

# 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 2020-2021

*Created and Edited by Kimberly M. Gay, Head of Reference and Information Services Department, Librarian II*

*Updated: August 24, 2020*

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

## **Table of Contents:**

Policy Manual Introduction  
John B. Coleman Library Mission Statement  
Reference and Information Services Department: Mission and Vision  
Reference and Information Services Department: Policy  
Reference and Information Services Department: Opening Procedures  
Reference and Information Services Department: Closing Procedures  
Reference and Information Services Department: Reference Instruction FAQ  
Printers and Copiers  
Printing Policy  
General Information  
Library Use Policy  
Library Faculty Liaisons  
Database Access from Home  
Information Technology Department (IT) contacts  
Reference Staff: Subject area web maintenance policy  
Library Staff Office Phone Numbers and Emails for branch libraries  
Passwords and Usernames- Askalibrarian, Database URL's problems and Phones  
Library Services Social Media Accounts  
Useful Websites: Copyright Issues  
Fire Drill Procedure  
Example: Ready Reference Use Tally  
Example: Reference Desk Tally  
Example: Reference In-House Use Tally  
Example: Reference Area Headcount Tally  
Reference and Information Services Printer/Copier/Scanner IDs  
Library Faculty Liaison Appointments: RI classes and Collection Development  
Campus-Wide Computer labs: Contact and Locations  
Library Services for Undergraduate and Graduate Students  
Library Services for Faculty and Staff  
Prairie View A&M University Campus Map

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
Policy Manual

**Introduction:**

This policy manual is designed for any professional librarian working in the Reference and Information Services Department of the John B. Coleman Library at Prairie View A&M University. From opening and closing procedures for the reference area, to the mission and vision of the department, to helpful appendices regarding professional organizations and standards, this manual serves as a guide to all the policies and procedures that are in place, as well as the facilities that comprise the Reference and Information Services Department. For more information on the John B. Coleman Library please visit: [www.pvamu.edu/library](http://www.pvamu.edu/library)

Prairie View A&M University: John B. Coleman Library

# *Reference and Information Services Department*

## Policy Manual

### Mission Statement

#### John B. Coleman Library

The John B. Coleman Library mission is to support and enhance the scholarly pursuit of knowledge, to foster intellectual curiosity, and to promote life-long learning and research through our innovative services, resources, and cultural programs, which support the Prairie View A&M University's global mission of teaching, service and research.

**Compiled: February 28, 2018**

**Adopted: March 7, 2018**

**Updated: March 23, 2018**

- *Dr. Wilson, James A., Jr.* Interim Director of Library Services (Assoc. Prov. Academic Affairs & Dir. Honors Program.)
- *Brunfield, Elizabeth*, M.L.I.S., A.B.D. Distance Services Librarian II- Northwest Houston Center
- *Earles, Phyllis*, M.L.I.S. University Archives- Librarian II
- *Ervin, Cedric*. Library Associate I
- *Gay, Kimberly*, M.L.S. Head of Reference and Information Services Department- Librarian II
- *Hawkins, Delorse*. AA. Administrative Associate III
- *Henson, Karl*, M.L.S. Assistant Director of Library Services
- *Koshy, Henry*, M.L.S. Reference and Instruction Librarian I- Periodicals Department
- *Russo-Wallick, Janet*, M.L.I.S. Collection Development / Cataloging-Librarian II
- *Tatum, Shirley*, M.L.S. Head of Circulation Department- Librarian II

Prairie View A&M University: John B. Coleman Library

# ***Reference and Information Services Department*** **Policy Manual**

REVISED DRAFT

REVISED DRAFT

## **Reference and Information Services Department Mission Statement**

*The mission of the Reference and Information Services Department at the John B. Coleman Library is to support the academic mission of Prairie View A&M University through housing an organized collection of print and online reference resources, to providing reference services to all library patrons via online or face-to-face and delivering comprehensive information literacy instructions for all the members of the campus community which support academic achievement and foster intellectual and stimulating life-long learning.*

### **Vision Statement**

*The vision of the Reference and Information Services Department at the John B. Coleman Library is to maintain quality reference service which support the academic success of the faculty, students and staff on the campus of Prairie View A&M University while supporting the reference librarians as they work to maintain the online and print reference collection, live chat service, reference LibGuides, teach undergraduate and graduate reference instruction classes and build life-learning research skills to the university community.*

*June 3, 2019*

## **Reference and Information Services Department Mission Statement**

*The mission of the Reference and Information Services Department at the John B. Coleman Library is to support the academic mission of Prairie View A&M University through housing an organized collection of print and online reference resources, to providing reference services to all library patrons via online or face-to-face and delivering comprehensive information literacy instructions for all the members of the campus community which support academic achievement and foster intellectual and stimulating life-long learning.*

### **Vision Statement**

*The vision of the Reference and Information Services Department at the John B. Coleman Library is to maintain quality reference service which support the academic success of the faculty, students and staff on the campus of Prairie View A&M University while supporting the reference librarians as they work to maintain the online and print reference collection, teach reference instruction classes and build life-learning research skills to the university community.*

**Compiled: March 23, 2018**

**Adopted:**

**Updated:**

- *Gay, Kimberly*, M.L.S. Head of Reference and Information Services Department- Librarian II
- *Hutchison, Chieko*, M.A., M.L.I.S. Reference and Instruction Librarian I- Retired May 2018
- *Koshy, Henry*, M.L.S. Reference and Instruction Librarian I- Periodicals Department
- *Williams, Raquel*, M.L.S. Reference and Instruction Librarian I

Current Version

**Reference and Information Services Department Mission**

The mission of the Reference Department is to provide an organized collection of print and online resources and teach Information Literacy skills regarding the access and usage of both on and off campus information services to the Prairie View community to enable them to become information literate, independent researchers.

