

John B. Coleman Library

*Reference and Information
Services Department*

POLICY MANUAL



Prairie View A&M University
A Member of the
Texas A&M University System
ACADEMIC YEAR 2007-2009

Reference and Information Services

<http://www.pvamu.edu/library>

John B. Coleman Library

Reference and Information Services Department

Policy Manual

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Introduction:

This policy manual has been designed for professional librarians who work in the Reference and Information Services Department of the John B. Coleman Library at Prairie View A&M University. It is meant to guide the professional librarian in information on the facilities, policies, and procedures for the John B. Coleman Library's Reference and Information Services Department. From a list of procedures on how to open and close the reference area to information on the mission and goals of the department, this handbook serves as a guide to all the policies and procedures that are in place in the Reference and Information Services Department. For more information on the John B. Coleman Library please visit the *John B. Coleman Library Handbook (pending Web link)*.

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Reference and Information Services Department Mission

The mission of the John B. Coleman Library Reference and Information Department is to provide support to the evolving Prairie View A&M University curriculum through instruction regarding access to and usage of information services both on campus and at distant locations, consistent with the mission of the Library, and supporting the University's mission of teaching, research and service.

The Reference and Information Services Department is charged with educating the University community in the development of the reference, research, and critical thinking skills necessary to be independent, productive scholars and life-long learners. The Reference Department is dedicated to the core principles of intellectual freedom and universal access to information.

The Reference and Information Department fulfills the Library's stated mission of "instruction in all aspects of information retrieval, the transmission of scholarly information," by:

- Ensuring high quality service and consultation to users both on campus and in remote locations through the proactive use of electronic media.
- Teaching Information Literacy skills so users will be able to access, evaluate and utilize information from appropriate sources ethically and legally.
- Organizing and presenting information sources, both print and online, in a logical and consistent manner.
- Assessing user satisfaction as a concerted ongoing evaluation process.
- Building and maintaining the John B. Coleman Library Reference Collection based on the evolving curricular needs of the University.

Reference and Information Services Department Vision

The John B. Coleman Library is at the center of the PVAMU campus which emphasizes its place in serving the University Community and emphasizes the need for life-long learners to include library and research skills in their needed tool kit for life-long learning.

The establishment of the Library as a "place" is vital to the future of the University. The Reference and Information Services Department sees itself as an integral part of the Public Service arena, and a significant contributor to creating a positive atmosphere inside the building and reducing library anxiety.

In keeping with the mission of Prairie View A&M University and the John B. Coleman Library, the Reference and Information Services Department will optimize access to information for our users regardless of location as we support the teaching, research and service goals of the University Community.

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Reference and Information Services Policy

I Purpose of the Reference and Information Services Department Policy Manual

1.1 The purpose of the Reference and Information Services Department Policy Manual is to state guidelines and departmental policies for providing Reference and Instruction service to the Prairie View A&M University community. We strive to provide a high quality uniform standard of service.

1.2 The manual will be used as an information resource for Reference and Instruction librarians, those staffing the Reference desk, newly hired Reference Librarians, and other Library Staff.

1.3 Revisions to the manual will be made by consensus of the Department whenever it is deemed necessary.

II Objectives of the Department

2.1 The primary objective of the Reference and Information Services Department is to assist library patrons in the location, use and understanding of appropriate, relevant information resources. These include but are not limited to:

2.1.1 Answering reference questions.

2.1.2 Providing instruction in the use of the Coleman Library and other library resources.

2.1.3 Assisting with the “hands on” use of Reference resources.

2.1.4 Creating and maintaining a collection of Reference resources, and arranging it for effective use.

III Library Clientele

Reference Staff should keep the following principles in mind when serving the University Community:

3.1 Undergraduate students are entitled to the same level of service as a graduate student, faculty member, administrator or university staff member.

3.2 No distinction is made between university and non-university patrons in the provision of routine information services. The distribution of passwords for remote access, and the provision of Interlibrary Loan service is not the responsibility of the Information Services Department.

IV Types of Reference Services

4.1 *Reference Interview.* Reference and Instruction Librarians always determine the needs of the patron.

4.2 *Directional questions.* Reference and Instruction Librarians provide directional assistance, and answer basic questions about the library. Questions and issues about Interlibrary Loan, reserve materials and circulation policies, etc., are directed to the Circulation Department; and questions about microfilm and microfiche are directed to Periodicals.

4.3 *Source of inquiry.* Reference and Instruction Librarians provide Reference information in-person, by telephone, and by E-mail.

4.3.1 If sufficient time is not available to answer in-person questions, patrons are told when an answer will be given.

4.3.2 Telephone questions are answered as soon as possible but do not take precedence over patrons waiting at the Reference desk. Callers requiring extensive or time-consuming assistance are helped if there is not a long line of in-person patrons, otherwise Reference Librarians offer to call the patron back, or suggest that the patron come to the library in-person.

4.3.3 E-mail questions usually have a 24-hour turnaround time.

4.4 *Reference.* Reference and Instruction Librarians provide instruction on the scope, availability and proper use of Reference sources, with the aim of teaching patrons to be independent researchers.

4.5 *Instructional materials.* Periodically, Reference and Instruction Librarians prepare and distribute instructional handouts for Research Instruction classes, and copies of these are available behind the Reference desk or through links on the John B. Coleman Library Website.

