



**The University of Oklahoma, OUTREACH
Advanced Programs – Travel Guide
Lakenheath, England**



July 2013

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Advanced Programs Welcome Letter

APO AE 09461 • DSN 226-6186 • CIV 011-44-1638-52-6186 • aplakenheath@ou.edu

Dear OU Professor:

It is a pleasure to welcome you to RAF Lakenheath. Lakenheath is one of two University of Oklahoma Sites in England and home of the 48th Fighter Wing. As the largest U.S. Air Force operated base in the United Kingdom, RAF Lakenheath covers thousands of acres. Since 1934, RAF Lakenheath has been at the center of aviation for the air forces of the United Kingdom and the United States. The 48th Liberty Fighter Wing is stationed here in support of U.S. and NATO commitments.

About 80 miles from London, RAF Lakenheath is located in East Anglia, a rural area that is comprised of four counties: Norfolk, Suffolk, Essex and Cambridgeshire. East Anglia, steeped in medieval history, boasts a unique heritage and fascinating character. It is an area of quiet, unspoiled villages and a varied landscape: dense pine forests, rich farmlands, rivers, and marshes that stretch east to the North Sea. Historical points of interest include Ely Cathedral, Cambridge and the medieval town of Bury St. Edmunds. Abbey and castle ruins from the Middle Ages dot the landscape, and village churches allow visitors a look into the past.

This is a pleasant installation and has all the required facilities. For your information, your class will meet on base at the Education Center building 948. It is within walking distance of your room as are most other facilities on the base. Due to periodic increased military use of lodging, it is quite possible that professors will be required to stay off base. In this case, Phoenix taxis can travel on and off-base. If you want to be prepared for the weather before you come, the local weather is available on the following web page

<http://www.weather.com/outlook/travel/businesstraveler/local/UKXX0213>

I look forward to meeting you and hope that you will enjoy your teaching experience in the UK. If you have the time to see a bit of England, I would be more than happy to provide travel information. Please do not hesitate to get in touch with me about any aspect of your trip.

Sincerely,

Andrea Curtis

Andrea Curtis
Site Director

Lakenheath Site Office and Personnel Data

Civilian Address

The University of Oklahoma
48 FSS/FSDE
Unit 5186
RAF Lakenheath
Near Brandon, Suffolk IP27 9PN

APO Address (US Domestic Mail)

The University of Oklahoma
48 FSS/FSDE
Unit 5186
APO, AE 09461-5186

Office Phone Numbers

- From United States: 011+44-1638-52-6186
- From Europe: 00+44-1638-52-6186
- Within England: 0-1638-52-6186
- Within Lakenheath: 52-6186
- From a military/DSN phone (throughout Europe): 226-6186

Email

Andrea Curtis aplakenheath@ou.edu

Fax

From United States: 011-44-1638-53-3816

Site Director Phone

For emergency use only (home):

- From United States: 011-44 7802-805897
- From Europe: 00-44-7802-805897
- Within England: 07802 805897

OU Office Hours

Monday through Friday 0800 – 1600 (8:00 am – 4:00 pm)

Education Services Officer (ESO)

Rodney Jackson

- Civilian phone (from United States): 011-44-1638-52-3707/3851/3856
- Military/DSN phone: 226-3707/3851/3856

Advanced Programs Site Coordinator

Carolyn Taylor

Phone: (405) 325-1959

Fax: (405) 325-5709

European Contract Support Office

Dr. Peggy Lerner, Director: apeudirector@ou.edu

Home phone: (See Pre-Travel docs)

Rosemary Petrunyak: apeuprograms@ou.edu

Rebecca Fussnecker: apeuadmin@ou.edu

Office Phone (from United States): 011-49-6221-768118

Office Fax: (49) 6221-768-945

Mailing Address: The University of Oklahoma
 Attn: (enter name)
 CMR 419, Box 1634
 APO, AE 09102

Street Address: The University of Oklahoma
 Sickingenstrasse 1A
 69126 Heidelberg, Germany

Arrivals and Departures

Arrival at Heathrow Airport (primary airport used)

Disembarkation

After you have left the aircraft, proceed to passport control. If you have not already done so, you must complete a landing card provided by your flight attendant.