**Reference and Information Services Department Vision**

The Reference Department seeks to become a comfortable 'place,' both in the Library as well as online; the optimal source for information for all users, regardless of location, as we equip the Prairie View student to evaluate, access and use information in a critical manner, carrying this ability to all aspects of their lives.

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

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, 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 (including electronic reserves) and circulation policies, etc., are directed to the Circulation Department; and questions about microfilm and microfiche are directed to Periodicals. University history and archival questions are to be directed to the Special Collections / Archives Department.

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.

4.3.2.1 Telephone calls intended for a Library staff member are to be treated as all other transfer calls to a University employee or department: tell the caller they are being transferred, give the extension to which they are being transferred (in the event disconnection happens), press the 'transfer' button on the telephone, dial the extension, wait for the initial ring, and then press the 'transfer' button again.

4.3.2.2 If the Librarian answering the telephone knows that the transfer call is for a Library employee currently not in their office (i.e., absent for the day or at a meeting, etc.), the Librarian answering the telephone will offer to take a message for the caller, or suggest that they be transferred to the intended extension anyway, as it will automatically roll-over into the employee's voicemail.

4.3.2.3 Library employees are encouraged to have outside callers use their office telephone number as the primary contact phone number for individual issues and conversations, and not the reference desk number.

4.3.3 E-mail questions should 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 or brochures for Research Instruction classes, and copies of these are available behind the Reference desk, in the standing racks on the Reference counter, in the free-standing rack 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 When possible, student workers should handle directional questions, and 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.

## **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 as part of the Freshman Orientation. Students tour the library, and receive information regarding Circulation, Reference/Periodicals, Student Computing Center, and Tutoring Center. Librarians also participate in transfer student orientations, as well as new staff and faculty orientations as requested by the University.

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 and keyword 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 a Department Head, 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 Department Head typically schedules classes in the Delco, Hobart-Taylor, Justice Studies, Periodicals computer lab, and New Science Buildings, based on class sizes and room availability.

6.6.2 The most current copy of the Instruction schedule is located on the Library Instruction Outlook Calendar , as well as posted on the wall behind the Reference desk

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 Department Head, 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 Reference and Instruction Librarian 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 and created by the Department Head. A current copy of the desk schedule is located on the Information Desk Outlook Calendar, as well as posted on the wall behind the Reference desk and emailed to the department

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 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 information is also stored on the network, and is tabulated annually in the Department Annual Report. 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 reference desk 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, but paper is not provided.

10.4 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. Transparencies are not allowed to be used in either the printers or copiers.

10.5 The Reference telephone is for Reference staff use only/ on occasion library patrons- must use these non-long-distance area codes (only 832, 713, 936).

Prairie View A&M University: John B. Coleman Library

***Reference and Information Services Department***

# Policy Manual

## **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 verify all the computers are operational. Note any problems that need to be reported. If there are incidents that need attention, send an email to both the Assistant Director for Library/Technical Services (or designated staff member in the absence of the AD) and cc the Reference Department head.
3. Place new daily tally sheets (REFERENCE DESK TALLY and REFERENCE AREA HEADCOUNT TALLY) in the clipboard. These are found in a folder near in the Ready Reference shelf; copies are also on the reference network drive.
4. Walk around the Reference area, straighten chairs, dispose of obvious trash, gather loose books that need to be re-shelved, etc.
5. 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.)
6. Make sure all copiers are turned on, functional and full of paper.
7. Make sure printers are turned on, functional and full of paper. Fill printers to the arrow lines, do not over fill printers-could cause paper jam.
8. Printer Supplies: print paper is kept in the cabinet below the Ref Desk on the left side of the REF1 PC. Make sure that there are at least eight reams of paper in the supply cabinet. There should be a few spare boxes behind the Reference Desk; if more is needed contact the Library Administration Secretary. The same goes for the toner cartridges.
9. Clear any loose trash from behind the Reference Desk.
10. Clear any obvious trash or loose paper that might have been missed the night before.
11. Sign-on to the Reference Desk computer using your personal account and access your Remote Desktop if necessary.
12. **If this is the first workday of a new month, print the “event log” from each printer before any patrons arrive. Place these in the mailbox of the Department Head who compiles monthly statistics: Instructions on how to print the ‘event log’ on each printer**

**Print printer usage for both printers (new printers)**

13. If this is the first workday 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.
14. Check *Ask A Librarian* email reference service account by going to pvamu.edu – quick links – Faculty/Staff Exchange Mail and entering the username and password for the Ask A Librarian account. Username and password are set monthly by the Department Head or other Reference & Instruction Librarian as assigned by the Department Head. . Answer the email questions while not actively serving patrons either face-to-face or on the phone.
15. **Printer issues: please email- [kehenson@pvamu.edu](mailto:kehenson@pvamu.edu) , [scfan@pvamu.edu](mailto:scfan@pvamu.edu), and [kmgay@pvamu.edu](mailto:kmgay@pvamu.edu) with any printer issues.**
16. **Check voicemails- click on the voicemail button on the phone. 77446- pin number**
17. Use a tally mark to record questions that are generated from walk-in, email, and telephone inquiries. 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, including teaching schedule 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.

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
Policy Manual

## Reference Desk Closing Procedures

The following procedures apply to the last person to work at the reference desk each day, as well to each time your shift on the desk ends.

