Information Service Access Window

- SNU Portal "mySNU": <http://my.snu.ac.kr>
 - Users may check their webmail and bulletin boards, use e-TL, community and blog services, and apply and return IP addresses/ domains/LAN Ports, and sign documents online.
 - The Integrative Administrative Information System (IAIS) supports users in general administration (personnel management and accounting), academic affairs (admission, enrollment, graduation, class registration, and grades), and research affairs.
- Off-Campus: Users may visit SNU's main homepage (<http://www.snu.ac.kr>).

useoul.edu)

(2) SNU ID Application

- You may apply for an SNU ID on-line at the SNU portal
- The ID is used to access the SNU portal and other on-campus information systems.
- The same ID is also used for SNU e-mail address (i.e. SNU_ID@snu.ac.kr)
- The ID is immediately activated upon on-line registration

<On-Campus Homepages using SNU ID>

Name of Information System (Homepage)	Internet Address (URL)
SNU Portal (mySNU)	http://my.snu.ac.kr
Engineering Education Support Center	http://beleaders.snu.ac.kr
SNU Center for Sexual Assault Prevention	http://help.snu.ac.kr
SNU Health Service Center	http://health4u.snu.ac.kr
The Academic Writing Lab	http://writing.snu.ac.kr
Office of Information Systems and Technology (OIST)	http://it4u.snu.ac.kr
Center for Teaching and Learning (CTL)	http://ctl.snu.ac.kr
Research Fund Management System	http://osos.snu.ac.kr

(3) Webmail Service

- The Office of Information Systems and Technology (OIST) provides users with webmail service (faculty: 5GB; part time faculty: 1 GB) that can be used anywhere in Korea and other parts of the world.
 - E-mail Address: SNU_ID@snu.ac.kr
 - Users may access through the SNU Portal or an independent URL (<http://mail.snu.ac.kr>) in order to login.
 - The service is provided in both Korean and English.
 - To receive webmail via a POP server such as Microsoft Outlook in your PC:
 - Incoming Mail Server Type: POP3
 - Incoming Server: pop3.snu.ac.kr
 - Outgoing Server: smtp.snu.ac.kr
- SNU provides various administrative services via SNU mail, in order to receive these services through your other e-mail account, you may

use the automatic forwarding function.

- my.snu.ac.kr → Webmail → Setting Environment → Automatic Forwarding

(4) Handling Academic and Administrative Tasks

- By logging in to the SNU portal, you can manage various academic affairs and administrative matters.
- Electronic Approval: Users may sign documents on their PCs using the SNU Portal.
- Bulletin Board: Users may check various on-campus announcements.
- Academic Administration
 - Academic and Research Affairs: Academic information/academic schedule/student grade management/course syllabi/research project management/academic activities, etc.
 - General Affairs: personnel information/salary, etc.

(5) Internet Service

- Applying for an IP/Domain/LAN Port
 - my.snu.ac.kr → Internet Service → IP/Domain Application/Return
- Using Wireless LAN (Independent Wireless LAN, KT NESPOT, Wibro)
 - my.snu.ac.kr → Internet Service → Free NESPOT Application
 - it4u.snu.ac.kr → IT Service → Network Connection or Wibro Service

(6) Web Hosting Service

- OIST provides web users storage space at a special rate for individual homepages and program applications.
 - it4u.snu.ac.kr → IT Service → Plaza Service

Server	System	Disk Storage	Cost	Contact Information
LINUX & Windows	Plaza Plaza 3	500M (Users may apply for higher disk storage capacity.)	Charged	System Team 880-5377(516)

(7) Server Hosting Service

- Server hosting service provides customized server space and security to a department or office which needs a customized server of its own.

- Contact OIST for details. (Tel: 880-5377, email: chogw@snu.ac.kr; crhyuk@snu.ac.kr)

(8) Security Service

- OIST provides users technical assistance for reported hacking and computer virus.
- my.snu.ac.kr ➔ IT Service ➔ Security Service
☎ Security Center TEL: 880-6288, e-mail: snucert@snu.ac.kr
- You may report on-campus security-related incidents through <http://snucert.snu.ac.kr>.
- OIST operates the Information Security Center which blocks, detects, and prevents hacking, PMS, and viruses.