Passport Control

In the immigration hall, proceed to the desk that deals with your passport type (“Other Countries”). Present your passport and landing card for inspection.

Baggage Claim

Proceed to the baggage claim area. Please report lost luggage immediately to the airline.

Customs Clearance

Passengers arriving from outside the European Community (EC) must pass through either the Red or Green customs channels.

Taking the Commercial Shuttle Bus

Use the National Express Airport Coach (bus) service. Details, times, cost, pickup points and destination can be found at www.nationalexpress.com. If you have any problems using this website, please contact the Site Director and he/she will provide you with a step-by-step guide. To get to Lakenheath, you first must get to RAF Mildenhall. Type in “Heathrow Airport” in the “from” location field and “Mildenhall” in the “to location field, scroll to bottom of page and click on Times & Fares. Type “Heathrow Airport” in the menu and in order to take the correct bus, you should choose “Mildenhall” coach stop, Suffolk as your final destination **NOT the RAF Mildenhall option.**

Regardless of your scheduled bus time, your coach (bus) service’s final destination will be Norwich, which is posted on the front of the bus, with a stop at Mildenhall Village. A taxi stand is at the drop-off point in the village for onward travel to RAF Lakenheath, Liberty Lodge Billeting. A taxi will be unnecessary in most instances, since a Site Director must accompany you onto base, and so will pick you up directly from the Coach stop. As such, please note that it will be VERY important to contact the Site director regarding arrival time to Mildenhall Village. National Express Service is the recommended service when flying into Stansted, Heathrow, or Gatwick Airports for eventual arrival in the RAF Mildenhall/RAF Lakenheath area. Departure times for the bus range 24 hours a day. The bus journey time will vary greatly depending on what time you’re departing the airport. It could take as little as approximately 2 and one half hours or as much as nearly five hours. The difference is due to stops in London and/or Stansted Airport on the way to Mildenhall Village. Please allow 60-90 minutes after you depart the plane on arrival to clear customs when planning your bus schedule.

To Change Money

There are Bureau de Change and bank services at all Heathrow terminals. It is unlikely that you will need British pounds before your arrival unless you plan on taking a cab from the Mildenhall Bust station to Base. At RAF Lakenheath, you can use your ATM card to obtain dollars and pounds at any time.

Please Note: If you choose to take a taxi from the coach stop, the Site Director must meet you at the gate in order to escort you onto the base. Therefore, if you are arriving after office hours, you **MUST** notify the Site Director in advance so they are available to meet you. Otherwise, you may have to stay off-base for the first night.

Arrival at Gatwick Airport (used for connecting from other sites)

Disembarkation

Once you have left the aircraft, follow the 'Baggage Reclaim' signs that will lead to the immigration hall. An Inter-terminal rapid transit links the North and South Terminals. The transit is free and runs every three minutes on its journey of two minutes.

- **North Terminal:** British Airways, Delta Airlines.
- **South Terminal:** Air France, Air UK, American Airlines, Continental Airlines, Northwest Airlines, TWA, and Virgin Atlantic.

Passport Control

In the immigration hall, proceed to the desk that deals with 'Other Countries' passports. You must complete a landing card provided by your flight attendant. Handling agent representatives can provide a card if you did not receive one on the aircraft.

Baggage Claim

In the seating area after Passport Control, look for your flight number on one of the television monitors. The message will let you know when your baggage is ready to collect. Free trolleys are available in both terminals.

Customs Clearance

You must clear customs after you claim your baggage. Please use Red Point to declare goods and the Green Channel if you have nothing to declare in excess.