No later than 15 minutes before your shift ends:

1. Walk around to any unoccupied OPAC and verify it is operational. Note any problems that need to be reported. If there are incidents that need attention, send an email to both the Assistant Director for Technical Services (or designated staff member in the absence of the AD) and the Library Assistant II-Technical Services staff, and cc the department head.
2. Clear any obvious trash or loose paper.
3. Walk around the Reference area, straighten chairs, dispose of obvious trash, gather 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.
4. Clear any loose trash from behind the Reference Desk.
5. Make a note of any issues not resolved from your shift that might affect the opening of the Reference Desk in the morning.
6. Ensure there is sufficient paper in the cabinet for the next day- at least 8 reams.

Right before the Reference Desk closes / you finish your shift:

1. Make sure all copy machines are full of paper.
2. Make sure all three printers are turned on, functional and full of paper.
3. Make sure all OPACs are rebooted, and both the Reference computers 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. Log off the computer after each reference desk rotation period.
6. If you are scheduled to work the Reference Desk when the library closes, be aware that you are to 'sweep' the area and clear all patrons out. You must remain in the area until the library closes, and all persons have left.
7. Turn off the lights in the Reference Desk area.

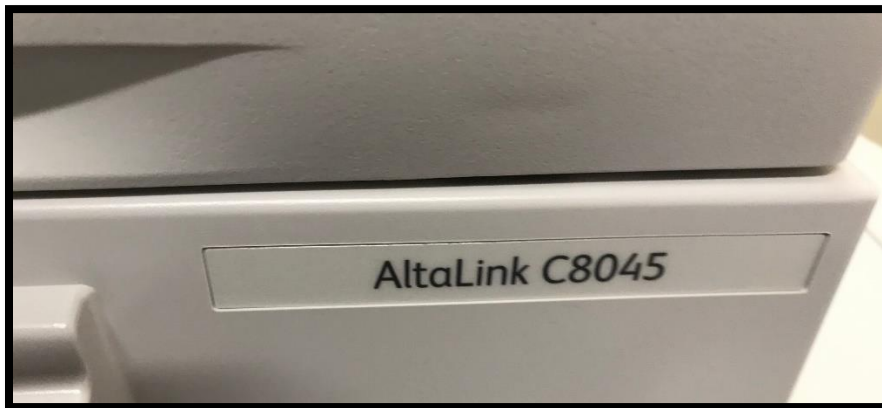
Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

**Printers**

Reference Department Staff: Printer/Scanner/ Copier



Xerox Equipment number EQ 305097  
Make: AltaLink C8045

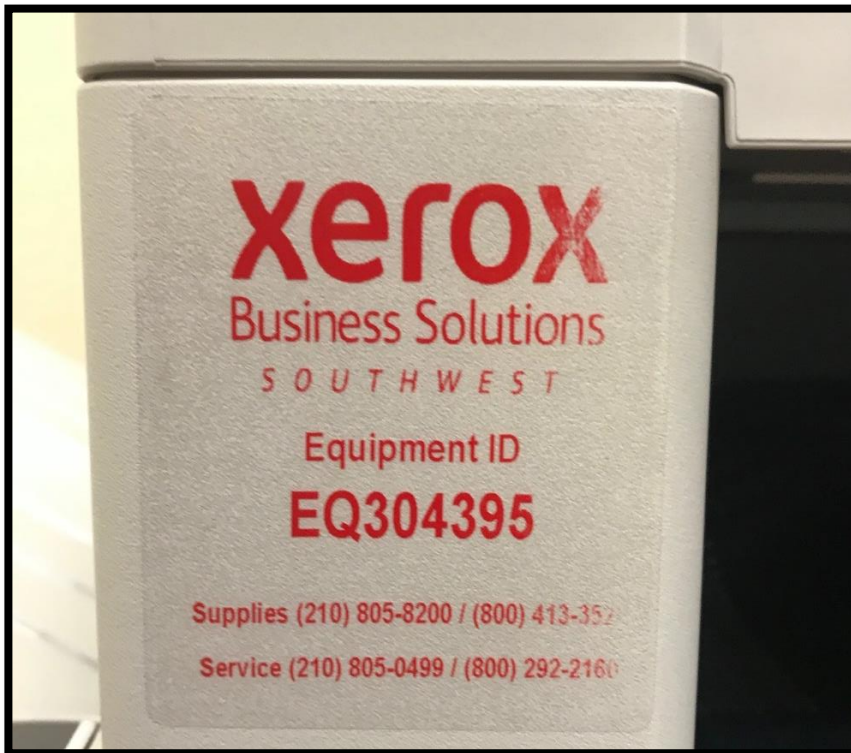


Reference Department Student: Printer/Scanner/ Copier

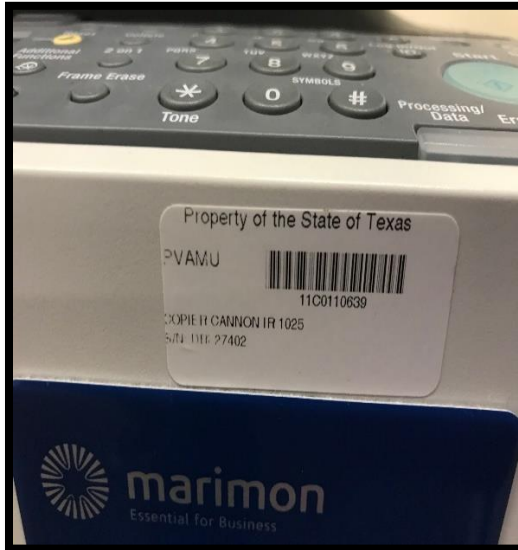
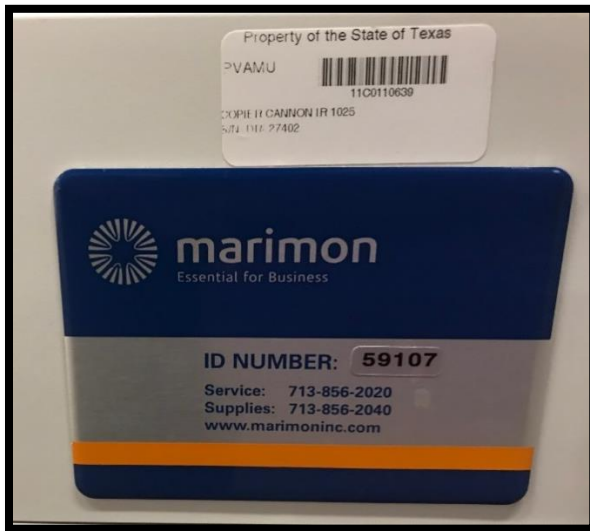




