

John B. Coleman Library

*Reference and Information Services
Department*

Student Assistant Worker
Policy Manual



Prairie View A&M University
A Member of the
Texas A&M University System

ACADEMIC YEAR 2020-2021

Edited by Kimberly M. Gay, Head of Reference and Information Services Department

Updated August 24, 2020

John B. Coleman Library
Prairie View A&M University
A Member of the Texas A&M University System

Circulation, Reference and Information Services, Periodicals, Special Collections/ Archives, Technical Services, Administration Departments:

Library Student Assistant Worker Policy Manual

I agree that I have read and understand the policies in this handbook. I understand that I am responsible for ensuring that the time I worked is in Workday. I understand that I am responsible for having my paper timesheet initialed as I arrive and depart each day.

Print Name: _____

Signature Name: _____

Assigned Library Department: _____

Email Address (contacting): _____

Date: _____

I give permission to have my picture taken for promotional library endeavors that may include online and print publications.

Check box

How do you want your name to appear and Class- Graduation Class?



Student Employment Office Statement of Student Responsibilities

Student workers are required to comply with the work performance standards established by the department for which they are employed. Students who fail to perform in an acceptable manner may be removed from their work assignment and from the student employment work-study and student hourly program at any time.

Student workers must read, understand, and adhere to the list of student responsibilities. Violation of the student responsibilities may subject a student worker to immediate termination of on-campus employment.

Any student who accepts a student worker position also accepts the responsibility of maintaining professional work standards and agrees to:

1. Not work in any assigned position until the employment has been approved by the Student Employment Office.
2. Perform his or her work assignment in a serious and responsible manner. Student workers are required to adhere to the following rules and policies regarding the privacy and confidentiality of student and staff records and/or information:
 - Any student worker involved in handling student and/or staff records or confidential information must take the online **FERPA** and **HIPAA** training prior to starting their work assignment, in addition to the (5) five state mandated trainings required by the university.
 - Student and/or staff records, in whole or in part, are not to be removed from any university office by student workers unless they are requested to do so by their supervisor in transporting documents from one office to another in a sealed envelope.
 - Student workers granted access to student or staff record information are accountable for the protection of the information and its contents while in their possession. The student and/or staff record information shall not reveal any personal sensitive information, such as, name and social security numbers or, UIN #s or, student ID or, date of birth.
 - Student workers shall not discuss personal record information of relatives, friends, or peers.
 - Student workers shall not accessing personal record information of relatives, friends, or peers.
3. Respect the privacy of all students, staff, and faculty and maintain confidentiality of all university records and documents.
4. Shall not make personal use of university equipment or office supplies except as designated by a supervisor.
5. Follow a predetermined work schedule that is acceptable to both the student worker and the supervisor and document the work hours on the Student Work Schedule. Students should not have any work/class schedule conflicts.
6. Adhere to the limitations described under the "Types of Student Employment Programs" at <http://www.pvamu.edu/pages/1662.asp> and not exceed working the maximum number of work hours in a week.
7. Notify the supervisor via phone and/or email, as soon as possible, when illness or other circumstances prevent the student from working
 8. Request time off at least two working days in advance, except in the case of an emergency.
 9. Dress appropriately according to the "Dress Code Policy;" be dependable and prompt, and conduct him/herself in a businesslike manner.
 10. No study or homework assignments should be worked on during working hours.
 11. Discuss any work-related problems with the supervisor. If the problem cannot be resolved, the student should contact the Student Employment Office for assistance.
 12. Provide the supervisor at least one (1) weeks' notice before terminating a job in the middle of a semester.
 13. Stop working immediately upon reaching the maximum earnings awarded the Office of Financial Aid on their Federal or Texas Work-Study award (unless otherwise approved by the hiring department to be switched to a student hourly position). Weekly monitoring of the student's award is the responsibility of the student. To assist the student in monitoring work study awards, students must log

- in to the Panther Tracks and review their award to keep track of the remaining unearned award for the semester. "Work Study Balance Sheet" is provided on the Student Employment webpage.
14. Not accept any access codes from supervisors to complete or access any university systems, to include access codes to unlock offices, and access supervisor's email. Student workers are prohibited from unauthorized access, entry, alteration, falsification, or distribution of any academic, personal, or payroll records. Student workers in violation of this policy will be dismissed immediately for cause, as well as subjected to a judicial review process, which includes the possibility of expulsion from their academic program and the university.
 15. Enter worked time into the WorkDay System accurately and on time every payroll period. A schedule of pay periods identifying due dates is provided on the student employment website. >>
 16. Maintain eligibility requirements for working on-campus as demonstrated on the student employment website.
 17. Cell phone usage is prohibited in the workplace. The use of telecommunications services (including cell phones) is governed by System Regulation 25.99.08. The University will make every effort to adhere to the requirements of this regulation. The use of cell phones to make personal calls is subject to the above provisions as outlined in the System Regulation.
 18. No playing on the computer without permission or authorization by the department staff
 19. There is a three- minute time limit for talking to either friends or patrons at the desk
 20. Only one person allowed at the information desk; do not have your friends or fellow-work mates join you at the desk

I acknowledge that I have read and understand the Student Employment Statement of Student Responsibilities.

Student Printed Name

Date

Student Signature

I acknowledge that I have reviewed this information with the student worker and addressed any questions he/she may have concerning our hiring department.

Supervisor Printed Name

Date

Supervisor Signature

Introduction:

This policy manual is designed for any Student Assistant Worker who is 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

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

Library Student Assistant Worker 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 1st 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 1st 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.

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

Library Student Assistant Worker 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
 - Carrel – Request a Study Carrel - Circulation Desk – First Floor
 - Comments/Complaints - Send us your comments – your voice is important! 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 or 936-261-1535
- Reference Desk
- Faxing Services - Check at the Circulation Department – First Floor
 - Information Desks are on most floors of the Library to answer your informational questions
 - 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, Book Scanner and Printers are located in the Reference Department area and the Periodicals' Department on the – First Floor
- Reference Desk is on the First Floor to answer your research and reference questions.
For hard copy pickup and drop-off - Circulation Desk – First Floor
- 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
- **Typewriter** - Check in at the Reference Department – First Floor

Reference and Information Services Department

Library Student Assistant Worker 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 >> <http://www.pvamu.edu/library/departments/reference-information-services/request-a-research-instruction-class/>
- 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 >> <http://www.pvamu.edu/library/reserve-a-room/>
- Suggest library materials by using the online form from the Library's home-web page >> <http://www.pvamu.edu/library/suggest-materials/>
- Periodicals Department- Current and Bound scholarly Journals, Magazines, Trade Publications and Newspapers- 1st Floor
- Books may be searched on the Online Catalog and checked out at the Circulation Desk- 1st Floor
- E-mail a Reference Librarian to answer your questions - askalibrarian@pvamu.edu
- Off campus access to the Library electronic resources available 24/7
- Faxing Services, Lost and Found - Check at the Circulation Department – 1st 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 – 1st Floor
- Photocopiers and Book Scanner are located in the Periodicals and Reference Departments

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

Library Work Study

Students have three written warnings and can lead to grounds for termination

Warnings include but are not limited to:

- Dress code: wearing inappropriate attire
- Cell Phone use: using cell phone at the desk with headphones
- Disrespecting library staff or patrons
- Absentee: not contacting your supervisor of your absence

**PRAIRIE VIEW A&M UNIVERSITY
JOHN B. COLEMAN LIBRARY
Written: March 17, 2006 Updated May 30, 2019**

**Library Student Assistant Worker Policy Manual
THE INSUBORDINATE SUBORDINATE**

What is insubordination in the workplace and how will it be defined and perceived in the John B. Coleman Library? ... Insubordination, broadly defined, is an “unwillingness” to submit to authority either through an open refusal to obey an order or through a failure to carry one out. Specific examples of insubordination (or attempts to “undermine administrative or managerial authority”), include the following:

- Actively challenging or criticizing a superior’s orders
- Interfering with management
- Showing open disrespect toward a supervisor
- Making threats or using coercion or physical violence
- Using abusive language
- Making malicious statements
- Ignoring instructions

According to the Texas A&M System Regulation on Discipline and Dismissal Procedure for Non-faculty Employees – Section 32.02.02:

Grounds for Disciplinary Action or Dismissal

2.2 Acts that may result in disciplinary action or dismissal include, but are not limited to: incompetence; inability to perform assigned duties in a satisfactory manner; misconduct; acts of dishonesty; moral turpitude; inappropriate usage or possession of firearms or any other prohibited weapons on System property without proper authority; threats of violence; neglect of assigned responsibilities; *insubordination*; absenteeism; inability to work with others where required; lack of sufficient skill necessary to complete job requirements; failure to abide by the rules and regulations of the System and its components; sexual harassment; refusal to cooperate or interference with an internal investigation; failure to abide by state and federal statues while on the job; commission, on or off the job of any illegal act under state and federal laws that could affect job performance; endangerment of the safety of coworkers; or similar behavior (p.2).