V Service to Individuals

5.1 As a general rule, service to patrons who come to the Reference area takes priority over any other activity. Reference and Instruction Librarians scheduled to staff the reference desk should be available at all times to provide personal service.

5.1.1 Student workers should leave the substantial Reference questions to the professional staff member at the desk.

5.2 When there are two or more patrons waiting, help should be offered to the patron who has been waiting the longest. If it is agreeable, assistance can be offered to questions that will take the least amount of time.

5.3 Telephone patrons are next in priority, but should be afforded the same attention to detail and courtesy.

5.4 If there are no patrons needing help, librarians should answer those questions still unanswered.

5.5 At times, patrons will approach librarians who are not scheduled to be at the reference desk, but are in their offices. Reference librarians should be willing to assist patrons should this happen.

5.6 Reference and Instruction Librarians should feel free to contact, either by telephone or in person, any other Librarian in the building for assistance if needed.

5.7 The Reference Department does not have the resources to provide proctoring services to faculty. Please inform the student, faculty and or staff to contact the PVAMU Testing Center at 936-857-4611

VI Instruction Service

6.1 Most incoming freshmen students are not aware of the range of services the library has to offer. Thus the Information Services Department strives to provide at least one initial instruction session to each University College course in each semester.

6.2 The Reference and Instruction Librarians also actively participate in Panther Camp each summer, as part of the Freshman Orientation. Students tour the library, and receive information regarding Circulation, Reference/Periodicals, Student Computing Center, and Tutoring Center.

6.3 The Information Services Department is also the Research Instruction unit for the library, offering Research Instruction classes upon request for any class, any level. Sessions are tailored to specific pedagogical goals, where possible, and faculty are encouraged to work with the reference librarians in the creation of these materials and coordination with class assignments.

6.4 The Research Instruction sessions follow ACRL's guidelines for Information Literacy. The goal of the sessions is to enable the student think critically and carefully about their information needs, by:

6.4.1 Making the student feel physically and emotionally comfortable in the library.

6.4.2 Helping the student create a search strategy.

6.4.3 Allowing the student to see the Librarian as a source for information, and as an ally in the research process.

6.4.4 Teaching the complexities, forms and quality of information sources.

6.4.5 Teaching information retrieval techniques.

6.4.6 Teaching students the ethical use of information.

6.4.7 Teaching students to respect copyright and similar intellectual property laws.

6.5 As a result, the Reference and Instruction Librarians seek to have:

6.5.1 Patrons understand that it is always appropriate to ask for assistance in finding research material.

6.5.2 Patrons understand the purposes and uses of the Reference collection.

6.5.3 Patrons use the online catalog to search for books using author, title and subject field searches.

6.5.4 Patrons determine if the Coleman Library has the periodical they need.

6.5.5 Patrons know when and how to use both abstract and full-text online databases.

6.5.6 Patrons know when and how to use Interlibrary Loan.

6.6 The Instruction program is administered by an Instruction Coordinator, who is the contact person for the faculty. This Librarian is responsible for determining the schedule, content and instructor for each session.

6.6.1 The Coordinator typically schedules classes in the Delco, Hobart-Taylor, Justice Studies, and New Science Buildings, based on class sizes and room availability.

6.7 The Instruction program recognizes that while each Librarian has their own 'comfort level' with regards to subject material, it is beneficial to be stretched professionally. Thus while preferences will be honored for the most part by the Coordinator, there will be times when Librarians are called on to teach any Research Instruction section offered by the department.

VII Reference Desk Staffing

7.1 A professional staff member will be on duty at the reference desk:

- *During spring and fall semesters*
 1. Monday-Thursday 7am - 9pm
 2. Friday and Saturday 8am-5pm
 3. Sunday 1pm-10pm
 4. Extended hours may be available during exam periods
- *During summer sessions*
 1. Monday–Thursday 8am-9pm
 2. Friday and Saturday 8am – 5pm
 3. Closed on Sunday
- *Between semesters*
 1. Monday – Friday 8am – 5pm
 2. Closed Saturday and Sunday

7.2 Desk coverage on the weekends and evenings is provided by Reference and Instruction Librarians on a rotating basis, according to a schedule agreed upon by all.

7.3 Whenever possible, staff members not able to meet their scheduled time on the desk need to make prior coverage arrangements with the appropriate supervisor. Emergency staffing situations will be dealt with on an ad hoc basis.

7.4 During non-peak times at the desk, Librarians are encouraged to work on other assignments- planning and preparing for upcoming Research Instruction sessions, collection development, reading professional material, etc. Librarians are reminded not to become so engrossed in this activity that they fail to see patrons approach the Reference desk.

VIII Problems

8.1 Complaints regarding Reference service and Reference policies should be directed to the Head of the Reference and Information Services Department.

8.2 If a patron causes a disturbance in the Reference area, the Librarian on duty should request that they cease. Should the activity continue, the patron should be asked to leave the building. If the patron becomes threatening, unruly or abusive, campus security should be called and the Library Director notified.

IX Statistics

9.1 A daily tally sheet of reference activity is kept, and marking the types of reference questions answered is the responsibility of each person who answers a question, regardless of whether they are scheduled to staff the Reference desk.