On the right side- adjacent the reference offices. Xerox Equipment number EQ305099



On the left side- adjacent the elevator. Xerox Equipment number EQ 304395



In the middle of the other two machines Marimon Equipment Number 59107  
Marimon contact information  
Service: 713-856-2020  
Supplies: 713-856-2040

**Please send any printer issues to the attention of Mr. Karl Henson and Ms. Gay**

Xerox online Manual >> <https://www.office.xerox.com/latest/AC8BR-01U.PDF> ( 372 pages)

**Xerox Contact information**

Service: 210-805-0499/ 800-291-2160  
Supplies: 210-805-8200/ 800-413-352  
Xerox Business Solutions Southwest (formally Dahill)  
8200 IH-I10 West  
Suite 400  
San Antonio, TX 78230  
210-805-8200 x10157  
(713) 329-9595 (fax)

**Marimon contact information**

Service: 713-856-2020  
Supplies: 713-856-2040

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
Policy Manual

## Printer Policies

These **two** printers/copiers are high volume usage printers. Before you print more than **30 pages**, please consult with the reference desk.

Patrons are not allowed to use their own paper in the printers/copiers, or ask to use their own paper in the printers/copiers.

Transparencies are not allowed to be used in either the printers/copiers.

*Thank you*  
*John B. Coleman Library*

**Misuse of Computing Resources through Failure to Comply with Laws, Copyrights, License Agreements, and Contracts Governing Network, Phone, Software and Hardware Use is prohibited. Abuse of the University computer use policy includes but is not limited to:**

1. Any use deemed commercial or for profit.
2. Any use that likely, intentionally or negligently causes unauthorized network disruption, system failure, or data corruption, including failure to protect your password or use of your account.
3. Any use related to achieving, enabling or hiding unauthorized access to network resources, PVAMU-owned software or other information belonging to PVAMU, either within or outside the PVAMU network.
4. Any use related to sending/receiving electronic mail that includes, but is not limited to, the following: solicitation or commercial use, forging any portion of an electronic mail message, spamming (bulk unsolicited email), sending unwanted messages to unwilling recipients, or invasion of privacy. Additionally, willful and repeated harm inflicted through the use of computers, cellphones and other electronic or digital devices is prohibited. It can be referred to as 21“cyber bullying,” “electronic bullying,” “e-bullying,” “sms bullying,” “mobile bullying,” “online bullying,” “digital bullying” or “Internet bullying.”
5. Use of another individual’s identification; network, email or other university-based account; or related passwords, including charging any long distance telephone calls or messages to any telephone on University premises or University-related premises without proper authorization.
6. Unauthorized transfer or entry into a file, to read, use or change the contents; or for any other reason.
7. Use of computing facilities or network resources to send obscene, harassing, threatening messages or computer viruses or worms.
8. Any use that violates Prairie View A&M University policies, procedures and contractual agreements.
9. Any use that violates local, state or federal laws.
10. Illegal downloading, file sharing and digital piracy is prohibited. All of these activities are a violation of the *PVAMU Code of Student Conduct* and students will be held accountable. These

unethical acts are considered theft as well as a violation of our network policies. Students involved could lose network privileges, face disciplinary sanctions and may be held criminally liable.

*Adopted Student Affairs-Students Rights and Responsibilities Handbook pp. 20-21*

>> <https://www.pvamu.edu/sa/wp-content/uploads/sites/77/Student-Rights-and-Responsibilities-2016-1017.pdf>

Prairie View A&M University: John B. Coleman Library  
***Reference and Information Services Department***  
**Policy Manual**

**Computer Lab Rules & Guidelines**

---

***All computers in the Student computer labs are university property and due to the large number of students that use the computer lab the following rules should be followed to ensure a quality experience for all.***

1. Loud talking or disruptive behavior is prohibited.
2. Listening to music, videos, or other multimedia content must be done through headphones.
3. Use of Cell Phones that can disrupt the quiet environment of the lab such as those with loud ringers or using the speakerphone is prohibited.
4. Reference and Information Services Department staff is not responsible for personal belongings.
5. All computer users are required to log-on and log-off the computer.
6. Downloading and/or installing software programs are prohibited.
7. Any information saved on the lab computers is immediately erased with a re-boot or the next user log-on.
8. All computer users should print to the default PantherPrint uniFLOW
9. Printers are only available for academic applications associated with school work.
10. Reference and Information Services Department staff is not responsible for information stored on your personal storage media such as a Flash Drive.
11. Any problem within the computer lab should be reported to the Reference Desk on duty or to the Helpdesk at Extension 2525.