CHECKLIST BEFORE FIRST DAY TO WORK:

- All Hiring paperwork has been signed off by your supervisor _____
- You have a start date to work _____
- Before your first day of work, you must have completed the Library Student Worker Orientation Date: _____
- Your work study amount (per-semester) \$ _____
- Your Hours per-week _____
- Your Hourly salary _____

NAME: _____

In Workday, you have to confirm the submission of a timesheet using the Timesheet Submission screen, as shown below. This screen is displayed automatically when you click the "Submit Timesheet" button on the Timesheet Entry screen.

TimeTraq DEVELOPMENT
Current Role: **Employee** [Change Role](#) [SSO Menu](#) [SSO Logoff](#)

Timesheet Submission

Employee: Moore, Marc S
Timesheet: 325
Uin: Starting 104005507 12/15/2005
Job Title: Claims Adjuster
Ending: 12/28/2005

Hours Summary		Estimated Pay Summary			
	Total Hours	Hours	Pay Rate *	Pay Amount **	
Regular Work	87.00	Straight Rate Hours	80.00	10.00	800.00
Call Back	0.00	Overtime Rate Hours	0.00	15.00	0.00
Total Hours Worked	87.00	Total Paid Hours	80.00	-	800.00
Leave (Paid)	0.00	On Call Units	0.00	0.75	0.00
Holiday	32.00	Total Estimated Gross Pay			800.00
Total Paid Hours	119.00				
On Call Units	0.00				
Leave (Unpaid)	0.00				

* Pay rate may not consider recent activity or position changes.
** Gross pay is estimated; actual pay may differ.

Comp Time			
	Available Hours	Bank hours	Pay Out Hours
State Overtime Hours	32.00	32.00	0.00
FLSA Overtime Hours	7.00	7.00	0.00

Certification
By checking the box below I give my certification to the hours and work performed during the period covered by this timesheet.

I certify that the hours reported on this form are true and correct.

Comments

[Submit Timesheet](#) [Return to Timesheet](#)

Concepts

Summary Information

In the Hours Summary section, this screen displays a summary of both the hours reported on a Timesheet in the various categories of time, including regular work, leave, holidays, on call time/callback work (if relevant), and unpaid time. This is displayed for information only - no changes can be made on this screen.

In the Estimated Pay Summary section, Workday displays a summary of standard rate hours, overtime hours, and, if relevant, on call units. Workday also uses the position's current rate of pay to estimate the gross pay generated by the Timesheet.

NOTE: The actual amount to be paid is not finalized until the Timesheet is sent to BPP by the payroll approver.

Comp. Time

When a Timesheet reflects state or FLSA overtime, the extra hours worked must either be banked as comp. time or paid by BPP. Whether overtime will be banked or paid is a decision made by the central and department administrators. Workday will automatically assign the overtime hours using the rule configured by the administrators.

NOTE: The administrators can also allow the employee to decide how the overtime should be disposed of. As shown in the sample screen above, the overtime can be allocated between banked hours and paid hours using this screen.

Certifying the Timesheet

It is important to realize that submitting a timesheet means that you are certifying its accuracy, just as a physical signature on a paper timesheet has done in the past. Workday logs all submissions to ensure a complete audit trail of actions taken against a Timesheet.

Managers and administrators who submit timesheets on behalf of employees have the same responsibility to ensure a timesheet's correctness. In addition, managers and administrators must enter a comment regarding the action being taken.

Actions

To change the overtime disposition, update the Bank Hours and Pay Out Hours fields in the State and FLSA Overtime categories as needed. Then, to recalculate the timesheet's estimated gross pay, click the

Recalculate Gross Pay

button. This action takes into account changes in the overtime disposition and calculates a new estimated gross pay amount.

- Note that this command is only available when the adloc and job settings allow free-form overtime allocation.

To submit the timesheet to the department's payroll administrators, certify the timesheet's accuracy, enter your comments (if required), and click the

Submit Timesheet

button.

- After submission, the timesheet will go to the employee's manager(s) for approval.
- The timesheet can be recalled and updated until it has been approved by the (next) manager of the employee's job.
- After the timesheet is submitted, you'll be taken to the Timesheet Overview screen where the timesheet will be shown in a Submitted status.

To cancel the submission process, click the

Return to Timesheet

ABOUT THE JOHN B. COLEMAN LIBRARY



John B. Coleman Library cir (2009)

Vision Statement

Library Vision Statement – The John B. Coleman Library seeks to be the “heart” of the academic and research culture of the campus, and to contribute to the intellectual activities of Prairie View A&M University. The Library envisions that it will fulfill its unique role as a major contributor to the academic, cultural, and social development of the university community. In fulfilling this vision, the Library will continue to acquire and maintain adequate information resources, offer effective instruction on the retrieval and use of materials in all formats, and continue to provide state-of-the-art technology for users in all locations. The library also aspires to assist the University in its commitments to the broader community, by developing innovative approaches to supporting life-long learning. The realization and achievement of this vision will ensure our stakeholders that Prairie View A&M University will continue to meet the challenges of the 21st century, and sustain excellence in undergraduate, graduate, and professional studies. The John B. Coleman Library has adopted the following slogans that summarize and exemplify this Vision

Mission Statement

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.)
- *Brumfield, 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*. 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

Reference and Information Services Department Mission Statement

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.

Vision Statement

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.

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 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
- *Koshy, Henry*, M.L.S. Reference and Instruction Librarian I- Periodicals Department
- *Williams, Raquel*, M.L.S. Reference and Instruction Librarian I

John B. Coleman Library Hours

Main Library		
Spring and Fall	Monday-Thursday	7:00 AM - 12:00 AM
	Friday-Saturday	8:00 AM - 5:00 PM
	Sunday	1:00 PM - 12:00 AM
Summer	Monday-Thursday	8:00 AM - 9:00 PM
	Friday	8:00 AM - 5:00 PM
	Saturday	8:00 AM - 5:00 PM
	Sunday	CLOSED
Note Holiday Hours below		
Between Semesters	Monday-Friday	8:00 AM - 5:00 PM
	Saturday-Sunday	CLOSED
Intersession Hours		
Between Semesters	Monday-Friday	8:00 AM - 5:00 PM
	Saturday-Sunday	CLOSED

Hours for holidays, final exams, and interim periods are posted on the front doors of the Library and the Library's web page, as necessary. Library hours are posted in the lobby of the library, as well as on the Library's web page:

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

Location of Libraries

John B. Coleman Library Address

P.O. Box 519 MS# 1040
Prairie View, Texas 77446

OR

130 L.W. Minor Street
Prairie View, Texas 77446

Driving Directions:

From Houston, take Hwy 290 West to the Prairie View exit. At the light, turn right. If you are visiting, be sure to stop at the Information Booth on the right hand side, just after the intersection, to get a yellow Visitor's Tag for your car.