Taking the Commercial Shuttle Bus (referred to as 'coach' in UK)

Use the National Express Airport Coach (bus) service. Details, times, cost, pickup points and destination can be found at www.nationalexpress.com. If you have any problems using this website, please contact the Site Director and he/she will provide you with a step-by-step guide. To get to Lakenheath, you first must get to RAF Mildenhall. Type in 'Gatwick' in the 'from location field' and 'Mildenhall' in the 'to destination field,' scroll to bottom of page and click on Times & Fares. In order to take the correct bus, you should choose the Mildenhall, coach stop, Suffolk option and NOT the RAF Mildenhall option. Regardless of your scheduled bus time, your coach (bus) service's final destination will be Norwich, which is posted on the front of the

bus, with a stop at Mildenhall Village. A taxi stand is at the drop-off point in the village for onward travel to RAF Lakenheath, Liberty Lodging. A taxi will be unnecessary in most instances however, since a Site Director will pick you up directly from the coach stop. As such, please note that it will be VERY important to contact the Site Director regarding arrival time to Mildenhall Village. National Express Service is the recommended service when flying into Stansted, Heathrow or Gatwick Airports for eventual arrival in the RAF Mildenhall/RAF Lakenheath area.

The bus journey time will vary greatly depending on what time you're departing the airport. It could take as little as approximately three hours or as much as nearly five hours. The difference is due to stops in London and/or Stansted Airport on the way to Mildenhall Village. Please allow 60-90 minutes after you depart the plane on arrival to clear customs when planning your bus schedule. Departure times for the bus range from 0420 to 2230. Please allow at least 90 minutes to clear customs when planning your bus schedule.

To Change Money

There is a Bureau de Change throughout both terminals. It is unlikely that you will need British pounds before your arrival at Mildenhall. You can use your ATM card to obtain dollars and pounds at any time at RAF Lakenheath.

Please Note: If you choose to take a taxi from the coach stop, the Site Director must meet you at the gate in order to escort you onto the base. Therefore, if you are arriving after office hours, you MUST notify the Site Director in advance so they are available to meet you. Otherwise, you may have to stay off-base for the first night.

Arrival at Stansted Airport (used if traveling from within Europe)

Disembarkation

After you leave the aircraft, follow the signs for "Baggage Reclaim." The transit system will take you to Immigration Hall; journey time is 2 minutes.

Passport Control

Go to the desk dealing with your passport type (e.g., "Other countries" or Non-EU"); complete a landing card provided by the flight attendant.

Baggage Claim

When your flight number appears on one of the displays, note the Baggage Reclaim unit that will carry your luggage. Free trolleys are available.

Customs Clearance

Use the Red Channel if you have goods to declare; use the Green Channel if you have nothing to declare.

Taking the Commercial Shuttle Bus

Use the National Express Airport Coach (bus) service. Details, times, cost, pickup points and destination can be found at www.nationalexpress.com. If you have any problems using this website, please contact the Site Director and he/she will provide you with a step-by-step guide.

To get to Lakenheath you have to first go to RAF Mildenhall. Type in 'Stansted' in the 'from location field' and 'Mildenhall' in the 'to destination field,' scroll to bottom of page and click on Times & Fares. In order to take the correct bus, you should choose the Mildenhall, coach stop, Suffolk option and NOT the RAF Mildenhall option. Regardless of your scheduled bus time, your coach (bus) service's final destination will be Norwich, which is posted on the front of the bus, with a stop at Mildenhall Village.

A taxi stand is at the drop-off point in the village for onward travel to RAF Mildenhall, Liberty Lodge Billeting. A taxi will be unnecessary in most instances, since a Site Director will pick you up directly from the coach stop. As such, please note that it will be VERY important to contact the Site Director regarding arrival time to Mildenhall Village. National Express Service is the recommended service when flying into Stansted, Heathrow or Gatwick Airports for eventual arrival in the RAF Mildenhall/RAF Lakenheath area.

Departure times for the bus range 24 hours a day. The bus journey runs just over an hour. Please allow approximately 60 minutes to clear customs when planning your bus schedule.

To Change Money

There are Bureaux de Change is located between the Departures and International Arrivals Concourses. It is unlikely that you will need British pounds before your arrival. at RAF Lakenheath, you can use your ATM card to obtain dollars and pounds at any time.