***Guidelines Adopted by Information Technology Support Services Department***

Prairie View A&M University: John B. Coleman Library

***Reference and Information Services Department***

# Policy Manual

## **General Reference Information**

- If you are going to be late or absent for any reason, call the Circulation Department first 936-261-1542 and send an email/ text to Ms. Gay. The Circulation Department will be sure to contact the Reference Desk; if there is no answer, Call Library Administration 936-261-1519 and speak with library staff to inform them of your late or calling out from work that day. This information also should be communicated to the Department Head as well via, email or text messages
- RI- Reference Instruction Room is available in the Periodicals Department with 30 Dell Laptop Computers. Book the room online under the Library Staff webpage from the Technical Services' webpage >> [Reference Instruction Lab Setup Request](#). This room can hold 30 people.
- RI- Reference Instruction- Room 108 of the library can hold 60 people. Other possible rooms in Room 123 New Science Building, 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. 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 put it in the collection development librarian's mailbox when done.
- PVAMU library databases off-campus access- patrons have IT problems with connecting to PVAMU's WebPages or with email issues. Tell library patron to call 936-261-2525 IT support services 24/7.



Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

## **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, 2018-2019* 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.. 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 18 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, 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, 2018-2019.*

*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, Learning Curve-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, music storage devices, 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 allowed in the John B. Coleman Library. Anyone with food or drink will be asked to take care of their trash when finished eating to dispose of it immediately and ensure that your eating area was cleaned.

**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.*

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

## **Access From Home**

### **Instructions**

Go directly to the Library's webpage and choose article collections by Article Subject or from [A to Z Database List](#). After you click on a link for an article collection, you will be asked to login. Use your last name as a Username and your university ID number as a password. All Faculty, Staff and Students are required to enter your network ID and network password to access the Library's electronic resources from off campus.

Your network ID is the first part of your Prairie View A&M University e-mail address (your network ID is the part before the @ on your e-mail address) and your password is your e-mail password.

Example: jbc Coleman@pvamu.edu

In this example; "**jbc Coleman**" would be the network ID

**For students:** If you do not know your email account, please log into Panthertracks to obtain your network ID. Instructions on how to access Panthertracks can be obtained at the following Website; <http://www.pvamu.edu/pages/4081.asp>

If you cannot login to Panthertracks please contact Help Desk at (936) 261-2525 (Toll free (877) 241-1752) for assistance.

**For faculty and staff:** Please contact Help Desk at (936) 261-2525; Toll free (877) 241-1752 to obtain your network ID

For issues concerning the direct access to the databases contact Mr. Henson: [kehenson@pvamu.edu](mailto:kehenson@pvamu.edu) or 936-261-1504

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

Information Technology provides infrastructure and enhances teaching and learning, research, and administrative productivity using innovative and interactive technology based resources while maintaining our unique HBCU identity in a student-centered, global academic setting.

For additional information, please call the ITS Office at 936-261-9300 or visit our office location in the S. R. Collins Building Room 126

Important note: calling x2525 for patrons helps resolve email issues, laptop configuration and so forth.

On campus, call or refer the patron to **X2525** for any IT related needed assistance.

Contact Information  
P.O. Box 519, Mail Stop 1300  
S.R. Collins Bldg., Suite 126  
Prairie View, Texas, 77446  
Phone: (936) 261-9300  
Fax: (936) 261-2244  
Email: itsmail@pvamu.edu

Prairie View A&M University: John B. Coleman Library  
***Reference and Information Services Department***  
**Policy Manual**

**LibGuide Subject Area Webpage Maintenance Policy**

1. LibGuide Subject area web pages 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.

Prairie View A&M University: John B. Coleman Library  
***Reference and Information Services Department***  
**Policy Manual**

**Useful Websites: Copyright Issues and Policies**

- Association of Research Libraries: <http://www.knowyourcopyrights.org>
- Resources for Teaching Faculty:  
<http://www.knowyourcopyrights.org/resourcesfac/kycrbrochure.shtml>
- United States Copyright Office: <http://www.copyright.gov/>
- FAQ ( Frequently Asked Questions about copyright:  
<http://www.cendi.gov/publications/04-8copyright.html>
- American Library Association Copyright:  
<http://www.ala.org/ala/issuesadvocacy/copyright/generalcopyright/index.cfm>
- American Library Association Copyright Court Cases:  
<http://www.ala.org/ala/issuesadvocacy/copyright/court/index.cfm>
- Texas Library Association Copyright Resources  
<http://txla.org/groups/CAIG-resources>

**Copyright Current Developments:**

- Campus Copyright Rights and Responsibilities: A basic guide to policy considerations:  
[http://aaupnet.org/aboutup/issues/Campus\\_Copyright.pdf](http://aaupnet.org/aboutup/issues/Campus_Copyright.pdf)

Prairie View A&M University: John B. Coleman Library  
***Reference and Information Services Department***  
**Policy Manual**

Library Staff Directory  
Phone: (936) 261-1500 Fax: (936) 261-1539  
P.O. Box 519, MS 1040 – Prairie View, Texas 77446

Dr. Musa Olaka <a href="mailto:mwolaka@pvamu.edu">mwolaka@pvamu.edu</a> University Director of Library Services (936) 261-1533	Administration
Banks, Sandra <a href="mailto:srbanks@pvamu.edu">srbanks@pvamu.edu</a> Library Assistant I (936) 261-1542	Circulation
Bostwick, Neal. B.S. <a href="mailto:nobostwick@pvamu.edu">nobostwick@pvamu.edu</a> Library Assistant I (936) 261-1542	Circulation
Brumfield, Elizabeth, M.L.I.S., A.B.D. <a href="mailto:ejbrumfield@pvamu.edu">ejbrumfield@pvamu.edu</a> Distance Services Librarian Northwest Houston Center (713) 790-7282	Distance Library Services
Earles, Phyllis, M.L.I.S. <a href="mailto:plearles@pvamu.edu">plearles@pvamu.edu</a> University Archivist (936) 261-1516	Special Collections/Archives
Ervin, Cedric <a href="mailto:ceervin@pvamu.edu">ceervin@pvamu.edu</a> Library Assistant II (936) 261-1527	Circulation
Gay, Kimberly, M.L.S. <a href="mailto:kmgay@pvamu.edu">kmgay@pvamu.edu</a> Head of Reference and Information Service, Librarian II (936) 261-1506	Reference
Hawkins, Delorse <a href="mailto:dlhawkins@pvamu.edu">dlhawkins@pvamu.edu</a> Administrative Assistant II (936) 261-1519	Administration