Libraries Affiliated with Prairie View A&M University

Music Library

Hobart Taylor Building – Rm1F151
 Prairie View A&M University Campus
 936-261-3390

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

Medical Academy Library (Undergraduate Medical Academy)

E.E. O'Banion Science Building – Rm. 127C
 Prairie View A&M University Campus
 936-261-3075

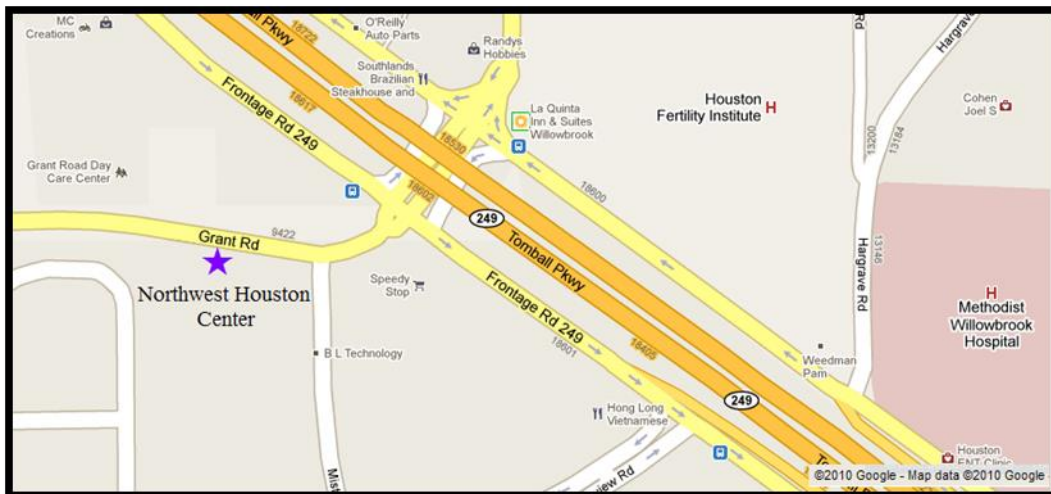
Northwest Houston Center

9449 Grant Rd.
 Houston, TX 77070
 713-790-7281

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

Northwest Houston Center

In September of 2010 the Northwest Campus moved from the University Center location to its new location on Grant Road. The Northwest Campus was renamed Northwest Houston Center.



Northwest Houston Center

Northwest Houston Center Library

<http://www.pvamu.edu/pages/3664.asp>
 9449 Grant Rd.
 Houston, TX 77070
 713-790-7282

Driving Directions:

From Prairie View A&M University, drive East on State Hwy 290. Turn right onto FM 1960, Turn right on Jones. Travel to Grant Rd and turn left at the traffic light onto Grant. Proceed straight to 9449 Grant Road.

From Beltway 8, drive north on State Hwy 249. Continue north of FM 1960. Exit Grant Rd and turn left at the traffic light onto Grant. Proceed straight to 9449 Grant Road.

(Northwest Houston Center's Google Maps link: [Northwest Houston Center is marked by the green arrow.](#))

Contact the John B. Coleman Library

a. Phone Numbers

IMPORTANT LIBRARY PHONE NUMBERS

- Administration 936-261-1500
- Administration Fax 936-261-1539
- Bibliographic Access 936-261-1537
- Circulation 936-261-1542
- Circulation/ILL Fax 936-261-1538
- Interlibrary Loan 936-261-1525
- Reference and Information Services 936-261-1535
- Periodicals 936-261-1541
- Reserves/Audiovisual Materials 936-261-1542
- Special Collections/Archives 936-261-1516
- Special Collections/Archives Fax 936-261-8276

b. Ask a Librarian

Our e-mail reference service at askalibrarian@pvamu.edu lets you ask questions of the library staff. Responses are sent usually within 24 hours of receipt by the staff.

JOHN B. COLEMAN LIBRARY POLICIES

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*, related to policies on student conduct, disciplinary proceedings, sanctions, harassment, and disruptive activities. To ensure a quiet, pleasant, safe, clean, and respectful atmosphere for both library users and staff, the Library has established the following policies regarding the use of its facilities and collections. Signage pertaining to this policy is posted throughout the Library. Copies of the policy are available upon request at all service desks on the First Floor, and on the Library website. The policy shall apply to all library users, regardless of their affiliation with the University, i.e. student, faculty, staff, or community borrower. The library staff is responsible for administering policies. It is expected that staff request for compliance will be immediately and respectfully honored. Questions or complaints should be addressed to the library administration. Depending on the seriousness of the infraction, refusal to comply with policies may result in:

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

Conduct and Building Use Policies:

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

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

Cell Phones and Pagers: *To preserve a quiet study environment, the Library requires library users to set cell phones and pagers on "silent" signals. Cell phone use is not allowed at the tables in study areas, or in the bookstacks, on any floor. If you receive a call or need to make a call, please keep your voice low and move the elevator foyers on each floor, or to the front lobby. However, if complaints regarding excessive noise, are reported by other patrons, you will be asked to either move to other locations, or to end your phone call, or leave the building.*

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

Computers on the First Floor of the Library: Users must follow all Library Computer Use Policies, as posted. Access is limited to searching library resources and the options listed on the screen. All computers have the MS Suite. No game playing, social media websites, access to DOS, software installation, personal software, word processing, web authoring, or other productivity software are not 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, 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, MP3 players, 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 allowed in most areas of 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 so, please clean-up your trash.

Name Tags: Student workers while you are on duty, you need to wear your name tag in visible light. Name tag is available from your immediate supervisor.

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. Students who are off duty, do not be in closed areas behind the desks. Please secure your personal belongings in the appropriate places in your department.

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.*

Circulation Department Polices

GENERAL CIRCULATION INFORMATION

Students, faculty, and staff may check-out circulating items by presenting a valid PVAMU ID card. A current library barcode must be on the ID card for it to be valid, with the exception of the Higher One Plus Card- barcode built in the card. A barcode may be received at the Circulation Desk and must be updated each semester. Community residents may obtain a library courtesy card at the Circulation Desk for \$10/year. TexShare member patrons may use special ID cards obtained from their home institutions to check-out materials from the John B. Coleman Library. All patrons are responsible for any materials checked out on their ID cards and for any fines incurred related to those materials. **LOST OR STOLEN ID CARDS SHOULD BE REPORTED AT THE CIRCULATION DESK IMMEDIATELY. Call 936-261-1542- Circulation Department**

Students may check-out books in general circulation (not on reserve) for three weeks. Faculty and staff may check out books for 120 days. Community users with a library courtesy card may check out circulating materials for three weeks. Circulating books may be renewed if there are no holds or recalls. An ID card is needed for renewals, and books may be renewed by telephone (936-261-1542). If an item is returned late, the patron is assessed a fine of twenty-five cents per day. If an item is lost, the patron must pay the full cost of the book, plus a processing fee of \$15.

Reserve Department Polices

RESERVE MATERIALS

Reserve materials can be obtained at the Circulation Desk. Reserve listings are posted on the library's electronic book catalog.

All patrons must present their current Prairie View ID (student, faculty or staff) to borrow Reserve material. Using other people's ID's is NOT allowed. Reserve material does not leave the library building, and there is a two hour borrowing limit.

For faculty and staff who wish to place items on reserve, be aware of the following:

(1) Supply all materials, pages must be placed in the Library's Electronic Reserve System. If the library has the items you are placing on Reserve (books, videos, DVD's etc.), you must retrieve the items yourself and hand them to the Circulation Staff. Faculty may place personal copies on Reserve. The Reference staff can help you find this material, if needed. Please be aware that the library is not responsible for your lost and stolen items.

(2) A Reserve Form (available on the library web page) must be filled out for each course taught in the current semester for which you want Reserve material placed.

(3) All materials placed on Reserve must be picked up at the end of each semester. Library staff will return library materials to the shelves. Personal materials not retrieved will be considered abandoned and become library property.

