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
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John B. Coleman Library
Reference and Information Services Department
Policy Manual

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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

John B. Coleman Library
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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.

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<u>Reference and Information Services Policy</u>

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, 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 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.

10.3.1 Room 126D is always locked, and the key is located on the key ring along with the departmental sub-master ().

10.3.2 Patrons are NEVER to be given any department key; library staff are the only individuals to unlock the door.

10.3.3 Patrons wishing to use room 126D must sign in using the sheet at the reference desk, and present a current PVAMU ID.

10.3.4 Room 126D is available for a 30 minute time period; patrons wishing to use the room for a longer period of time must re-sign at the reference desk to ensure there are no patrons waiting; waiting patrons will take priority.

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.

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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 verify all the computers are operational. Add scrap paper and a sharpened 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 the Assistant Director for Technical Services (or designated staff member in the absence of the AD) and Bruce Lacey (bruce@tamu.edu), 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. Shelve 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.
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: <u>Instructions on how to print the 'event log" on each printer</u>

- 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 three 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.

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. **Pinter issues: please email- kehenson@pvamu.edu; modainels@pvamu.edu and kmgay@pvamu.edu with any printer issues. You can trouble shoot by turning off and on each computer in the department, changing out the purple cord for the printers to the other operable printer. You can turn off and on the printers. Anything else that is done will need to be resolved by Mr. Henson and Mr. Daniels.**
16. 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 <u>Hands on</u> column of the REFERENCE DESK TALLY.
17. Be aware of everyone's shift for the day, including teaching schedule as well as the student worker schedule.
18. Be sure to log off your personal account.
19. 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, as well to each time your shift on the desk ends.

No later then15 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 Bruce, 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 you 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.

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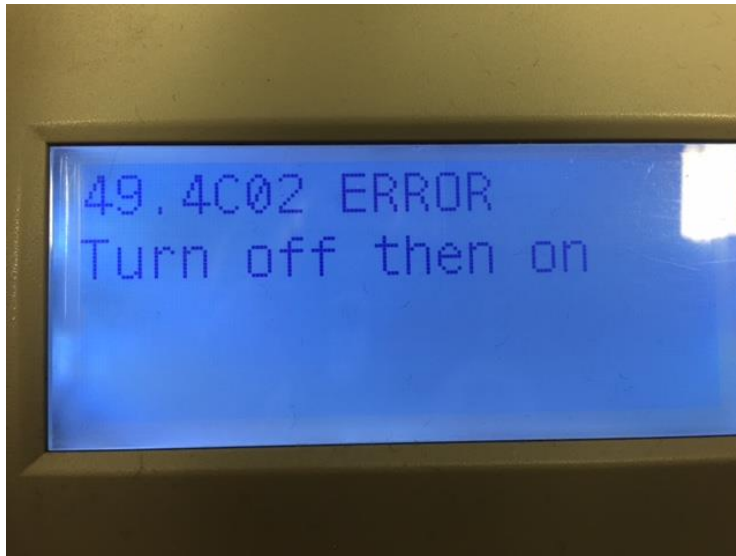## *Reference and Information Services Department*
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Printers

- 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.
- 15 computers are housed in the reference area.
- Print jobs are defaulted to print to one of the public printers in the front lobby 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. Properties
    4. Select General Everyday Printing
- Be sure to check the printer icon or bookmarked URL while on the desk to ensure there is enough paper, toner, and to catch any possible jams that might occur.
- If a printer malfunctions, please call both the Assistant Director for Technical Services (or designated staff member in the absence of the AD) and follow up with email message cc. to all reference department staff.

Trouble shooting the public Reference and Information Services Department printers (two)

There are two options.

 1) Turn off all of the public computers which might be sending the corrupted print job and the

printer and turn them on again or

2) Send an email to Bernard Henderson bjhenderson@pvamu.edu or phone call him at his office

number x936-261-9348. Bernard will then restart all the computers remotely. Note this might

cause issues with students whom are working on one of the computers.

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Copier/ Scanner

- Word processing, and spreadsheets can be printed, but any editing must be done in the computer lab on the second floor of the library (room 210). PowerPoint handout printing cannot be done from the Reference area computers; patrons are to be directed to the Computer Lab on the second floor.

- The copy machine in the reference area and one scanner/copier machine in the periodicals department both machines take PVAMU Panther bucks (AKA student ID) card. Money needs to be activated on patron's student ID card. <u>Two Steps:</u> (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.

- A public typewriter is located in 126D; paper is not provided.