Henson, Karl, M.L.S.  
kehenson@pvamu.edu  
Assistant Director of Library Services – Information and Learning- Technical Service  
(936) 261-1504

Administration / Technical Services

Koshy, Henry, M.L.S.  
hvkoshy@pvamu.edu  
(936) 261- 1517  
Reference and Instruction Librarian I  
Periodicals Department

Reference

Moore, Christine, M.A., M.L.S.  
chmoore@pvamu.edu  
Music Program Librarian  
(936) 261-3322

Music Library

Riley, Ola, M.L.I.S.  
ocriley@pvamu.edu  
Medical Academy Librarian (936) 261-3075

Medical Academy

Wallick-Russo, Janet, M.L.I.S.  
jsrusso@pvamu.edu  
Collection Development / Cataloging Librarian (936) 261-1528 Technical Services

Stafford, Lisa, M.L.I.S.  
lkstaffordo@pvamu.edu  
Special Collections Librarian I (936) 261-1540 Special Collections/Archives

Streety, Susan, B.S.  
sestreety@pvamu.edu  
Library Assistant I (936) 261-1527 Circulation

Tatum, Shirley, M.L.S.  
sbtatum@pvamu.edu  
Head of Circulation (936) 261-1503 Circulation

Madole, Kerry  
[klmadole@pvamu.edu](mailto:klmadole@pvamu.edu)  
College of Nursing Librarian I. College of Nursing, Downtown Houston Texas Medical Center

Technical Services: Library Associate I

Ms. Cesselly Churchill  
cdchurchill@pvamu.edu  
(936) 261-1520  
(713) 790-7119

**Northwest Campus**

Brumfield, Elizabeth, M.L.I.S., A.B.D.  
ejbrumfield@pvamu.edu  
Distance Services Librarian  
Northwest Houston Center (713) 790-7282

Distance Library Services

Ms. Samantha Mueller, M.L.S.  
Reference & Instruction Librarian, NWHC Library  
slmueller@pvamu.edu  
(713) 790-7285

Ms. La'Shel Gipson  
NWHC Library Associate  
ldgipson@pvamu.edu  
(713) 790-7155

**PVAMU Library Branches Emails:**

College of Nursing Library. Downtown Houston Medical Center >> [library-nursing@pvamu.edu](mailto:library-nursing@pvamu.edu)

Dr. Robert A. Henry Music Library >> [music-library@pvamu.edu](mailto:music-library@pvamu.edu)

## **“QUICK FACTS ABOUT THE LIBRARY”**

Holds over 180,000 Volumes, including over 600 print periodicals, and close to 4,000 media materials.

Provides access to 85 full-text databases across all academic disciplines.

Library databases provide access to over 62,000 electronic periodicals and over 60,000 electronic books.

Special Collection and Archives located on the 5th floor, houses unique, rare and historic collections, including the Delco Collection, the King Collection, the Tatum Collection, the Interscholastic League Papers and Awards, the Cooperative Extension Papers & Records, and several thousand “historic photos.”

Library was awarded \$60,000 HBCU-Mellon Foundation Photographic Preservation Grant to improve archival storage conditions – Spring 2008.

Special Collections and Archives Department awarded over \$10,000 Title II Grant funding to purchase additional computers and digitization equipment 2003-2008.

Serves as a “partial” Federal Document Depository and holds close to 2,500 government documents, with electronic access to many titles.

Library is a member of the TexShare consortia providing resource-sharing both online and through reciprocal borrowing privileges.

Online access to Library holdings is provided by the Sierra Online Public Access Catalog.

Library provides “Wireless” service, and is fully automated with work-stations for public use for access to the Internet and library holdings. Laptops are available for “in-house” use from the 2nd Floor Computer Lab.

Provides Distance Library Services for the Nursing Program located in the Houston Medical Center, the Graduate Program at the Northwest Houston Center, and the Dallas Centers.

Provides “off-campus” remote access to all online electronic databases.

Reserve materials, audio-visual media and equipment are available at the Circulation Desk on 1st floor.

Provides public services, including reference assistance, general information, and instruction at “four” locations on the first floor: Info-Desk, Reference Desk, Circulation Desk, and the Periodicals room.

Library houses several “essential student services” that are not administered by Library personnel, including a Computer Lab and Tutorial Center on the 2nd floor, and the Jazzman coffee-shop on the 1st floor.

Library completed two major renovation projects: 1) exterior brick replacement and 2) installation of security surveillance cameras in all “public service” reading areas and stacks (2007-2008).

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

**Reference and Information Services Department: Fire Drill Protocol**

**ROUGH DRAFT**

Fire evacuation procedures

*IMPORTANT: Any time you hear the fire alarm {or are notified via the PA system}, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.*

- If there are guests or library patrons in the Reference and Information Services Department, the reference librarian associated with the guest(s) should guide them out of the library along with their self.
- Evacuate the building through the nearest exit located near the front lobby area's first floor entrance.
- DO NOT USE ANY OF THE ELEVATORS!
- Go to the predetermined Assembly Area which is outside the library passed the front concrete patio area by the trees' location of the *Johnson-Phillips All Faiths Chapel*.
- Once at the Assembly Area, Supervisor will take a head count to make sure everyone from the department is out of the building and accounted for. They will then notify library administrators, firemen, police officers, etc.
- Stay in the Assembly Area until you receive further instructions to enter the library.