Please Note: If you choose to take a taxi from the coach stop, the Site Director must meet you at the gate in order to escort you onto the base. Therefore, if you are arriving after office hours, you MUST notify the Site Director in advance so they are available to meet you. Otherwise, you may have to stay off-base for the first night.

Departure from Heathrow Airport

Arrival by Bus at Airport

Most bus (coach) services arrive at the Central Coach Station, please follow the signs to Terminal 3 (Main International Departures Terminal) unless flying British Airways, in which case you will make your way to Terminal 4.

Passport Control

HM (Her Majesty's) Immigration officials will examine passports before passengers proceed to the boarding gate.

Security

Airport security is very tight. You will be asked questions about your luggage, and all hand baggage may be x-rayed and/or hand searched. An additional security check is completed and random searches of passengers and luggage can also be expected.

Departure from Gatwick Airport

Arrival by Bus at Airport

All bus (coach) services are located on the ground floor of the South Terminal. Most international flights will depart out of the South Terminal. A shuttle bus runs between South and North if you'll be departing from the North Terminal. Please double check your departure terminal.

Check-In

Present ticket and passport. Baggage will be weighed and transferred to the aircraft. A boarding card will be issued.

Passport Control

After the security check, HM Immigration officials will inspect your passport.

Security

Before entering the departure lounge, airport security will inspect your boarding card. A security search, to include x-ray inspection of hand luggage, will follow.

Boarding

Television monitors list flight departures (boarding time and gate number). **No flight announcements are made.** Be at your departure gate no less than 45 minutes before departure as boarding will commence at this time.

Departure from Stansted Airport

Arrival by Bus at Airport

The bus (coach) station is located in front of the terminal forecourt; reach the terminal by pedestrian subway then take the lift (elevator), escalator or ramp. Signs are posted throughout the arrival area- follow directions on signage.

Check-In

Flight departure information (flight number, destination, and check-in desk number) is displayed at the forecourt end of the check-in islands. Check in closes promptly 45 minutes prior to your flight.

Passport Control

After the security check, HM Immigration officials will inspect your passport.

Security

Before entering the International Departures Lounge or the Domestic Departures Channel, passengers must pass through a security check area. Boarding cards must be shown.

Coach Station Locations

Heathrow Airport:

If arriving at Heathrow, Terminal 1-3, go to the Central Coach (bus) Station for tickets and departure on National Express Coach Service 727.

If arriving at Heathrow, Terminal 4, go to the Coach Station for tickets and departure at Stops 9 or 10 for National Express Bus Service 727

Gatwick Airport:

Those arriving at Gatwick may arrive at two different areas.

If you land at the north terminal, to Ground Level, Stop 2 for National Express Coach (bus) Service 727.

Those landing at the south terminal need to come out of the international arrival's area through the baggage claim area and through customs.

After leaving customs, make an immediate right turn and go toward the travel and information center.

Once there, make an immediate left and look for signs "To parking and ground transportation". It will be straight ahead of you. This will take you outside to the ground transportation area. Go down the steps where you will arrive at the coach station/departure, Stop 4 for National Express Bus Service 727.

Stansted Airport:

Follow the signs for Ground Transport/Coach Station/Departures just outside the airport for National Express Coach (bus) Service, with the final destination posted as Norwich. (Please see note in 'Arrival at Stansted Airport' section above.)

Lodging

Liberty Lodge (primary lodging)

Location

Bldg. 955
RAF Lakenheath

Mailing Address

48 FSS / SVML
APO, AE 09461

Phone

- From United States: 011-44-1638-52-6700
- From Europe: (International Access Code)+44-1638-52-6700
- Within England: (01638) 52-6700
- From a military/DSN phone: 226-6700

FAX

- From a civilian phone: (01638) 52-6717
- From a military/DSN phone: 226-6717

Check-in Time

1400 (2:00 pm). Late check-in is available, but must be paid in advance with credit card for room to be held after 1800. Storage area available for luggage.