(9) Help Desk (IT Service Center)

- The Help Desk provides users assistance such as consulting/help service via phone, PC maintenance, and rental of electronic equipment/software, etc.
- Call Service ➔ Remote Counselling ➔ Online Counselling and/or On-Site Service
- ※ Location: Room 205, Central Computing Center (Gwanak campus)
TEL: 880-8282 (Gwanak campus)
740-8088 (Yeongeon campus)
E-mail: itsc@snu.ac.kr

3. Global Information Center

The Global Information Center provides on-campus international students and faculty members with information and assistance to help them as well as their families adjust to life in Korea. The center is managed by experienced SNU staff and volunteers.

- Location: Bldg. 501 (B1)
- Contact Information
TEL: 880-4357 (HELP), 880-4447
E-mail: gic@snu.ac.kr

4. Center for Teaching and Learning (CTL)

1) Programs for Faculty

(1) Workshop for New Faculty

This program helps new faculty members to become familiarized with educational environment of Seoul National University and informs them of appropriate teaching methods. This program provides information about basic principles and facts about university education at SNU, management of school affairs, and various effective teaching methods.

(2) Workshop for Teaching Methods

This program offers an opportunity to find out about effective teaching methods, usage of educational media devices, e-Learning techniques, videotaping and analysis of classes, effective assessment methods, and excellent teaching cases.

(3) “Teaching Method Class” for the College of Engineering

CTL offers a customized class for faculty of the College of Engineering. Designed as a semester-long consulting program, CTL offers services such as filming faculty performance and providing follow-up consultation by CTL experts.

(4) Videotaping Class and Microteaching Workshop

This program helps faculty members improve their teaching methods and provides them better ideas for future courses. There are three different workshop categories: 1) videotaping, 2) videotaping and analyzing, and 3) microteaching workshop.

(5) Research on the Improvement of Teaching at SNU

This program aims to examine effects and problems of teaching methods as well as overall education provided at CTL. It strives to make further suggestions on teaching methods and other needs faculty members may have. Results of this study are continuously used to foster programs that are in progress at CTL.

※ Contact Information

TEL: 880-5387, 9353

Homepage: <http://ctl.snu.ac.kr/eng>

2) e-Learning Support

- (1) Development and Management of e-TL (e-Teaching & Learning)
System is SNU's e-Learning portal system, which includes some customized tools as well as WebCT Blackboard.
 - Interoperable with SIS
 - Multi-language support (11 languages)
 - SMS (mobile text service)
 - Copyright security (DRM)
 - Learning process tracking
 - Provision of menu templates according to the level of a professor's computer proficiency
 - Open course/Auditing system※ Homepage: <http://etl.snu.ac.kr>, TEL: 880-4028, 5046
- (2) e-Learning Contents Development and Management
CTL supports recording lecturers in order to have them uploaded in class websites such as e-TL (lectures in VOD, on-line lecture series, documentary on SNU Best Learner).
※ TEL: 880-5391, 4030
- (3) Development of Multimedia and Educational Program Support
CTL supports production of learning material. PowerPoint, Image, Flash, and other multimedia techniques are used as teaching materials. There are various types of e-learning workshops for professors and teaching assistants: e-TL workshop, PPT workshop, VOD production workshop, digital media literacy workshop and blended e-learning strategy workshop.
※ TEL: 880-5046
- (4) International Academic Exchange Network Support
Multimedia buildings (Bldg. 83, 43-1 and 61) have video conference rooms that support international networks for academic exchange such as international symposiums and joint lectures with other schools.
※ TEL: 880-5094~5
- (5) Research and Analysis on e-Learning Related Strategy Development
Most projects of the Division of e-Learning Support are conducted in the area of 1) system development and management, 2) multimedia

contents design and development, 3) teaching strategies for e-Learning, 4) education media development, and 5) teaching and learning process.
※ TEL: 880-4023

3) Programs for Students

Learn how to learn, presentation workshop, workshop for writing thesis in English, consulting program for writing, online class for writing, etc.