-All John B. Coleman Library personnel and patrons in the Reading Room and Reference Department areas should evacuate through the south doors of the 1<sup>st</sup> floor Main Entrance.

--The Reference Librarian assigned to Reference Desk duty during a Fire Alarm is responsible for directing patrons in the Reading Room and Reference Department areas to evacuate through the south doors of the 1<sup>st</sup> floor Main Entrance. *Note: Library personnel should not remain in the building with patrons who refuse to evacuate.*

--Evacuees should assemble beyond the front courtyard's rose bush planters to the sidewalk near the large trees parallel to the Johnson-Phillips All Faiths Chapel.

--After assembling, the Head Reference Librarian will take a head count of Reference Department personnel to determine who is present and missing, then report that information to library administration and, if present, assisting first responders.

--Evacuees, both library personnel and patrons, must remain in the designated Assembly Area until further instructions are received by library administration and assisting first responders.

*Edited by Kimberly M. Gay, Head of Reference and Information Services Department March 12, 2015*

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*

# Policy Manual

## Student Printers/Copiers/Scanners

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*

## Policy Manual

### Reference Department Printers/Copiers/Scanners

Prairie A&M University: John B. Coleman Library  
***Reference and Information Services Department***

# Policy Manual

**Computer Labs: Prairie View A&M University: Distance Learning.**  
**[dlearning@pvamu.edu](mailto:dlearning@pvamu.edu). 936.261.3283**

1. Hobart Taylor #1A108 NASA Computer Lab- First Floor (40 students)
2. 210B. IT Department Computer Lab- John B. Coleman Library (15-20 students)
3. Room 123 E. E. O'Banion Building [New Science Building] (15??? students)
4. Hilliard Hall Computer Lab. First Floor room 146 (30 students)
5. Wilhelmina Delco Building Computer Lab Room Number 220 (40-45 students)
6. Wilhelmina Delco Building Computer Lab Room Number 240 (40-45 students)
7. Wilhelmina Delco Building Computer Lab Room Number 331(35 students)

## **Distance Learning staff 2013**

Taylor Lenora Administrative Assistant II [ldtaylor@PVAMU.EDU](mailto:ldtaylor@PVAMU.EDU) (936) 261-3283 Distance Learning John B. Coleman Library Third Floor

Holmes Stephanie Instructional Designer [srholmes@PVAMU.EDU](mailto:srholmes@PVAMU.EDU) (936) 261-3285 Distance Learning John B. Coleman Library Third Floor

Taylor Carl Telecommunications Manager [cataylor@PVAMU.EDU](mailto:cataylor@PVAMU.EDU) (936) 261-3291 Distance Learning John B. Coleman Library Third Floor

Stewart Major Instructional Design [mjstewart@pvamu.edu](mailto:mjstewart@pvamu.edu) (936) 261-3290 Title III John B. Coleman Library Third Floor

Prairie View A&M University: John B. Coleman Library

## *Reference and Information Services Department*

# Policy Manual

### PRAIRIE VIEW A&M UNIVERSITY JOHN B. COLEMAN LIBRARY

#### Services for Students (undergraduate and graduate)



- Online Journal/Magazine and Newspaper Articles may be searched from the library's A to Z Database page
- Books may be searched on the Online [Catalog](#) and checked out at the Circulation Desk on the First Floor
- [Comments](#) - Send us your comments – your voice is important! [askalibrarian@pvamu.edu](mailto:askalibrarian@pvamu.edu)
- [Computer Help](#) (limited) is located in Room 210 – Second floor or 936-261-2525
- [The Computer Lab](#) is located on the 2nd floor Room 210 with over 100 computers (PC and Mac)
- Computers with MS Office Suite are located on the First Floor- Reference Department, Periodicals Department and Second Floor Computer Lab
- E-mail or call a Reference Librarian to answer your questions – [askalibrarian@pvamu.edu](mailto:askalibrarian@pvamu.edu) or 936-261-1535 Reference Desk
- [Interlibrary Loan](#) – Books and articles that the Coleman Library orders from another library can be picked up and dropped off at the Circulation Desk – First Floor. See the Interlibrary Loan web page for more details
- [Jazzman's Café](#) - is located just left of the Circulation Desk – First Floor
- [Jobs](#) – the Library does hire work study students and graduate student hourly- contact Library



#### Administrative Office – Second Floor

- **Late Night Study Hours** – the Library is open past 5 pm for your study needs. Check the semester hours schedule on the library home web page
- Lockers (coin operated) on first and second floors for books and other small items
- Lost and Found - located at the Circulation Desk – First Floor
- **Media Room** – VHS/DVD videos can be viewed in group of 1-5 students check with the Circulation Department First Floor
- Off campus access to the Library electronic resources visit [www.pvamu.edu/library- remote access from home](http://www.pvamu.edu/library-remote-access-from-home)
- Photocopiers and Printers are located in the Reference Department and the Periodicals' Department on the – First Floor
- Reference Desk is on the First Floor to answer your research and reference questions.
- Research Help – stop by the Reference Department – First Floor to make a consultation with a research librarian
- **Suggest Materials** for the Library to purchase can be made online at [www.pvamu.edu/library](http://www.pvamu.edu/library)
- **Typewriter** - Check in at the Reference Department – First Floor