Check-out Time

1100 (11:00 am)

Typical Room Assignment and Cost per Night

Standard Double: \$53.25 per night
Temporary Living Facility (TLF): \$55.00
Suite: \$66.75

Methods of Payment Accepted

- U.S. Cash
- U.S. Personal Checks
- U.S. Traveler's Checks
- Local Cash Currency (pounds)
- MasterCard/Eurocard/VISA

Beds in Typical Room Assignment

One double bed (some rooms have two twins). Cribs are available at no cost.

Amenities in Typical Room Assignment

- Alarm Clock
- Bar
- Telephone (military)
- Coffee Maker
- Telephone (commercial/civilian)
- VCR/DVD player
- Desk/Chair
- Television; local programs
- Fan
- Toiletries (soap, shampoo, etc.)
- Radio
- Iron & Ironing Board
- Kitchenette
- Microwave Oven (kitchen)
- Wash/face cloth
- Mini-Refrigerator (kitchen)

Bathroom Facilities in Typical Room Assignment

Private tub and shower, wash basin and toilet

Electricity in Room

110 volt and 220 volt

Facilities within Liberty Lodge

- Laundry room
- Public civilian telephone
- Ice machine
- Military telephone
- Purchase of incidentals
- AT&T or MCI phone (access through desk)
- Video tape rental
- 24-hour desk service

Smoking Policy

Smoking is not allowed anywhere in the facility. Designate smoking areas are outside.

Facilities within Walking Distance of Liberty Lodge:

- Education Center/OU office (Bldg. 978)
- Usual class location (Bldg. 978)
- Primary breakfast facilities (Burger King)
- Closest full-service restaurant (Enlisted Club)
- Closest fast-food restaurant (Burger King, Popeye's)

Policies Regarding Reservations and Room Assignments

Reservations:

Reservations are for official purposes only and are made by the Site Director. Spouses not listed on travel orders may not stay in billeting.

Check in:

Room assignments are made on a daily basis.

“Bumping”:

Once reservations are made, "bumping" is a last resort; however, alternate accommodations will be made. Billeting is assigned according to USAF regulation; a "priority placement" system is in operation.

Policies Regarding Accompanying Persons

Spouses and bona fide dependent children are allowed if noted on travel orders. If not listed, they may not stay in billeting nor have access to the base. Non-dependent relatives and non-related companions may not stay in billeting or have access to the base. Please inform the Site Director as soon as possible about accompanied family members.

Bird in Hand Motel (secondary lodging)

Location

Mildenhall

Mailing Address

The Street, Beck Row
Mildenhall, Suffolk
IP28 8ES

Phone

- From United States: 011+ 44-1638-71-3247
- From Europe: 00 + 44-1638-71-3247
- From Within England: (0-1638) 71-3247

Check-in Time

After 1400 (2:00 pm). Late check-in is available with prior notification.

Check-out Time

1000 (10:00 am)

Typical Room Assignment and Cost per Night

- Single/Double: £39.95 (additional rooms may be required dependent on the number of people in the party, please contact Site Director with details if more than one person will be arriving).

- Family Room: £65

Methods of Payment Accepted (add 3 % charge with credit card)

- Local Cash Currency (pounds)
- Local currency Traveler’s Checks
- MasterCard/VISA/American Express

Beds in Typical Room Assignment

One single or one double/queen.

Amenities in Typical Room Assignment

- Telephone
- Radio
- Shower
- Coffee/Tea maker
- Toilet
- Refrigerator
- Working desk
- TV

Bathroom Facilities in Typical Room Assignment

Private tub and shower, wash basin and toilet

Electricity in Room

220 volt only (transformer required for 110 volt appliances; special U.K. plug adapter required for dual voltage appliances)

Facilities within the Bird in the Hand

- Public civilian telephone
- Breakfast (not included in room cost)
- Bar/Restaurant/Lounge
- 24-hour desk service

Smoking Policy

Smoking is allowed throughout the facility.

Distances from Bird in the Hand to

- | | |
|--|--------------------|
| • Education center/OU office (Bldg. 422) | Transport required |
| • Usual class location (Mildenhall Building 422) | Transport required |
| • Primary breakfast facilities | In hotel |
| • Closest full-service restaurant | In hotel |
| • Closest fast-food restaurant (Food Mall) | Walking distance |

Policies Regarding Reservations and Room Assignments

Reservations

Reservations are referred by the Liberty Lodge military reservations clerk. Spouses not listed on travel orders may stay in the Bird in the Hand Motel on a Space A (space available) basis only.