Special Collections/ Archives at Prairie View

The Coleman Library hosts a number of special collections with limited access. Some of these collections are housed in Special Collection/Archives, but others are located throughout the library. If you have any questions concerning locations, contact the Information Services Department:

- **RARE BOOKS**, devoted primarily, although not entirely, to rare works by African-Americans (Special Collections Dept.)
- **BLACK HERITAGE OF THE WEST**, specializing in material about the American Southwest (Special Collections Dept.)
- **BLACKS IN THE MILITARY**, focusing on the contributions of African-Americans to U.S. military history (Special Collections Dept.)
- **T.K. LAWLESS COLLECTION** of materials by and about African-Americans (Special Collections Dept.)
- **DELCO ARCHIVES** of the memorabilia of former Texas State Senator Wilhelmina Delco (Special Collections Dept.)
- **HYMAN COLLECTION** of articles, manuscripts of Dr. Harold Hyman's research interests (Information Services Dept.)
- **BLACK ART COLLECTION**, a collection of art from Africa and noted African-American artists (fourth floor)
- **LIBRARY OF AMERICAN CIVILIZATION** and the **LIBRARY OF ENGLISH LITERATURE COLLECTIONS**, original writings in U.S. history and British literature, all prior to the twentieth century (microforms cabinets)

MISCELLANEOUS SERVICES FOR PATRONS

Audio-Visual Equipment

The library has audio-visual equipment available for in-building use. Equipment includes but is not limited to VCRs, DVD players, CD players, LCD projectors, overhead projectors, laptop computers (built into the NOMAD workstation), and plug-ins for your own laptop. Contact the Circulation Department for availability of equipment.

Copiers

Photocopiers and Book Scanner are located on the first floor only: two in the Reference and Information Services Department and only one against the back walls of the Periodicals/Government Documents Room.

Lost and Found

Please call the Circulation Desk at 936-261-1542 if you have lost something in the library. If you find a lost item please bring it to the Circulation Department.

Public Events Room (108) Library Room Usage Rules

- Check in with the Circulation Desk when you arrive and when you are finished with the room.
- Requestor is responsible for all art display apparatus in Room 109. The Library is not responsible for loss or damage to property displayed in Room 109 or any other library area.
- No food/beverage is to be consumed in room 108/109 without prior approval.
- No food/beverage is to be consumed in room 508.
- State law prohibits smoking in the library building.
- Maximum seating for Room 108 is 70 people
- Room 108 is available to PVAMU faculty and staff
- Officially recognized student organizations may schedule the room through their sponsors.
- The room must be left in order - trash should be removed or left in trash containers.
- The Library is unable to provide additional tables, chairs, telephones, fax machines, or rearrangement of the room

The Public Events Room 108 is available for campus and community special events whenever the library is open. To reserve the room, contact the Library Administrative Secretary at 936-261-1500 as well as fill out the online form from the library's homepage. As the room books quickly each semester, we recommend making arrangements at least one month ahead of the event. If you are in need of audio-visual equipment for the event, contact the Circulation Department when you make the room reservation. Room 108 only holds 70 people; larger events should plan to use a more suitable venue elsewhere on campus. Please note that the library will only supply chairs, a podium, and A/V equipment; tables are not available from the library. Library Room Reservations web link

Executive Meeting Room 508 is not available after 5 p.m. and on the weekends. Room 508 only holds 45 people; larger events should plan to use a more suitable venue elsewhere on campus. Please note that the library will only supply chairs, a podium, and A/V equipment; tables are not available from the library.

Transparencies

Patrons are unable to make transparencies using any of the photocopiers in the library.

TTVN

The library can provide Trans-Texas Videoconference Network (TTVN) service for faculty and staff in our Executive Conference Room (508). To arrange for TTVN, faculty must contact both the library administrative secretary at 936-261-1500 (for scheduling of the room) and the Videoconference Network Scheduler at TAMU-College Station (for scheduling of the connection; call 979-862-2240) or email ttvn-schedule@tamu.edu, or visit the website: <http://ttvn.tamu.edu> Please allow minimum of one week's lead time before the event.

Typewriter

There is an electric typewriter available for patron use located in the Reference Department. Please ask at the Reference Desk if you need assistance in using the typewriter. Students are required to supply their own paper. As the typewriter is located in the Reference Department, please be prepared to show a PVAMU ID card before using the typewriter.

Word Processing, Spreadsheets; other Microsoft Office Products

Word processing and other software also is available for student use on the first floor of the Reference and Periodicals Departments and the Computer Lab (Room 210) on the second floor.

STUDENT CONDUCT

We ask that you do your part to provide a pleasant and conducive study environment for those around you. Turn off cell phones and headphones; refrain from loud talking, laughing and running. Theft or destruction of Library property will result in disciplinary action. Be aware that the computer screens are facing the public, and people can see what you are looking at. TAMU System Policies 29.01.99.M2 Rules for Responsible Computing, and Use of System Resources 34.01.99.M1, Sexual Harassment state that although censorship is not compatible with the goals of the A&M University System, the viewing of obscene material using Library computers is prohibited and could be legally construed as sexual harassment. These policies explicitly include any unsupervised minors. For more details on Library policies, please see the Library Use Policy: <http://www.pvamu.edu/library/library-policies-2/library-use-policy/>

John B. Coleman Library Floor Guide

First Floor

- Circulation and LRC Department
- Reserves (104)
- Lost and Found (104)
- Reference and Information Services Department
- Periodicals/Microforms/Government Documents Room (127)
- Public Events Room (108)
- Jazzman Café (107)
- Public Lockers (West wing)
- Restrooms (120, 122)
- Technical Services (111)
- Four Display Cases (Library Lobby)
- Water Fountain (by restrooms)

Second Floor

- Stacks: A-Z
- Juvenile Collection
- Texas State Textbooks
- Library Administrative Offices (207 B, C, D, E, F)
- Computer Lab (210)
- Tutoring Center (209)
- Restrooms (202, 20?)
- Internet Classroom (212)
- Study Carrels
- Public Lockers (West wing)
- Water Fountain (by restrooms)

Third Floor

- Digital Media Commons
- Restrooms (302, 304)
- Water Fountain (by restrooms)
- Honor's College
- College of Nursing- Pre-Nursing Academic Success Center
- Center for Academic Support- Tutoring Center

Fourth Floor

- Wilhelmina Delco Collection
- Oversized Books
- Juvenile Collections
- Water Fountain (by the elevator)
- No Restrooms

Fifth Floor

- Special Collections/Archives Department (505)
- Executive Conference Room (508)
- Restrooms (501, 502)

Circulation Department Student Guidelines

A) The process for entering information on the student employee bi weekly timesheet and receiving work assignments:

1) Students sign in/out via entries in a black binder, one time sheet per student, per pay period. The binder is kept in one location, a back room behind the Circulation desk. Additionally, this is where the students lock up their belongings in a cabinet, to which all staff members have a key to lock/unlock it, as needed. Blank time sheets are stored in the binder and each pay period, students pull a blank sheet, fill in the top section with their name and student ID, and enter the time they came to work, left work, and hours worked, for each day in the pay period. At the end of the pay period, the student totals the hours worked and signs the time sheet. The time sheets are filed alphabetically in the black binder.

2) After students clock in on the time sheet, they pick up their name badge from the Circulation desk and are given an assignment to either work an information desk on the 1st or 2nd floor, work the front desk, or work stacks (re-shelving books). Assignments are given to the students by the library staff members. There is an 'assignment sheet' which is used by the staff on duty, in which the student signs their name, the hours they are working and the location of their assignment. The staff on duty uses this sheet to track where everyone is working, and to know where there are openings for students who are just coming in to work. The 'assignment sheet' has the date in the upper left corner and the staff on duty in the right hand side. Each time a staff member rotates off duty, a line is drawn across the sheet and the next staff member's name is added to the sheet above the list of students' names. Students can be moved around as needed to fill in gaps.