5. Center for Sexual Assault Prevention

SNU established the “SNU Regulations on Sexual Assault Prevention and Control” on June 30, 2000 and opened the center in December of the same year to protect members of university from sexual harassment as well as violence. The center also promotes a safe environment for education, research, and administration. The center not only provides counseling on sexual harassment and violence, but also carries out investigations on cases reported.

Paragraph 1 of Article 2 in the “SNU Regulations on Sexual Assault Prevention and Control”

- Sexual harassment includes all kinds of sexual or physical behavior causing the victim to feel shame and disgust. It may include the following examples:
- Violating an individual’s right to self-determination by engaging him/her in unwanted sexual conduct/demands or causing any inappropriate verbal, psychological, or physical harm to him/her.
- Punishing an individual for refusing sexual demands or penalizing in terms of academic evaluation, employment, or personnel management based on gender discrimination.
- Creating an intolerantly unsafe and stressful atmosphere due to gender discrimination.
- Abetting an individual who engages in sexual harassment by causing him/her significant psychological or physical harm to the victim.

1) Online Education

- SNU conducts mandatory education for sexual assault prevention in accordance with related laws and university regulations.
- All members of SNU are subject to education.
- Visit <http://help.snu.ac.kr/safesnu> for online education and further information.

2) Services

(1) Main Services

The center offers individual counseling sessions regarding sexual harassment, sexual abuse, and other problems with sexual discrimination. It also provides the sexual assault victim with psychological, legal, and medical help. In addition, the center investigates and handles reported cases in accordance with the SNU Regulations. Education, lectures, and other cultural events for sexual assault prevention are held at the center as well. It investigates actual condition of the campus and conducts research on sexual assault. Guidelines and other educational materials regarding sexual assault prevention are also distributed to SNU members by the center.

(2) Counseling and Handling Procedure

- Counseling: TEL) 880-8055
- Reporting and Receiving Sexual Assault Cases: TEL) 880-5073
- Investigation Committee: When the center officially receives a case, an investigation committee with 5 or fewer members is organized in accordance with the SNU Regulations. Committee members are responsible for conducting the investigation without causing any disadvantage to the victim. The committee takes provisional measures to protect the victim during the investigation period.
- Case Handling and Settlement: The center conducts investigation procedures in accordance with the SNU regulations and procedures, which are based on SNU's educational goals.

6. Institute of Environmental Protection and Safety

The institute conducts environmental management to provide faculty, staff, and students of SNU with a safe teaching and learning environment. The institute conducts various research and academic activities on mandatory environmental safety education, regular laboratory safety inspection, comprehensive nuclear safety management, pollution rate examination in laboratories, waste water and nuclear waste management (TEL: 880-5500).

7. Support Center for Students with Disability

The center offers following services for students with disability

- Teaching and learning support;
- University life adjustment;
- Counseling programs;
- Mentoring program;
- Transportation support;
- Campaign for awareness of disability

※ Location

1F, Administration Building (next to the Post Office)

TEL: 880-8787, 9370, FAX: 888-9671

8. Language Education Institute

1) Korean Language Education Center

The Korean Language & Culture Program (KLCP) was first developed by the Language Education Institute in 1969 to provide intensive Korean language training to international students interested in learning Korean language and culture. Since then, over 13,000 students from more than 70 countries have graduated from KLCP and the program has grown to an extent that it admits about 1,700 students annually. Also, KLCP offers

courses designed to expose international students to Korean arts and culture.

※ Location: Room 101, Bldg. A-137-1

Homepage: <http://lei.snu.ac.kr>, E-mail: klp@snu.ac.kr

TEL: 880-5488, 8570, FAX: 871-6808

2) Foreign Language Education Center

The Foreign Language Education Center offers foreign language courses taught by native-speaking instructors (courses are offered on Japanese, Chinese, German, French, and Russian).

※ Location: Room 101, Bldg. 137-1

Homepage: <http://language.snu.ac.kr/eng>, E-mail: lei@plaza.snu.ac.kr

TEL: 880-5486, 8559, FAX: 874-8510