Check in

Room assignments are made on a daily basis.

“Bumping”

Once reservations are made, "bumping" does not occur.

Cancellations

Must be made in writing. Charges may be incurred for cancellations made 48 hours or less before the reservation unless the room can be re-let.

Policies Regarding Accompanying Persons

Spouses and bona fide dependent children are allowed in off base billeting. Any accompanying family, friends, etc. can be accommodated at additional cost and if either is beyond that which is normally provided it will be your responsibility to cover the difference.

Administrative Support at Lakenheath

Please refer to the Advanced Programs Faculty Guide for an overview of the duties and responsibilities of the OU Site Director.

Computer Support

- Professors may make arrangements with the Site Directors to use the computer for course-related tasks during regular office hours when equipment is not needed by the Site Director. Copying is not available in the office.
- Wireless internet access is typically available in billeting rooms. The lodging office also has “community computers” and wireless capabilities from which you may check email, weather, etc. Computer applications such as Word, Excel, etc are not available and downloading is not permitted.
- Base library – Work stations allow for internet access as well as full use of other applications/programs. Downloading is permitted, however, must conform to restrictions placed on “appropriate material.” (Wireless access is also available for those patrons who have their own laptop and network card.)
- Enlisted Club (aka Rugby’s) – Features internet café-style workstations. Fairly limited in terms of usage capability: no downloading, printing, etc.

Audio/Visual Support

Equipment	Availability
LCD	Available
In-focus projector	Available
Laptop	Available (wireless not available in class)

Materials and Supplies

Please return unused materials and supplies for the use of the next professor since supplies are limited.

Equipment	Availability
Eraser	If needed, from Site Director
Dry board markers	If needed, from Site Director
Overhead transparencies	Faculty must bring own, none available
Office supplies (paper, clips, staples, etc.)	Limited quantities available from Site Director
Course materials	Faculty must bring their own texts and course materials

Lakenheath Classroom Facilities

Hours of Class

- Tuesday – Friday: 1800-2130 (6:00-9:30 PM)
- Saturday & Sunday: 0830-1630 (8:30 AM-4:30 PM)

Primary Classroom Site:

RAF Lakenheath, Education Center

Distance to classroom from:

- Liberty Lodge: 2 blocks
- The Bird in Hand Motel: 5 miles

Typical Classroom Assignment

- Tables with Chairs
- Maximum Student Capacity: 30
- Dry Board/White Board
- Furniture may be moved as long as it's moved back.
- Eating and/or Drinking in Classroom is not OFFICIALLY allowed in Classroom
- No Air Conditioning available/Heat available in winter months
- Wireless Internet is **not** available in the classroom
- A desktop computer with LAN internet access is available in the classroom; it is recommended that professors bring a thumb drive loaded with their presentations

Facilities near Classroom

Facility	Location
Men's & women's restrooms	On Site
Snack Bar	Third Floor
Snack bar/fast food restaurants	Burger King/Popeye's w/in walking distance
Smoking area	Outside classrooms

Audio/Visual Equipment

- LCD projector and screen
- DVD player (only works with desktop computer provided in classroom)
- Laptop

Building Security

A building monitor will unlock and lock classroom facilities. Contact information will be provided to professor by Site Director.

Other Classroom Policies and Procedures

Room assignments are coordinated through the education center. Instructor and students are responsible for the condition of the classroom.

In case of an emergency:

- Security police: 114
- Ambulance: 116
- Fire: 117

Secondary Classroom Site: RAF Lakenheath High School

Distance

- From Liberty Lodge: 4 blocks
- From Bird in the Hand Motel: 5 miles

Typical Classroom Assignment

- Tables and chairs
- Maximum student capacity: 30
- Dry board/white board
- Radiators (adjustable)

Facilities near Classroom

Facility	Location
Men's & women's restrooms	On Site
Smoking area	Outside building

Audio/Visual Equipment

- Overhead projector (request ahead of time)
- Screen (white board in room)
- VCR and monitor (request ahead of time)

Building Security

At this time, a building monitor has not been designated; therefore, the Site Director will ask a student or the professor to lock the building upon departure.