3) If students do not show up for work, or call in, they cannot make up their time. A line is drawn on their time sheet through the date when they did not come to work.

Periodicals Department Student Guidelines

Name Tags:

Name tags serve to identify and distinguish our Student Assistants from the general student patrons. The name tags are kept in a wooden box labeled “Name Tags” located on the desk near their sign-in sheets. The name tag should be worn during each shift and placed in the name tag box after the shift.

Duties of Student Assistants:

During your work periods you may be assigned to a variety of duties, ranging from assisting library patrons wanting citations to articles, specific journal and newspaper issues to filing the daily mail.

If you are unable to answer a patron's question, a regular staff member should be called in to assist the patron.

Assigned tasks are:

- perform Periodical Desk duties
- assist patrons in the use of on-line databases and finding newspapers/federal documents/microfiche/microfilm/journals on the shelf
- assist patrons in the use of computer equipment, microform reader/printers, and copiers
- document each time you assist a patron on the statistic form “Periodicals Desk Tally” sheet
- keep an account of how many patrons are in the room each hour on the “Head Count” statistic sheet
- add paper to the copiers and reader/printers as needed
- record journal usage statistics in the “Periodicals Use Statistics” black folder and re-shelve used materials
- process of today’s mail-stamping and marking the date on the incoming newspapers and journals
- shelve new materials (today’s mail)
- shelf read at least one hour each day

- general straightening up of the room: pushing chairs to table, pick up used journals, etc.
- keep the Information Desk for 1 hour when assigned
- answering the telephone: say “Periodicals Department, how may I help you?”
- open or close the department
- submit timesheet on WorkDay
- other tasks as assigned

Questions about work assignments are to be discussed with the department head or designated supervisor.

Work schedule:

- any changes to your work schedule must be pre-approved by the supervisor
- no credit will be given to hours worked outside of your scheduled hours on the “Student Work Schedule” form

Ground for Termination:

- Students who enter false time onto their Sign-in sheet, **this will** result in termination
- Students who forge a staff member’s initials, **this will** result in termination
- Students who sign in and leave the department and then come back to sign out, **this will** result in termination.
- Frequent tardiness, excessive absences, failure to report for work as scheduled, or failure to notify the department of an absence, this **can** result in termination
- Students who do not do the assigned duties, this **can** result in termination
- Students who eat or drink at the front desk, this **can** result in termination
- Students who sleep will on the job, this **can** result in termination

Steps to Termination:

Step 1: A verbal warning will be given to allow the student to understand and correct the problem. A note of the infraction will go into the student's folder. Failure to correct the problem will result in a written warning.

Step 2: A written warning, copied to the Student Employment Office, will be issued to allow the student to understand and correct the problem. Failure to correct the problem after the written warning is given will result in termination.

Step 3: Paper work will be filed for termination.

Opening Time:

1. Turn both copy machines on, add paper if needed. Extra paper is in the cabinet next to the tall up-right cabinet.
2. Push all chairs up to the tables, pick up any used journals and books, place them on the carts and make the room look neat
3. Collect the newspapers (Houston Chronicle) from Circulation – either at the book drop or under the Circulation's front desk.
4. Process the newspaper:
 - put all sections together
 - place three red lines on the top of the newspaper
 - write the date in the bottom left-hand corner
 - stamp the newspapers with our ownership stamp
 - place today's newspapers over on the Newspaper shelves
 - place the old newspapers on the shelves behind the front desk
5. Take the statistics on any used journals on the cart. Shelve the journals
6. Shelve the mail from the today's mail table
7. Keep the front desk until your shift end

Closing Time:

1. 15 minutes prior to the closing time, start closing down the periodicals room.
2. Straighten up the area and clear the tables of all used materials. Return used books to Reference or Circulation. Reference books are indicated by "Ref" on top of the call number on the spine of the book.
3. Make additional closing announcements as necessary to alert patrons.
4. Turn off all reader/printers.

5. Shut down Windows and choose the **Restart** option when **logging off both desk PCs** at the front desk. **Do not turn the computers off.**
6. Look around the room again at the **5 minute** announcement to see if everyone has left the area.
7. When everyone is gone, check the gate counter at the entrance to the department and **record the count** on the designated form on the bulletin board.
8. Before leaving the building, tell the Circulation Staff that our area is clear of student patrons.

Periodical Materials:

- All journals, federal documents, and newspapers **Must Stay** in the Periodicals room.
- Only Staff members and Professors may check out materials. They should fill out a “Periodicals Request Slip” for Staff and Faculty. Request slips are in a small flat green box labeled “periodical request slip for staff/faculty” located on the shelves behind the front desk.
- We have a security system that will sound when a patron takes a journal from the room. Ask the patron if they have a book they need to check out? Always stop the patron and find out what they have.

Front Desk:

Only two Student Assistants may work at the same time. The front desk must have at least one student assistant attending to it at all times. It is o.k. to sit at the tables near the front desk and do your work or sit at one of the two computers in the room. Just keep an eye out seeing if anyone needs help. Everyone must stay in the Periodicals room during their shift to get credit for being at work, unless you are keeping the Information desk. Let us know when you are stepping out of the office. We need to be able to find you when we need you.

Time Sheet Policy:

Only a library staff member may initial your time sheet each time you arrive and leave from work. Another student worker’s initials will not be accepted. No credit will be given to hours worked without a library staff member’s initials next to your arrival and leave times. Type on your time sheet with the exact time

you arrive and leave from work. Each time take your time sheet to one of these persons on the list below. They will initial your times.

Library Staff Members (Reference and Circulation):

Any reference librarian or circulation staff

Workday:

Timesheets are to be turned in on Workday at 5 pm a day before the due date. You will need to anticipate up to the due date. No Workday will be accepted after 10 am on the day they are due in the main office. No Exceptions! You will need to make arrangements in your schedule and be responsible to submit your timesheets on time.

We recommend that everyone log onto his or her Workday each day to add and save your hours worked for that day. This will make it easier when timesheets are due. When you are adding up the hours worked they must reflect whole hour or quarter hour ONLY. **Still sign in on your timesheet with the actual time you arrive and leave each shift.** Make the adjustments when you add your hours to Workday. Hours will be rounded up. A helpful tool is the Bi-weekly Time Sheet form found on the Student Employment web-page under Forms. You can type in your hours and it will add them up for you.

Example: You report to work at 10:14 am -12:30 pm
 On Workday: 10:15 am -12:30 pm
 You report to work at 7:55 pm -12:05 am
 On Workday: 8:00 pm -12:00 am

Reporting Minutes Guide on Workday

: 00-:14	:00
: 15-:25	:15
: 26-:36	:30
: 37-:47	:45
: 48-:60	:00

Breaks:

Student Assistants working four hours or more in one shift are permitted to take a break. You must sign out when you leave for your break and sign in when you return. Let your supervisor know that you will be taking your break.

Hours Worked	Break Time
8	1 hour
7	45 minutes
6	30 minutes
5	25 minutes
4	15 minutes

Errands:

Quick errands are permitted during your work shift. You must sign out when you leave for your errand and sign in when you return. This should not become a habit for each shift.

Food:

Food should be eaten before you come to work or during your break. If you need to eat something during your shift, it is better to eat in the library staff lounge. No one may eat or drink at the front desk.

Dress Code:

Student Assistants should dress for a business setting but can be casual in appearance. Do not wear these items to work shower like flip-flops or night slipper shoes, no short-shorts, no big armed jerseys that expose your chest, too baggie bottoms that expose underpants and no midriff exposing tops. In addition to these items listed below.

Adapted from an e-mail the Director of Library Services provided on 4/26/2013:

Unacceptable Shirts, Tops, Blouses, and Jackets:

Tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Unacceptable Slacks and Pants:

Jeans; sweatpants; exercise pants; Bermuda shorts; short shorts; shorts; bib overalls; leggings; and any spandex or other form-fitting pants such as for biking riding.