- 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

- If you are going to be late or absent for any reason, be sure to contact the Reference Desk as soon as you are able; if there is no answer, leave a message for everyone to know you will not be at work, or are going to be late. This information should also be communicated to the Department Head.
- 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 them to call 2525

For the log in information to the Chronicle of Higher Education please contact the Assistant Director for Technical Services (or designated staff member in the absence of the AD)

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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* <u>*to set cell phones and pagers on "silent" signals.*</u> *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 my 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* <u>*excessive noise, altercations, theft, vandalism, inappropriate sexual behavior, and harassment of any kind.*</u> *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.* <u>*Emergency phones*</u> *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* <u>*Prairie View A&M University Student Handbook, 2002-2005*</u>.

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 statues, 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

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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 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.

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: jbcoleman@pvamu.edu

In this example; "**jbcoleman**" would be the network ID

For students: If your 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

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(Information Technology Department) contacts

Important note: calling x2525 for patrons helps resolve email issues, laptop

configuration and so forth.

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

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Subject Area Webpage Maintenance Policy

1. 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.

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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

Copyright Current Developments:

- Campus Copyright Rights and Responsibilities: A basic guide to policy
  considerations:
  http://aaupnet.org/aboutup/issues/Campus_Copyright.pdf

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

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Medical Academy

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Reference and Instruction Librarian   (936) 261-1507   Reference

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"QUICK FACTS ABOUT THE LIBRARY"

Holds over 370,000 Volumes, including over 700 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 42,000 electronic periodicals and over 30,000 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 awarded $60,000 HBCU-Mellon Foundation Photographic Preservation Grant to improve archival storage conditions – Spring 2008.

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

Delco Collection Exhibit and African American Art displayed in the 4th floor Art Gallery; and regularly schedules well-known artists for exhibits in both the 1st floor and the 4th floor Art Galleries.

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 Voyager 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.

Provides "electronic online reserves" (Eres) service for faculty and students.

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

Publishes an annual newsletter, "Coleman Library Connection," numerous print and online study guides, instructional brochures, and other promotional materials on library services, resources, and programs.

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 Core Values are: Service; Integrity; Collaboration; Diversity; and Change as Opportunity.

Library Slogan is: "New Directions: Improving Library USE: Unity, Service, and Excellence."

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).

CAMPUS MAP

ADMINISTRATION
1 Administration Building
51 Evans Hall
52 Thomas E. Gray Information Center
4 W.A. Tempton Memorial Student Center

ACADEMIC
ANDR 3 Anderson Hall
ARCH 5 W.A. Kennedy Architecture Building
BNKS 6 W.R. Banks Building
BUFE 7 Burbanks Ware Hall
COOP 8 Gordon-Walker Cooperative Extension Building
DELO 9 Wilhelmina R.F. Delco Building
EBEV 10 E.B. Evans Building
GILC/WILS 11 C.L. Wilson/Gilchrist Engineering Building
GREA 12 Austin Greaux Chemical Engineering Building
HILL 13 Hilliard Hall Communication Building
HMEC 14 Home Economics Building
HOBT 15 Hobart Taylor Hall
HSCI 16 Harrington Science Building
JJPV 17 Juvenile Justice & Psychology Building
LBRV 18 John B. Coleman Library
LOEV 19 L.O. Evans Hall
NENR 20 Electrical Engineering Building
NROTC 21 D.L. Brewer Naval ROTC Building
NSCI 22 E.E. O'Banion Science Building
PVIN 23 A.N. Poindexter Veterinary Clinic
SROO 24 S.R. Collins Engineering Building
WOOL 25 G.R. Woolfolk Political Science Building
26 Observatory

CAMPUS LIFE
27 Community Center
28 Johnson Philip All Faiths Chapel
29 Farrell Hall (Laundromat)
30 Fire Station
31 Jones Elementary
32 Owens Franklin Health Center
33 Police Station/Central Receiving
34 Post Office
35 Student Park and Pavilion

HOUSING
36 University College
37 University Village Phase 1 & 2
38 University Village North Phase 3

ATHLETICS
39 Athletics Administration Building
40 Blackshear Stadium
41 Soccer Field
42 Baseball Field
43 Larry G. Moore Jr. Intramural Gymnasium
44 Swimming Pool
45 Tennis Courts
46 Outdoor Basketball Court
47 William J. Nicks Field House (Baby Dome)

FARM
48 Farm Manager Office
49 Governor Bill & Vera Daniels Farm and Ranch
50 International Goat Research Building
53 Jessie & Mary Gibbs Jones Agriculture Research Building
54 Poultry Complex
55 Swine Complex

MAINTENANCE
56 Fry-Thomas Power Plant
57 Physical Plant
58 Transportation Building
59 Waste Water Plant