Other Classroom Policies and Procedures

Room assignments are coordinated through the education center. Instructor and students are responsible for the condition of the classroom.

In case of an emergency:

- Security police 114
- Ambulance 116

Transportation between Lodging and Classrooms

From Liberty Lodge

Walking distance from:

- Primary classroom: 2 blocks
- Secondary classroom: 2 blocks

Site Director is available on the first day of class for registration and to provide transportation. For subsequent days, taxis are available (and reimbursable for official business) by calling 01638-533060. You can expect to pay 5 British pounds for this round trip. Make sure you retain all receipts for your reimbursement paperwork.

From Bird in Hand Motel

Distance from:

- Primary classroom: 5 miles (taxi necessary)
- Secondary classroom: 5 miles (taxi necessary)

Site Director is available on the first day of class for registration and to provide transportation. For subsequent days, taxis are available (and reimbursable for official business) by calling 01638-533060. You can expect to pay 5-10 British pounds for this round trip. Make sure you retain all receipts for your reimbursement paperwork.

Library at RAF Lakenheath

Location

Building 907

Phone

Military: 226-3713/3855

Civilian: (01638) 52-3713/3855

Hours

Monday through Saturday: 1000 – 1800 (10:00 am – 6:00 pm)

Sunday: 1000 – 1700 (10:00 am – 5:00 pm)

Type of Library

Base library featuring fiction/non-fiction collections and reference.

Resource	Availability
Circulating book holdings	32,000
Reference book holdings	5% of holdings
Periodical holdings	Popular, mission-essential educational and current affairs
CD-ROM holdings	Proquest (magazines, articles)
ERIC holdings	Hard copies only
Video tapes	Family, popular, CLEP
Other resources	Photocopying (10 cents per copy), audio tapes (mostly fiction) and inter-library loan

Lending Policies and Procedures

- Loan period for books: 3 weeks
- Loan period for video tapes: 1 week

In Case of an Emergency While at RAF Lakenheath

Emergency Phone Numbers

Service	Phone number
Ambulance	Military: 116; Civilian: 01638-532444
Fire	Military: 117; Civilian: 01638-521117
Military Police	Military: 114; Civilian: 01638-52-2333
Base Operator	Military: 113

Civil Engineers – Direct Work Service (DWS)

- Duty hours: Ext 1856; Civilian:01638-52-1856
- Non-duty hours: Ext 3665; Civilian: 01638-52-3665

Red Cross

- Duty hours: Ext 1855/2271
- Non-duty hours: Ext 2121

Medical Facilities

US Military: 48 Med Group (USAF)

- Main hospital: Bldg 932
- Primary care clinic: Bldg 959
- Phone: Ext. 1847
- Civilian phone: 01638-52-1847
- Appointments: Monday through Friday: 0800 – 1600 (8:00 am – 4:00 pm)
- Authorized use on a per visit charge; costs are usually reimbursable through state-side medical insurance.

Dental Facilities

US Military: 48 Med Group (USAF)

- Bldg 944
- Emergency Appointments: Monday through Friday: 0730 – 1630 (7:30 am – 4:30 pm)
- Sick call: Ext 1846/3722 (during duty hours)
- For dental emergencies after duty hours, report to the hospital emergency room.

Using Your Medical/Dental Insurance:

In most cases, outpatient visits must be paid in advance and bills submitted to insurance companies for reimbursement. In-patient care is billed directly to the insurance company—no advanced payment is necessary.

Lakenheath on the World Wide Web

- Weather in the area: <http://www.weather.com/outlook/travel/businesstraveler/local/UKXX0213>
- Airport shuttle bus homepage: <http://www.nationalexpress.com/home/hp.cfm>
- Tourism information for East Anglia: <http://www.eastanglia.worldweb.com/>