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
**Policy Manual**

**PRAIRIE VIEW A&M UNIVERSITY**  
**JOHN B. COLEMAN LIBRARY**



Services for Faculty and Staff

**For more information on Services for Faculty and Staff, stop at any Information Desk at the John B. Coleman Library**

- Journal, Magazine, Trade Publication and Newspaper articles may be searched by subject or by serial title - 24/7 from the e-Journal Portal and the A to Z Database list on the Library's home-web page
- Request a Library Research Instruction Class by using the online form from the Library's home-web page
- Library's Public Events Room 108 can be used for your class event or program by using the online booking form from the Library's home-web page
- Suggest library materials by using the online form from the Library's home-web page
- Periodicals Department- Current scholarly Journals, Magazines, Trade Publications and Newspapers- 1<sup>st</sup> Floor
- Books may be searched on the Online Catalog and checked out at the Circulation Desk- 1<sup>st</sup> Floor
- E-mail a Reference Librarian to answer your questions -askalibrarian@pvamu.edu
- Off campus access to the Library electronic resources available 24/7
- Art Gallery and Exhibits – Showcase for Africana Diaspora art collections - 1<sup>st</sup> Floor
- Interlibrary Loan - books and articles that the John B. Coleman Library orders from another library can be picked up and dropped off at the Circulation Desk – 1<sup>st</sup> Floor
- Photocopiers are located in the Periodicals and Reference Departments that require money on ID Card –

**1<sup>st</sup> Floor**

- Reference Desk is staffed with reference librarians to help with your research and reference questions-

**1<sup>st</sup> Floor**

- Two-Hour Reserves- items available for checkout - Circulation Desk – 1<sup>st</sup> Floor
- Research Help - stop by the Reference Desk anytime or call (936) 261-1535- 1<sup>st</sup> Floor
- Suggest Materials for the Library to purchase- online form available from the Library's Web page
- Typewriter - Check in at the Reference Desk – 1<sup>st</sup> Floor
- Special Collections & Archives Department- Historical information about PVAMU and Coin Copier- 5<sup>th</sup> Floor
- Jazzman's Café (specialty coffees, pastries and sandwiches) located just left of the Circulation Desk – 1<sup>st</sup> Floor

Prairie View A&M University: John B. Coleman Library  
*Reference and Information Services Department*  
Policy Manual

**Resources**

**American Library Association.** [www.ala.org](http://www.ala.org)

**Texas Library Association.** [www.txla.org](http://www.txla.org)

**Association of College and Research.** [www.acrl.org](http://www.acrl.org)

"Guidelines for Behavioral Performance of Reference and Information Service Providers", American Library Association, September 29, 2008.

<http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral> (Accessed June 6, 2018)

Document ID: ce1dea7f-f77b-c194-2967-b53adb4b40ed



# CAMPUS MAP

## ADMINISTRATION

- ① Administration Building
- ② Essex Hall
- ③ Thomas E. Gray Information Center
- ④ W.A. Tompkin Memorial Student Center

## ACADEMIC

- ANOR ⑤ Anderson Hall
- ARCH ⑥ M. A. Kennedy Architecture Building
- ARTH ⑦ M. R. Barnes Building
- BOLC ⑧ Bursen-Water Hall
- BOLC ⑨ Bursen-Water Hall
- CELE ⑩ Walter-Water R. E. Deason Building
- EBEV ⑪ E. B. Evans Building
- ELCAMS ⑫ C. L. Winters/Chickens Engineering Building
- ENR ⑬ Hillier Hall/Chemical Engineering Building
- HILL ⑭ Hillier Hall/Chemical Engineering Building
- HMEC ⑮ Home Economics Building
- HOGT ⑯ Herbert Taylor Hall
- HSOC ⑰ Honors Science Building
- JLBY ⑱ Juvenile Justice & Psychology Building
- LOEV ⑳ L. O. Evans Hall
- NEAR ⑲ Electrical Engineering Building
- NEOTC ⑳ D. L. Brewer Naval ROTC Building
- NSCI ㉑ E. E. O'Shaunon Science Building
- PCON ㉒ A. N. Pendergast Veterinary Clinic
- SRGO ㉓ S. R. Collins Engineering Building
- WOOL ㉔ G. R. Woolfolk Physical Science Building
- ㉕ Observatory

## CAMPUS LIFE

- ② Community Center
- ③ Johnson Family All Faiths Chapel
- ④ Farrell Hall (Lawnmowing)
- ⑤ Fine Station
- ⑥ Jones Elementary
- ⑦ Jones Franklin Health Center
- ⑧ Peter's Research/Animal Researching
- ⑨ Post Office
- ⑩ Student Park and Pavilion

## HOUSING

- ⑪ University College
- ⑫ University Village Phases 1 & 2
- ⑬ University Village North Phase 3

## ATHLETICS

- ⑭ Athletics Administration Building
- ⑮ Blackshear Stadium
- ⑯ Soccer Field
- ⑰ Baseball Field
- ⑱ Larry G. Moore, Jr. Intramural Gymnasium
- ⑲ Swimming Pool
- ⑳ Tennis Courts
- ㉑ Outdoor Basketball Court
- ㉒ William J. Meigs Field House (Gay Dome)

## FARM

- ① Farm Manager's Office
- ② Governor Pitts West Daniels Farm and Ranch
- ③ International Food Research Building
- ④ Purney Farm
- ⑤ Purney Farm/John James Agriculture Research Building
- ⑥ Science Complex
- ⑦ Science Complex

## MAINTENANCE

- ⑧ Fry-Thomas Power Plant
- ⑨ Physical Plant
- ⑩ Transportation Building
- ⑪ Waste Water Plant