Unacceptable Skirts and Dresses:

Short, tight skirts that ride halfway up the thigh when sitting, walking, or bending; mini-skirts; sun dresses; beach dresses; and spaghetti-strap dresses.

Unacceptable Shoes and Footwear:

Thongs; flip-flops; slippers; flashy athletic shoes; and any shoe with an “open toe.”

If a student is wearing unacceptable clothing, He or she will be asked to sign out and go home to change clothes. Then they may return to work in clothing that is more appropriate.

Head Phones:

No head phones are allowed during your work shift.

Loud Patrons:

When patrons are too loud with their talking or music ask them quiet down and say, “this is a quiet study area.” When a patron becomes unruly ask a staff member to help you with the patron. When that does not work call the security officer to help with the unruly patron. The number to campus security is 936-261-1375. Or for emergency dial 4911.

Fire Alarm:

When the fire alarm sounds direct our patrons to go out the fire exit door located on the far left hand side of the periodicals room. We have a megaphone you can use to announce the directions. When outside stand by the Chapel until it is safe to return inside the Library.

Procedure for Processing the Newspapers/Journals:

Newspapers:

- put all sections together
- place three red lines on the top of the newspapers
- write the issue date of the paper on the bottom left-hand corner

- stamp the newspapers with our ownership stamp
- place the newspapers over on the Newspaper shelves

Why do we process the newspapers this way? The newspapers are stacked on top of each other on the shelves and when the date is on the bottom left hand corner of each newspaper it makes it easier for the patrons and staff to find the date they are looking for without having to dig through the stack of papers. It also keeps the papers more organized.

Journals:

- stamp journals with our ownership/date stamp on the front cover or on the second page of journal when cover is glossy or too dark
- place three red lines on all three sides of each journal
- file the journals on our A-Z journal shelves

Why do we process the journals this way? This identifies the journals and magazines as property of our library.

Questions/Notify:

Always ask questions, no question is silly or dumb. It is better to ask, than to give a wrong answer to a patron. If you see we need something like paper, a new red marker, or the stamps need more ink. Let me know.

Reference and Information Services Department ***Student Guidelines***

Reference and Information Services Department

(936) 261-1535

Askalibrarian@pvamu.edu

Reference and Information Services Department

Acknowledgment of Reading this Policy Manual

Print Name: _____

Signature Name: _____

Staff Verified By:
Name _____

Date: _____

STUDENT EMPLOYMENT OFFICE/HUMAN RESOURCES

All students, whether new or re-hired, are required to attend a state mandated Equal Employment Opportunity orientation before the first day of work. If you have any questions, contact the **Student Employment Office at 936-261-1793.**

ABOUT THE REFERENCE AND INFORMATION SERVICES DEPARTMENT

The Reference Department is located on the first floor of the Library, to the right after entering the building. There are two copiers and one book scanner in the department.

Reference materials include anything from dictionaries, atlases, phone books and other non-circulating books which contain information on a variety of topics. The depth of coverage ranges from a general overview to more detailed documentation. The Reference Department also has a large legal collection, with both federal and Texas laws.

Increasingly, reference material takes the form of electronic data; databases and screened websites hold a vast number of articles and facts; reference librarians are entrusted to understand these as well.

Reference materials do not leave the building, but they may be taken to other parts of the building; the patron is requested to bring the material back. Office supplies (white-out, scissors, etc.) behind the reference desk may be loaned out, but must be returned. Once lost, these are not replaced

*** Student workers are not expected to work past 10:00 pm on any evening.**

Specific Reference and Information Services Department Duties

There are four Reference Librarians that rotate time at the Reference Information Desk assisting patrons in the use of the Library's resources. Service to library patrons is primary. If the student worker cannot answer a patron's question, they should seek assistance from the Reference Librarian on duty. Student workers help in this process by being responsible for the following:

Monitoring printers and copiers for jams and print errors.

Ensuring print trays and copier are kept fully stocked with paper.

This is important; keep checking the tray volume and restock the paper under the desk when we are down to a few packs of paper.

Clean up around reference area computers (paper, trash, chairs pushed in, etc.) Answering telephone calls.

Should a Reference Librarian not be able to answer the phone for any reason, students are responsible for answering the telephone. Take messages where applicable, and transfer calls where possible. Do not give answers unless you know they are correct!

Answer basic directional questions (Reserve area, bathroom, etc.) Refer any question that you cannot answer to a Librarian.

Be able to help in locating books in the online catalog. Understand and apply ready reference loaning procedure. Understand and apply scanning/typing room procedure.

Keeping accurate statistics regarding questions answered, ready reference items used and any reference books shelved.

This task is very important; the number of questions answered helps justify hiring students and the books that are shelved help us keep track of which areas in Reference are used the most.

Shelving reference books on re-shelf cart.

Each student worker is assigned at least one (usually two) areas in the Reference Department to shelf read- this is to be continually done; not just when reminded. Books are to be replaced with the spine facing out, and the right side up.

Other clerical duties as periodically assigned.

Should there be any times when you are not busy, inquire if Circulation needs any help with shelving or dusting; this is not a time for homework or Internet use.

HIRING/TRAINING OF STUDENT WORKERS

Initial interviews are to be done with the scheduling supervisor and should include information on duties and possible working hours. An approval from Financial Aid/Work Study (Human Resources) and a class schedule are required at the initial interview. *A Certificate of Completion is required before you will be allowed to start*

work. Working hours for students cannot exceed 80 hours per pay period. Pay periods run approximately two weeks in length. Student worker's schedules are created in consultation with the scheduling supervisor. There will be no more than one student

- scheduled at the desk at any given time.

The scheduling supervisor makes the final hiring decision. If the student is approved for hiring, the library administration office handles the final paperwork.

The training coordinator will provide the initial orientation and training as close to the student's first day of work as is possible. The initial orientation and training time will be considered work time. Additional on the job training will be given by a variety of staff members as new duties are introduced.

The initial orientation and training will include:

- 1) Overview of department policies and rules of conduct.
- 2) Orientation to the staff area and introduction to existing staff.
- 3) Description of the basic responsibilities and workflow of the department and a review of the department's opening and closing routines. Included in this is ensuring that the work area is prepared for the next day.
- 4) Explanation of the other service areas of the library.
- 5) Orientation to the shelving arrangements of the various materials.
- 6) Explanation of the Reference Department's collection.
- 7) Explanation of how to lend materials that are shelved in the Ready Reference section (behind the Reference Desk) to borrowers and an overview of circulation policies.
- 8) Orientation to the copiers, printers and computer equipment in the department (including how to load papers, where the supplies are stored in the department and how to refund patrons for poor photocopy machine printouts).
- 9) Hands-on training in the use of the library's webpage, online catalog and electronic databases.
- 10) Orientation to Reference Department statistics.
- 11) Instruction on filling out time sheets.

Additional notes:

Schedules for student workers are posted in the department (Schedules changes will be made at the discretion of the scheduling supervisor). You are not permitted to change your schedule whenever you wish.

Sign-in sheets for each student worker will be provided to log the hours worked. Students are to fill in the start time *with the exact time they arrive* and fill in the end time *with the exact time they leave* (If a regular staff member is on-duty, have them place their initials by those times listed on the sign-in sheet.)

Students should not fill out the sign-in sheet in advance of working their scheduled hours (Placing a signature on the form in advance is permissible, and

useful, if the student does not work the day the time-sheet must be turned in to the Library Administration Office.)

Students working 4 hours or more are permitted a 15 minute break.

Staff should be notified before taking a break.

Students must report any and all absences to departmental staff by calling (936) 261-1535 and contacting the Head of the Reference Department

For planned and approved absences, hours may be made up at the discretion of the scheduling supervisor.

There may be instances when you are asked to help out at either the Periodicals desk, or the Circulation desk.

Frequent tardiness, excessive absences, failure to report to work as scheduled, or failure to notify the department of your absence can result in termination.