9.2 Questions are identified by source: walk-in (approaches the Reference desk), phone or e-mail. If the Librarian or student worker provided more information than a simple direction answer, this is also indicated. "Hands-on" questions describe situations where the patron was taught how to do something, usually involving the computer.

9.3 Departmental statistics are tabulated monthly and a copy is provided to each Reference and Instruction Librarian, and the Library Administration. This task is usually assigned to the Head.

X Supplies

10.1 The Reference and Information Services staff maintains a small amount of supplies to give to patrons. Note paper and pencils are provided at the workstations. Small amounts of paper clips, rubber bands and white-out are also provided. The desk does not provide envelopes or letterhead stationery.

10.2 A stapler, three-hole punch and paper cutter are provided for public use, and may not be removed from the Reference area.

10.3 A typewriter is available in room 126D, but paper is not provided. Copiers are available in the Reference and Periodicals area. Patrons are not allowed to use their own paper in the copiers, or ask to use their own paper in the printers.

10.4 The Reference telephone is for Reference staff use only.

10.5 The Reference and Information Services staff is responsible for maintaining the paper and toner in the printers, and the single copier located in the Reference area. Staff is also has a small amount of money for providing change for copiers, or refund money.

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Reference Desk Opening Procedures

The following procedures apply to the first person to work at the reference desk each morning.

1. Be on time. Since we are a service desk, if the Library opens at 7am, the desk needs to be operational at that time. Arrive at the Library no later than 15 minutes before start time.
2. Walk around to each OPAC station and ensure that all are set to the log-in mode (Ctrl-alt-delete). Add scrap paper and a PVAMU pencil to each computer. Note any problems that need to be reported. If there are incidents that need attention, send an email to both Mrs. Yeh and Bruce Lacey (bruce@tamu.edu), and cc the department head.
3. Make sure there is a chair for each OPAC.
4. Place a new daily tally sheets (REFERENCE DESK TALLY and REFERENCE AREA HEADCOUNT TALLY) in the clipboard.
5. Walk around the Reference area, straightening chairs, disposing of obvious trash, gathering loose books that need to be re-shelved, etc.
6. Place reference books that need to be re-shelved on the brown cart by 126A. Take all other books to Circulation. Shelf these when there is time, being sure to tally the LC classification on the monthly tally sheet posted above the book cart. (A better time to do this might be when not scheduled at the desk, or assign the task to a student worker.)
7. Make sure all copiers are turned on, functional and full of paper.
8. Make sure the public and staff printers are turned on, functional and full of paper. Fill printers to the arrow lines, do not over fill printers-could cause paper jam.
9. Printer Supplies: print paper is kept in the cabinet below the Ref Desk between the REF1 PC and the sorting mailboxes. Make sure that there are at least eight reams of paper in the supply cabinet by the printout bins.
10. Clear any loose trash from behind the Reference desk.
11. Clear any obvious trash or loose paper that might have been missed the night before.
12. Sign-on to the reference desk computer using your personal account.
13. If this is the first of a new month, print the “event log” from staff printers (4000 and 8000 printers). Place these in the mailbox of the Department Head who compiles monthly statistics:
Instructions on how to print the ‘event log’ on either printer
 - Press down and to the right on the Menu Key.
 - Press down and to the right on the Item key until Print Event Log appears on the readout.
 - Press Select.
 - Do this for each of the printers; the report is two pages long and prints only on one side of each sheet. The printer returns to its proper function automatically, so nothing else needs be done.
14. Print the “event log” from the NEW PRINTER 9050 printer before any patrons arrive. Go to <http://129.207.71.10>. Then event log.
Or, instructions on how to print the ‘event log’ on printer 9050
 - Press down the Menu Key.

- Press the down arrow until 'information' is highlighted.
 - Press the green Checkmark.
 - Push the arrow down until 'Print Usage Page' is highlighted.
 - Push the Checkmark again.
 - The printer should return to the 'Ready' state.
15. If this is the first of a new month, collect REFERENCE DESK TALLY, REFERENCE AREA HEADCOUNT TALLY and READY REFERENCE USE TALLY of last month and place them in the mailbox of department head.
 16. Check the email reference service account by going to pvamu.edu – quick links – Faculty/Staff Exchange Mail.
 Username: askalibrarian
 Password: P@ssword<month number>
 Example password for November: P@ssword11
 Answer the email questions while not actively serving patrons either face-to-face or on the phone. Usually first person of day checks the email.
 17. Use a tally mark to record questions that are generated from walk-in, email, and telephone inquires. A question that needs substantial time to demonstrate to the patron the searching process, either face-to-face or remote, would be counted as a hands-on question and be marked in the Hands on column of the REFERENCE DESK TALLY.
 18. Be aware of everyone's shift for the day, as well as the student worker schedule.
 19. Be sure to log off your personal account.
 20. Pass on any pertinent information to the next Librarian replacing you.

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Reference Desk Closing Procedures

The following procedures apply to the last person to work at the Reference Desk each day.

