**Software Requests – Mann Library Public Access Computing**

Mann Library's public access computing (PAC) environment deploys a suite of software that is available at no cost via the Cornell site license agreement.  In addition, we install standard *for-fee* software packages provided by, and paid by the colleges we represent; the College of Agriculture & Life Sciences (CALS), and the College of Human Ecology (CHE).  The software on PAC computers is used for instruction, general academic use, and access to academic and research-related resources, by all patrons of the Library.

<u>**Software for instruction and research:**</u>

If you require **software that is available at no cost** (free), then please make your request for software to Mann Library staff by June 15$^{th}$ for fall semester courses, and by December 15$^{th}$ for spring semester courses.  All requests placed after these deadlines will be handled as follows:  Requests placed after the deadline, but before the first day of classes, will be installed by the beginning of the 3$^{rd}$ week of classes.  Requests placed after the 1$^{st}$ day of classes will be handled on a case-by-case basis and will require, at the very least, 2-weeks for installation.  We will make every effort to accommodate each request, but cannot guarantee that software requested less than 2 weeks in advance will be available on the requested date.

If you require **software that involves a fee or cost**, please be aware that Mann Library does not purchase any software for PAC computers.  Software on the PAC computers is purchased by the College of Agriculture & Life Sciences, the College of Human Ecology, or an individual unit/dept. making the request.  In cases of requests for software that involve a fee or cost, please make your request for software to the appropriate college contact below, then provide the media or download information (links, keys, etc.) to Mann Library staff by June 15$^{th}$ for fall semester courses, and by December 15$^{th}$ for spring semester courses.  All requests placed after these deadlines will be handled as follows:  Requests placed after the deadline, but before the first day of classes, will be installed by the beginning of the 3$^{rd}$ week of classes.  Requests placed after the 1$^{st}$ day of classes will be handled on a case-by-case basis and will require at least 2-weeks for installation.  We will make every effort to accommodate each request, but cannot guarantee that software requested less than 2 weeks in advance will be available on the requested date.

For fee (cost) software contacts by College:
Agriculture & Life Sciences – Don Viands, Roberts Hall, 255-3081, [drv3@cornell.edu](mailto:drv3@cornell.edu)
College of Human Ecology – John Hill, Martha Van Renssalear Hall, 255-1128, [jeh24@cornell.edu](mailto:jeh24@cornell.edu)

<u>**Software for general use:**</u>

General software requests from the public, for purposes other than instruction and research, will be taken on a case-by-case basis and will generally be implemented during the summer months (June/July) and winter (December/January) break period.  We will not provide minor version upgrades to software for general use (email, browsers, iTunes, etc.) during in-session periods.

**\*\*\*** Additionally, please recognize that we must take into consideration the issues of security and application compatibility with our existing systems for each application we install on our computers.  If we are unable to fulfill your request based upon this reasoning, we will contact you to discuss your options.

Please contact us if you have any questions regarding this policy.

The public service point of contact for requesting Mann Library public access computing software is:
**Sara E. Wright, 254-6218, sew268@cornell.edu**