A written warning, copied to the Student Employment Office, will be issued to allow the student to understand and correct the problem. Failure to correct the problem, after the written warning is given, will result in termination.

DRESS CODE, MEALS AND SNACKS

- 1) Student workers must dress appropriately for a business setting and demonstrate a good work ethic.
- 2) Student workers should have a courteous and respectful attitude, as this is a public service setting. Disrespect shown towards a library staff member could be grounds for dismissal.
- 3) There is a dress code that each student receives during training; it is expected that you adhere to it.
- 4) Punctuality, dependability, and cooperation are essential factors in a successful work experience.
- 5) Meals and errands are to be handled before or after scheduled work periods.
- 6) Food or drinks are allowed in the library.

COMPUTER EQUIPMENT USE, TELEPHONES, STUDY TIME

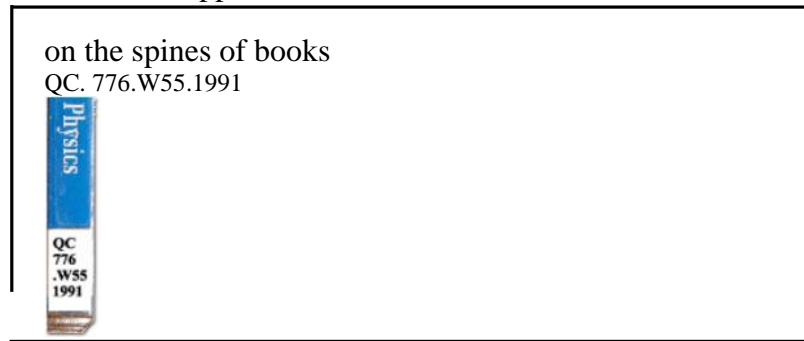
- 1) Telephones, computer equipment and software in the department are intended for business purposes and not for use by students who are not employees.
- 2) *Personal use of equipment, such as typing up class assignments, playing games, sending instant messages, chat rooms and checking e-mail is not allowed. This is a work environment, not a place to study. Failure to follow this will result in your termination.*
- 3) Computer settings are not to be changed.
- 4) Personal phone calls for student workers are not allowed.
- 5) Cell phones, iPods, and other personal computing items are limited permitted while on the job.

“UNDERSTANDING THE LIBRARY OF CONGRESS CLASSIFICATION SYSTEM FOR SHELVING, SHELF-READING AND RETRIEVING "BOOKS"

What is the purpose of call numbers?

Each book in the Coleman Library has a unique call number. A call number is like an address: it tells us where the book is located in the library.

How call numbers appear



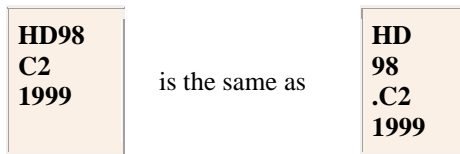
Note that the same call number can be written from top-to-bottom, or left-to right.

John B. Coleman Library Online Catalog example

Prairie View A&M University's Coleman Library, like many academic libraries in the United States, uses Library of Congress Classification for call numbers. This system uses a combination of letters and numbers to arrange materials by subjects.

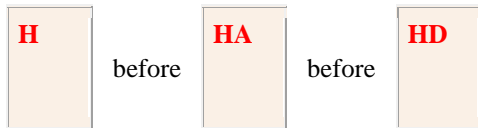
How to Read a Call Number

Each book in the library has a unique **call number**. A call number is like an address: it identifies where the book is located in the library. Call numbers appear on the spine of books, bound periodicals, microfilm, and other items. The UCR Libraries, like many university libraries, uses the Library of Congress Classification for call numbers. This system uses a combination of letters and numbers to arrange materials by subjects, and may appear in two different formats as seen below.



Read a call number by sections, line-by-line:

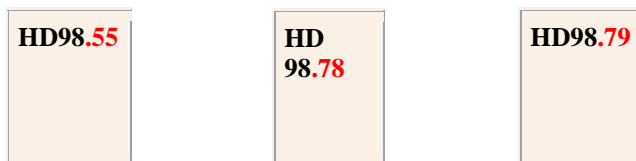
The **first part** of a call number contains letters. These letters are read **alphabetically**:



The **second part** of the call number contains numbers which are read as a **whole number**:



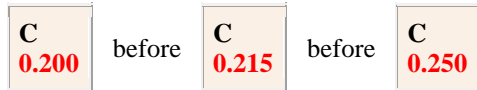
This second part of the call number may also contain a decimal component:



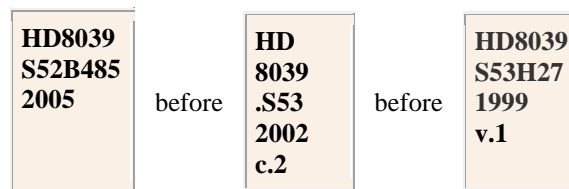
The **third part** is the trickiest part of all. It consists of a single letter and then a sequence of numbers. Items are placed first in **alphabetical** order by the letter, then **numerically** according to the sequence of numbers. However, all numbers in this line are treated as if they were preceded by a **decimal**:



This makes sense if you read the numbers as decimals, because:



The final lines of the call number may include dates, volume indicators, issue numbers, copy numbers, and other annotations. These annotations are read after the call number. **Be sure to write down the COMPLETE call number!**



Location Prefixes

Some call numbers are preceded by a location prefix indicating that the item is shelved in a specific location and may have loan restrictions. For example:

Ref - Reference item located on the Reference shelves on the 1st floor.

Oversize - Large or oversized items shelved in the Oversize sections on each floor.

>> The University of California, Riverside Library <http://library.ucr.edu/?view=help/guides/callnumbers.html>

Since **Library of Congress Classification System** arranges materials by subjects, knowing the letter(s) for your subject area gives you a place to start browsing the shelves. Which letters represent your subject? View the following Library of Congress Classification System:

A	General Works	B	Philosophy/ Psychology/ Religion
C	Auxiliary Science of History	D	History-General & Old World Geography/Anthropology/Recreation
E-F	History-Western	G	
H	Social Sciences/Business	J	Political Sciences
K	Law	L	Education
M	Music	N	Fine Arts

P	Language & Literature	Q	Science
R	Medicine	S	Agriculture
T	Technology	u	Military Science
V	Naval Science	Z	Bibliography/Library Science

These codes guide you to the location of our materials:

Location Code	Where is it?
Federal Documents	Periodicals Dept.
Federal Documents, Web	Online (click to access)
Houston Clinical Medical Center	PV College of Nursing, Houston
Internet Resources	Online (click to access)
Juvenile Collection	Fourth Floor
Library of English Literature Collection	Periodicals Dept.
Library of American Civilization Collection	Periodicals Dept.
LRC	Circulation Desk
Music Dept.	Hobart Taylor, Room IF155
Periodicals	First floor, Periodicals Dept.
Periodicals, Microfilm	Periodicals Dept. First Floor
Periodicals, Microfiche	Periodicals Dept. First Floor
Periodicals, Newspapers	Periodicals Dept. First Floor
Reference Collection	First floor. Reference Dept.
Reference/Ready Reference Coll.	First floor. Reference Dept.
Reserve Room	First floor, Room 107
Special Coll./Black Classics	Fifth floor, Room 505
Special Coll./Black Heritage of the West	Fifth floor, Room 505
Special Coll./Blacks in the Military	Fifth floor, Room 505
Special Coll./Lawless	Fifth floor, Room 505
Stacks	
Call numbers A-Z	Second floor
Delco Collection,	Fourth floor
Theses	Periodicals Dept. First Floor
University Archives	Fifth floor, Room 505

How to Find Scholarly/ Peer Reviewed Journal Articles

Journal *articles* are available in several formats:

- Print journals are available in the Periodicals/Government Documents Room
- Online journals can be located on the Library web page at the A to Z Database button by accessing one of the full-text databases.
- Microfiche journals can be found in the Periodicals/Government Documents Room
- Bound journals are available in the Periodicals Department.