No later than 15 minutes before your shift ends:

1. Walk around to any unoccupied OPAC and ensure they are all logged out. Note any problems that need to be reported. If there are incidents that need attention, send an email to both Mrs. Yeh and Bruce, and cc the department head.
2. Clear any obvious trash or loose paper.
3. Make sure there is a green chair for each OPAC.
4. Walk around the Reference area, straightening chairs, disposing of obvious trash, gathering loose books that need to be re-shelved, etc. Place reference books that need to be re-shelved on the brown cart by 126A. Take all other books to Circulation.
5. Clear any loose trash from behind the Reference Desk.
6. Make a note of any issues not resolved from your shift that might affect the opening of the Reference Desk in the morning.
7. Ensure there is sufficient paper in the cabinet for the next day- at least 8 reams.

Right before the Reference Desk closes:

1. Make sure all copy machines are turned off and full of paper.
2. Make sure the public and staff printers are turned on, functional and full of paper.
3. Make sure all computers, including the 2 behind the Reference Desk, are in the "Ctrl-alt-Del" mode.
4. Do a final 'sweep' of the Reference area making sure all chairs are straight, trash is picked up, loose reference books are placed on the brown cart and all patrons have left- you are not allowed to leave if the Library is closing and there are still patrons in your area!
5. Turn off the lights in the Reference Desk area.

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Reference Instruction FAQ

Who works in the Reference and Information Services Department?

Steve Shaw (Head of Reference and Information Services)

936.261.1529

sjshaw@pvamu.edu

Subject Liaison: Social and Behavioral Sciences, University College

Instruction Focus: Sociology, Social Work, History, Architecture, Philosophy, Music, Community Development

Robert ('Bob') Grundy (Reference and Instruction Librarian/Instruction Coordinator)

936.261.1517

rsgundy@pvamu.edu

Subject Liaison: Army ROTC, College of Juvenile Justice & Psychology

Instruction Focus: Psychology, Juvenile Justice, Law, Education

Kimberly Gay (Reference and Instruction Librarian)

936.261.1506

kmgay@pvamu.edu

Subject Liaison: Languages and Communication, College of Business

Instruction Focus: Communication, Business, Literature

Chieko Sato (Reference and Instruction Librarian)

(936) 261-1507

chsato@pvamu.edu

Subject Liaison: Architecture

Yubao Li (Reference and Instruction Librarian)

936.261.1518

yli@pvamu.edu

Subject Liaison: Department of Mathematics

Instruction Focus: Chemistry, Math, Physics, Engineering, Computer Sciences

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936.261.1535

askalibrarian@pvamu.edu

Who works in the Library Distance Services Department?

Elizabeth Jean Brumfield (Distance Services Librarian)

713-790-7282 (Northwest Campus)

936-261-1509 (Main campus)

ejbrumfield@pvamu.edu

Subject Liaison: Distance Services

Instruction Focus: Career Counseling and Development, Cultural Diversity, Education, Humanities

Distance Services

Distance Services in collaboration with the Reference and Information Services Department and the Distance Learning Council works specifically with satellite campuses and Distance Education students and faculty. Research instruction workshops and other library services are presented in accordance with the main library's mission and policies. Students and faculty receive comparable services through online tutorials and hands-on instruction at several of Prairie View's satellite facilities. Please contact the Distance Services Librarian to schedule a session.

What can the Reference and Information Services Department do for me as an Instructor?

The Reference and Information Services Department sees itself as an integral part of the learning process, and is here to partner with you to that end. We are available to speak to your classes as a whole (usually providing hands-on instruction on how to use our online services), lead tours of the John B. Coleman Library and the sometimes overlooked treasures within our walls, work with you individually on searching databases, provide research assistance for your projects, and more. You can always stop by the Reference Desk, or drop by our offices for consultation. We are also available through telephone 936.261.1535 or email (askalibrarian@pvamu.edu).

Can I get a Librarian to speak to my classes?

Absolutely! This is our favorite part of our job!

Who should I contact? What information should I provide?

To streamline and facilitate the process, Bob Grundy is the coordinator and liaison for all instruction on the main campus, and Jean Brumfield coordinates instruction for Distance Services. Feel free to contact either of them by phone or email.

We generally need your name and contact information, course and section number and short title, and the number of students enrolled in this section. Beyond that, we can discuss the specific content of the presentation.

Where does the instruction take place?

Great question! We are fortunate enough to have several options. We work well with the Office of Distance Learning and can sometimes schedule classes in the New Science Building, which seats about 40. We sometimes use labs in the Delco Building or Hobart Building as well. While it might not provide hands-on instruction, we can come to your classroom- we have a laptop and data projector, and are 5 extremely mobile librarians. Have information, will travel! There are online tutorials that are in the production phase for Distance Education students, as well.

I have to leave for a conference; can I request a Research Instruction session at the last minute?

Although emergency sessions do arise (especially around exams), we'd prefer you didn't do this; we need a few days if possible to prepare for a session that really benefits your students. We find that students get more out of the class if you are there as well; you provide wonderful last minute insight that is invaluable.

What would the librarians talk to my students about?

Anything you need! We have basic 50-minute classes on finding books and articles, but can create presentations suited to your class. We can teach citation methods, Internet evaluation, research methodology, finding government information, etc. Our staff is expert at building sessions around a specific project you have; this is why we love working closely with you.

Can I choose the content?

We hope you do! If we present information outside of the needs your students have, this benefits no one.

My students are having a hard time finding appropriate sources; everything they use is from the Internet. Can you help?

Students often need help in this area, and our staff is especially trained to effectively assist them. Not being able to understand the difference between the Internet and a database feeds this, and we are able to help them see this distinction, as well as successfully navigate the Internet.

Can I meet with a member of the Reference and Information Services Department one-on-one?

Sure! Our offices are always open to you, and we can come to your office if you'd prefer. Everything that we cover during a Research Instruction session can be covered individually.

Can the Reference and Information Services Department help me with my research?

Reference Librarians are expert at ferreting information from hidden sources, and tracking down citations. Need help starting to find research for that paper or conference? This is where we come in. Short-term or immediate research need? Call us! 936.261.1535. Long-term research project? We're not going anywhere!

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Printers

- Printers in the reference area are defaulted to print on both sides of the paper unless the patron formats the printer options to set the print job to print one-sided only.
- 26 computers are housed in the entire reference area, including periodicals.
- Print jobs are defaulted to print to printer 9050 in front of the reference area.
- Patrons can change the layout to not print double-sided. The printers are defaulted to print double-sided. Go to:
 1. File
 2. Print
 3. Preferences
 4. Finishing
 5. uncheck the box for Print on Both sides
- Toner low for Printer 9050: It reminds how many pages are still left. When the toner is out of ink, replace the toner cartridge.
- Toner low for printer 8000: Check last print jobs when the “toner low” message is displayed. Then take the toner cartridge out to shake it and replace it back in the printer. After 3 times, replace the toner cartridge
- If a printer malfunctions, please call Helen Yeh and follow up with email message cc. to all reference department staff.

The printers are identical except for the network hardware address (MAC address). Swap the printers each Monday morning as follows:

- 1) Remove the purple Ethernet patch cable from the previous week’s printer. Do not power it off.
- 2) Power off the current week’s printer.
- 3) Connect the purple Ethernet patch cable to the current week’s printer.
- 4) Power on the current week’s printer.
- 5) Check the printer’s URL to confirm that the verbose mode display appears.

Seek Your Help With Ongoing “Reduce, Reuse, and Recycle” Paper Campaign

Please encourage students to put their cover sheets NEATLY, FLAT, and WITH THE PRINT SIDE UP in the “1-SIDED” lid and everything else in the “2-SIDED” lid. Periodically, please flip through the “1-SIDED” box and straighten out the paper so it contains only 1-sided printouts with the print side (consistently) facing up and the paper sits flat (without curling up on the edges). When the lids fill up, please transfer the paper to the similarly labeled boxes under the desk and when a box is full, please put the lid on top and inform Mr. Grundy that the box is full.

To keep this joint effort going, please continue to put empty printer paper boxes under the “printer” table behind the Reference Desk and use the pre-printed labels that I’ve put in a manila “Recycle Box Signs” folder to label new “recycle” boxes as needed. The “Recycle Box Signs” folder is located by the REF 2 PC with the folder for Reference area tally sheets. Hope this helps... And, just think of how many trees and how much landfill space we could all save by keeping this effort going!

“Reduce, Reuse, and Recycle” Paper Campaign information compiled by Bob Grundy, Reference and Instruction Librarian/ Instruction Coordinator

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Copiers

- All copy machines charge 10 cents a copy.
- The coin copy machine: give the student refund money from the five dollar fund that each reference librarian keeps. The notebook for recording refunds is kept with the ready reference material. Have the patron sign for the refund amount & initial the transaction.
- Word processing, PowerPoint and spreadsheets can be printed, but any editing must be done in the computer lab on the second floor of the library (room 210).
- The copy machine in the reference area and one in the periodicals take PVAMU Panther bucks (AKA student ID) card. Money needs to be activated on patron's student ID card. Two Steps: (1) W.R. Banks building- Must ask to have funds designated for copying on the Panther Bucks ID card. (2) Have ID card activated at the Auxiliary Service in MSC room 117.
- Copy machines in Periodicals: One uses the ID as the same process above, and the other takes cash at 10 cents a copy. If they need a refund- give them the money that you have in your library fund of \$5.00. Make sure to get the patron to sign the notebook for recording refunds in the reference desk area. Both you and the patron signs.
- Change machine is located in room 126D of the library along with a public typewriter.
- The library employees are not supplied with money for the purpose of making money changes.
- Panther Card refund: issue the patron a slip "refund request slip on the card copier" and get them to fill out the form and give the form to Kaia Johnson who works in the Periodicals Department.

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General Reference Information

- RI- Reference Instruction- Room 108 of the library can hold 60 people. RI-Reference Instruction- Room 123 New Science Building can hold about 60 people. Other possible rooms in Hobart Taylor and Justice Studies buildings are subject to availability – Hands on interactive room, but needs to be booked ahead of time, space permitting. Delco Building has more rooms for interactive RI.
- The PV Grocery has the only public fax available for the public to use.
- Handouts on the long counter against the back wall can be given to the students (MLA-FAQ's and more).
- All tally sheets: extra copies in manila folder and on the N-drive.
- Books in Ready Reference in-house use only. Hold onto the patron's ID card until returned.
- Collection Development: New catalogs- initial in the catalog, check the OPAC to ensure that the library does not have the collection, compile an Excel document with the headings: subject area; title; author; publisher; ISBN; publication year; price; level (undergraduate and graduate), email to the collection development librarian the Excel list, keep a master list of all books that you are heading to the collection. If you are the last one to sign-off on the catalog and put it in the collection development librarian's mailbox when done.
- PVAMU library databases off-campus access- Helen Yeh X1533. She can troubleshoot if patrons have systemic problems accessing from off-campus. Sungard Collegis X 2525 if patrons have IT problems with connecting to PVAMU's WebPages
- The Chronicle of Higher Education: Its login name "**prairieviewam**"; password "**JesAGaKA**".

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Library Use Policy

Purpose:

The John B. Coleman Library is committed to maintaining an environment conducive to study and research in order to fulfill its role of supporting the University's educational mission. The Library is open to the general public and expects users to conduct themselves in a manner respectful of other library users, staff, materials, and facilities. The Library abides by all pertinent Chapters, Sections and Appendices of the *Prairie View A&M Student Handbook, 2002-2005*, related to policies on student conduct, disciplinary proceedings, sanctions, harassment, and disruptive activities.

To ensure a quiet, pleasant, safe, clean, and respectful atmosphere for both library users and staff, the Library has established the following policies regarding the use of its facilities and collections. Signage pertaining to this policy is posted throughout the Library. Copies of the policy are available upon request at all service desks on the First Floor, and on the Library website. The policy shall apply to all library users, regardless of their affiliation with the University, i.e. student, faculty, staff, or community borrower.

The library staff is responsible for administering policies. It is expected that staff request for compliance will be immediately and respectfully honored. Questions or complaints should be addressed to the library administration. Depending on the seriousness of the infraction, refusal to comply with policies may result in:

- a request to leave the building
- refusal of future access to the library
- summoning of a security guard and/or university police
- suspension of library privileges
- University conduct hearing under the Student Conduct Code

Conduct and Building Use Policies:

Animals: Only guide dogs or companion dogs that assist people with disabilities are allowed in the Library.

Cameras: Use of photographic or video equipment is restricted. Individuals, classes, groups, or organizations desiring to film the Library or its staff, or users must first get permission from the Library Administration, located on the 2nd floor of the library.

Cell Phones and Pagers: To preserve a quiet study environment, the Library requires library users to set cell phones and pagers on "silent" signals. Cell phone use is not allowed at the tables in study areas, or in the bookstacks, on any floor. If you receive a call or need to make a call, please keep your voice low and move the elevator foyers on each floor, or to the front lobby.

However, if complaints regarding excessive noise are reported by other patrons, you will be asked to either move to other locations, or to end your phone call, or leave the building.

Children: Children cannot be monitored and supervised by library staff. Therefore, children under the age of 14 entering the library must be accompanied and supervised by an adult over the age of 18. Children may not touch library computers or other equipment. Unaccompanied children must produce identification showing they are 14 years old or over. Exception will only be made for children participating in University-sponsored activities scheduled to occur in the library. Parents, guardians, and caretakers are responsible for the conduct of their children on library premises, and must provide close supervision at all times. In cases where children are not closely supervised or library rules are broken, library staff will ask parents or caretakers to take the children out of the building. Staff may contact University Security concerning unsupervised children.

Computers on the First Floor of the Library: Users must follow all Library Computer Use Policies, as posted. Access is limited to searching library resources and the options listed on the screen. No game playing, access to DOS, software installation, personal software, word processing, web authoring, or other productivity software are allowed.

Disruptive Behavior Policy: Complaints of disruptive behavior will be taken seriously and the offending patron may be asked to leave the building. Behavior that interferes with the appropriate use of the Library, or interrupts the learning process for other patrons, exhibits a disregard for the dignity of others, and will not be tolerated. This includes excessive noise, altercations, theft, vandalism, inappropriate sexual behavior, and harassment of any kind. All such activities should be reported immediately to the Circulation Desk on the First Floor, who will contact Campus Security and/or the University Police. Emergency phones connected directly to the Circulation Desk are located in study areas on floors two, three and four. Patrons identified as disruptive will be subject to sanction, including possible expulsion from the Library, University disciplinary action, loss of library privileges, and possible prosecution under state law, as stated in the Prairie View A&M University Student Handbook, 2002-2005.

Noise in the Library is a common cause of complaint. Please be considerate of others. If you can be heard at the next table (or within four feet), you are too loud. Conversations in the foyers, lobbies, halls, or near the Jazzman Cafe, Tutorial Center, or Computer Lab travel to other parts of the Library where other students are trying to concentrate and study. Other "inappropriate" behavior in the Library includes, but is not limited to the following:

- Using audible radios, walkmans, or other sound generating devices
- Using threatening, intimidating or abusive language
- Abusing or intimidating library staff or patrons
- Overt signs of substance abuse, including drunkenness
- Fighting or other "rowdy" behavior
- Using bicycles, skateboards, skates, or scooters
- Bringing weapons, simulated or real, into the Library
- Defacing or damaging library property.

Emergency Phones: Special telephones have been installed, so that emergencies can be reported as quickly as possible to the Circulation Desk. These "beige" phones are located near the entrance to each study area on floors 2-4.

Fire Alarms: All occupants, including patrons, visitors, and staff should respond to all fire and emergency alarms by immediately exiting the building via the nearest fire exit.

Food and Drink: Eating is not allowed in the John B. Coleman Library. Spilled food and drink are damaging to library collections and equipment and degrade the overall longevity and comfort of library furnishings. Anyone with food or drink will be asked to please leave and finish eating in the Jazzman Café, or to dispose of them immediately.

Paging Patrons: The Library will use its public address system to page individual patrons only when there is a verifiable medical emergency.

Safety and Security: The Library's goal is always to optimize the safety and security of its users and staff. All statutes, regulations, and laws governing safety and behavior in a facility of the State of Texas, the Texas A&M University System, and the Prairie View A&M campus, will apply. Emergencies should be reported immediately to Library staff. For additional security and safety, all floors, study areas and book stacks of the John B. Coleman Library are monitored by closed-circuit security cameras and monitors. Victims of or witnesses to disruptive behavior, harassment, or crimes in the library should notify the nearest library staff member immediately, for assistance.

Signs: Signs and announcements may be posted in two places in the John B. Coleman Library: the bulletin boards located on the wall in the foyer hallways near the restrooms on floors 1-3; and the bulletin boards standing on the floor in both the front and side door entrance foyers.

Smoking: Smoking in any part of the John B. Coleman Library is forbidden by law.

Procedure for Library Disruptions: Library staff members will take appropriate steps to end disruptions, including requesting identification, and involving Campus Security and/or University Police, when necessary. Library staff are authorized to request disruptive patrons to discontinue the behavior and to refer patron to the "written" policy on library conduct. If disruptive behavior continues or resumes, staff may then ask the patron to leave, notify Library or Campus Security and University Police for assistance and intervention.

Policy Revised and Updated: February 17, 2006

Dr. Rosie L. Albritton, M.L.S., M.S., Ph.D. - Director, University Library Services

John B. Coleman Library

Reference and Information Services Department

Policy Manual

University Library Advisory Council 2007-2008

College/School	Faculty Representative	Library Liaison
College of Agriculture & Human Sciences	Dr. Sharon McWhinney (x3160) sllmcwhinney@pvamu.edu	Juanita Walker (x1531) jcwalker@pvamu.edu
College of Arts and Sciences	Dr. Alphonso Keaton (x3160) akkeaton@pvamu.edu	Elizabeth Brumfield (713-790-7282) ejbrumfield@pvamu.edu
Dept. of Music and Drama	Christine Moore (x3390) chmoore@pvamu.edu	Christine Moore (x3390) chmoore@pvamu.edu
Languages and Communications	Dr. Carolina Henriquez (x3322) cahenriquez@pvamu.edu	Kimberly Gay (x1506) kmgay@pvamu.edu
Dept. of Mathematics	Dr. Aliakbar Haghighi (x3710) amhaghighi@pvamu.edu	Yubao Li (x1518) yli@pvamu.edu
Dept. of Chemistry	Dr. Hua-Jun Fan (x3111) hifan@pvamu.edu	Juanita Walker (x1531) jcwalker@pvamu.edu
Dept. of Biology	Dr. George Brown (x3164) gebrown@pvamu.edu	Karl Henson (x1504) kehenson@pvamu.edu
Social & Behavioral Sciences	Dr. Brian White (x1672) bcwhite@pvamu.edu	Stephen Shaw (x1529) sjshaw@pvamu.edu Robert Grundy (x1517) rgrundy@pvamu.edu

College of Business	Dr. Reginald Bell (x9247) rbell@pvamu.edu	Kimberly Gay (x1506) kmgay@pvamu.edu
College of Education	Dr. Clarissa Booker (x3408) cgbooker@pvamu.edu	Jason Russo (x1528) jsrusso@pvamu.edu
		Jimmizine Taylor (x1530) jbtaylor@pvamu.edu
College of Engineering	Dr. Ziaul Hugue (x9957) zihugue@pvamu.edu	Helen Yeh (x1533) hyyeh@pvamu.edu
College of Juvenile Justice & Dept. of Psychology	Dr. Michelle Marion (x5224) mmarion@pvamu.edu	Robert Grundy (x1517) rgrundy@pvamu.edu
		Jason Russo (x1528) jsrusso@pvamu.edu
College of Nursing	Ms. Odelia Peters (x2925) ofpeters@pvamu.edu	Gayle Lindsay 713-797-7038 galindsay@pvamu.edu
Medical Academy	Dr. Dennis Daniels (x3070) dedaniels@pvamu.edu	Ola Riley (x3075) ocriley@pvamu.edu
School of Architecture	Mr. Arsenio Rodrigues (x5900) arodrigues@pvamu.edu	Helen Yeh (x1533) hyyeh@pvamu.edu
University College	Ms. Lettie Raab (x4448) lmraab@pvamu.edu	Chieko Sato (x1507) chsato@pvamu.edu
Off Campus (Distance Services)	Dr. Pamela Freeman (x2312) ptfreeman@pvamu.edu	Elizabeth Brumfield 713-790-7282 ejbrumfield@pvamu.edu
	Dr. John Williams (x3115) jrwilliams@pvamu.edu	

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Access From Home

Instructions

Go directly to the Library's webpage and choose article collections by [subject](#) or from an [A to Z](#) list. After you click on a link for an article collection, you will be asked to login to EZproxy. Use your last name as a Username and your university ID number as a password. Not all resources require logging in to EZProxy.

For Students

User Name: **smith (all lower case preferred)**

Password: (your Panthertracks number) **10XXXXXXX**

For hyphenated names, use a space instead of a hyphen

For example John Smith-Jones : **smith jones**

For Faculty and Staff

User Name: John Smith-Jones : **jones**

Password: (your Leavetraq number) **XXXXXXXXXX**

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Sungard Collegis (Information Technology Department) contacts

Sungard Collegis has a new toll-free Help Desk phone number: **1-877-241-1752**. You can use this number when you are off campus and when the off-campus patrons call the library for assistance on IT related questions, e.g. use of laptop or its configuration, telephone problem.

On campus, call or refer the patron to **X2525** for any IT related needed assistance. Please do not refer the patron to TD Jefferson's phone number. If the patron is physically in the library, refer him/her to Room 210.

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Subject Area Webpage Maintenance Policy

1. Subject area Webpages are assigned to each reference librarian based on a consideration of availability, background and specialty.
2. The reference librarian in charge of a subject area Webpage is fully responsible for its content.
3. At the beginning of every school year, check the entire page for accuracy and currency.
 - Make sure all reference information on the page represents the current collection of circulation materials, periodicals and reference collection.
 - Weed the database links which the library no longer subscribes to.
 - Add links to the newly subscribed databases.
 - Weed the Internet Website links which are out of date or do not exist anymore.
 - Add newly selected Website links.
4. Before each relevant RI class, review the Webpage, make sure the Webpage is proper and relevant to be presented to the class.
5. The application of uploading and updating of the Webpage is done through the Webmaster.

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Library Staff Office Phone Numbers

Name	Room/Dept.	Phone
911 (Emergency)	CAMPUS	911
Acquisitions	111 COLEMAN	936-261-1537
Administration (Receptionist)	207 COLEMAN	936-261-1500
Albritton, Dr. Rosie L.	207C ADMIN	936-261-1510
Aradhya, Geetha	111 TECH SVCES	936-261-1514
Archives & Special Collections	505 ARCHIVES	936-261-1540
Brumfield, Elizabeth Jean	NW CAMPUS	713-790-7282
Campus Security	CAMPUS	936-857-4823
Campus Switchboard	CAMPUS	936-857-3311
Cataloging	111 COLEMAN	936-261-1537
Circulation (Front Desk)	CIRCULATION	936-261-1542
Circulation / LRC	CIRCULATION	936-261-1536
Combs, Rosetta	104A CIRCULATION	936-261-1511
Computer Help Desk	OFF CAMPUS	936-857-2525
Computer Lab Help Desk	210 COLEMAN	936-261-9328
Copy/Work Room (Admin)	207 COLEMAN	936-261-1502
Daniels, Marvin O.	104A CIRCULATION	936-261-1515
Earles, Phyllis L.	505 ARCHIVES	936-261-1516
Executive Meeting Room	508 COLEMAN	936-857-2614
Fax (ILL/Circulation)	104A ILL	936-261-1538
Fax (Library Admin)	207A ADMIN	936-261-1539
Gallery (4th Floor Exhibits)	4TH FL GALLERY	936-261-1543
Gay, Kimberly M.	126B REFERENCE	936-261-1506
Grundy, Robert S. (Bob)	126A REFERENCE	936-261-1517
Hawkins, Delorse L.	207 COLEMAN	936-261-1519
Henson, Karl E.	207F ADMIN	936-261-1504
Hill, Laurie	PART TIME-EVENING	936-261-1527
Jazzman Café	107 COLEMAN	936-261-1783
Jefferson, T.D.	210 COLEMAN	936-261-9322
Johnson, Angela I.	111 TECH SVCES	936-261-1520
Johnson, Kaia K.	127A PERIODICALS	936-261-1521
Jones, A. Landis	104A CIRCULATION	936-261-1522
Kelley, Lauren	205G GALLERY	936-261-1523
Kirby, Eva	111 TECH SVCES	936-261-1524
Kromah, Tata	209 TUTORING	936-261-1561

Li, Yubao	123B REFERENCE	936-261-1518
Lindsay, Gayle	NURSING	713-797-7038
Mayberry, Ollie M.	104A ILL	936-261-1525
Moore, Christine	1F155 HOBART TAYLOR	936-261-3322
Owereh, Joseph	PART TIME-EVENING	936-261-1522
Periodicals	127 PERIODICALS	936-261-1541
Reference/Information Services	REFERENCE	936-261-1535
Riley, Ola (Medical Academy)	127 NEW SCIENCE	936-261-3075
Room 212 (Opposite Admin)	212 COLEMAN	936-261-1544
Russo, Jason (Acting)	111 TECH SVCES	936-261-1528
Shaw, Stephen J.	126C REFERENCE	936-261-1529
Staff Lounge	110 COLEMAN	936-261-1545
Stevenson, Sally	210F COLEMAN	936-261-9327
Taylor, Jimmizine B.	505 ARCHIVES	936-261-1530
Technical Services	111 COLEMAN	936-261-1537
Tutoring Center	209 TUTORING	936-261-1560
Varnie, Fayah	PART TIME-EVENING	936-261-1527
Walker, Juanita C.	207E ADMIN	936-261-1531
Williams, Marion M.	207B ADMIN	936-261-1532
Yeh, Helen	207D ADMIN	936-261-1533