Journal *titles* can be located via:

- The E-Journal button on the library homepage

Guide to Searching Databases

- (1) The first step is to recognize that there is no way we could cover how to find articles in every database we have. Thus you'll have to settle for a guide to searching that is more or less applicable for most of the databases. This should get you started. If you need more help than that, ask a librarian!
- (2) What *is* a database? It's a collection of articles from journals and periodicals. For an explanation of these see the "Differences between journal and magazine" section below. Databases take articles from many different sources and compile them into one online source. Most are full-text, but some are not. Some are simply citations and others are citation and abstract.
- (3) Generally, you have the capability to search in these areas: author, title, subject, journal title, date of publication and type of publication (conference, magazine, newspaper, etc.). Let's go through a select few to get the hang of them.
- (4) Let's use ProQuest as our example! From the Library's homepage find the A-Z database button and move your cursor over it. Go to the letter P. Click ProQuest Databases (popular)
- (5) This is a good, simple screen. We can search by "Basic" or "Advanced;" the only difference is that "Advanced" has more than one line for entries. Clicking on "Publications" lets you see if ProQuest has the journal you need, if you are looking for a specific journal. Most databases have this option as well, but it might be called something else: "Journal Search" is common as well, as is "Journal Title." Look for drop down lists with phrases like "select from a list."

Difference between Journal, Magazine and Tabloid

	Scholarly Journals	Professional Journals	News/General Interest Magazines	Popular Magazines	Tabloids
Intent	Serious	Serious	Informative, newsy	Entertainment	Sensational
Graphics	Graphs and charts to illustrate concepts, black and white photos	Graphs and charts to illustrate concepts, color photos	Color photos, illustrations to enhance articles	Color photos, illustrations to enhance image of publication	Melodramatic, lurid or "doctored" photos
Sources	Cites sources with footnotes and bibliography	Cites sources with footnotes and bibliography	Few cited sources	Rarely cites sources, obscure sources	Rarely cites sources
Authors	Scholars or researchers in the field/discipline	Professionals in the field/discipline, staff	Staff, free-lance or scholarly writers for an educated, general audience	Staff or free-lance writers for a general audience	Staff or free-lance writers
Language	Advanced terminology of field/discipline. Reader assumed to have similar background	Less technical language of field/discipline. Reader assumed to have similar background	Language appropriate for educated reader	Simple language and short articles for minimal education level. Articles have little depth	Simple, easy to read language. Often sensational style
Article Publication Criteria	Subject to "peer review". Must meet approval of qualified scholars in the field, may be solicited from experts	Approved by editorial staff, may be solicited from experts in the field	Approved by editorial staff. Must meet publication standards	Approved by editorial staff	Approved by editorial staff
Purpose	Make original research available to the scholarly world	Reach and inform professionals working in the field	Provide general information to a wide audience	Entertain, persuade, sell products or services	Arouse interest and curiosity by distorting the truth
Publishers/Sponsoring Organizations	Generally sponsored by professional organization	May be sponsored with guidance from professional organization	Published for profit by a commercial enterprise	Published for profit	Published for profit
Advertising	Rare, selective advertising	More frequent, selective advertising	Moderate amount of advertising	Extensive advertising	Startling and/or lurid advertising

Examples	American Educational Research Journal, Black Music Research Journal, Journal of Social Psychology, Thrombosis Research	American Psychologist, Professional Builder, Professional Counselor, American Libraries	Chronicle of Higher Education, Time, Newsweek, Psychology Today, Black Issues in Higher Education, Science News	Essence, GQ, Ebony, People, Billboard, Sports Illustrated, Glamour, Black Elegance	Enquirer, Star, Tattler, Newsday
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General vs. Specialized Databases

There are general databases that are suitable for all levels of research. Our library also has databases that cater to a specific subject area or discipline. These differ only by scope of content, not depth of coverage.

All databases can be found by going to the “Find Articles” tab on the Library web page, moving the cursor over “Full Length” and then to “All Subjects.” Clicking on “All Subjects” takes you to the general databases such as Ebscohost. Scrolling down shows you the Coleman Library’s databases organized by subject area.

You can also find useful information about subject areas from the Library web page under the “Homework/Assignments” and the “College/Department Resources” tabs. These subject pages will not only give you information about what databases and collections of articles might be most useful, but they will also describe other resources such as reference books and specialized websites. We have looked at many web pages to find the most relevant material.

Full-Text Databases Available

The Library subscribes to numerous databases which contain full-text articles. The Library also subscribes to citation and abstract databases. These (and many other) databases can be accessed under “Find Articles.” Off-campus remote access to full-text databases is also available (see section 9 of the handbook for further instructions). The Information Services staff can help in locating and using these databases. Some of our more popular databases include:

EBSCOHost

Over 6,000 full-text journals and over 10,000 indexed titles. One of the most popular databases, as well as one of the most extensive.

Facts on File

Up-to-date collection of major news events, searchable by year or decade. Includes reference material.

JSTOR

Full-text access to 117 scholarly journals with searchable archives to the first edition.

LexisNexis

Full-text access to newspaper articles and court cases. Good source for legal research.

PCI Full Text

Access to full-text archives of select scholarly journals.

Project Muse

Full-text access to 40 Johns Hopkins University Press journals.

ProQuest

Access to full-text journal and newspaper articles. One of the largest databases we have access to, it also organizes articles by subject for easier searching.

ScienceDirect

World's largest electronic collection of science, technology and medicine full-text and bibliographic information. More than 1,800 journals and 4 million articles.

Evaluation of Websites

First Step:

The first step in this process is to back up and ask the following:

- 1- Why you are looking on the Internet? Entertainment or education?
- 2- If it is education, do you have a clear idea of what information you're looking for, or will you 'know it when you see it'?
- 3- Is there another source that might be more appropriate - books or journal articles?

Second Step:

When evaluating Internet information, keep in mind that it is just another information source, much like books and magazines are. The ways we judge good sites from bad, therefore, will look somewhat familiar. A good way to start is the old journalism 5 W's:

Who, what, when, where, why (and how)

Who

- Who is the author? Can you *tell* who the author is? Are they a known authority on the subject?
- Is the author the same person as the ‘webmaster?’
- Is there a ‘sponsor’ to the site?

What

- Is the content of the site for educational/informational value, or entertainment?
- If the content is one-sided, it might not be balanced.
- Can you verify accuracy?
- Can you find a lot of content (depth) or just a little information?
- Do the links support the content of the page?

When

- When was the site created?
- When was the last time it was updated?
- Do they provide this information?

Where

- Where does the site ‘live?’ This means that we have to look at the address and see what information we get there.

Let’s look at an address:

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

This is the URL: Uniform Resource Locator. It tells the search engine where to ‘locate’ the page.

“http” = Hyper Text Transfer Protocol. This simply tells you how this page talks to your computer. There are others, but you will rarely run into them.

“www” = World Wide Web. This is the part on the Internet the page lives on. Have you noticed that not all pages need or have the “www” in them?

“tamu.edu” = Texas A&M University. This tells you where the page came from. The little “edu” is called a *domain*. Others you may find are:

gov = United States government site

mil = United States military site
 edu = accredited post secondary educational institution
 com = commercial for-profit entity
 org = noncommercial not-for-profit entity
 net = computer network
 int = international organization
 jp, ru, ca, uk, au, etc = country identifiers

“pvamu” = Prairie View A&M University. That’s us! This stands for the Internet file that belongs to the entire university.

“library” = this is that part of the larger University file that belongs to the Library- this is also called our homepage.

- Is there a squiggly line: “~” (called a ‘tilde’) in the URL? This is a warning sign!
 - Is there a personal name in the URL? This is also a warning sign!
- Example: www.everwonder.com/david/frogs/

Why

- Why is this site here? Are they selling you something? Or informing you? Or trying to persuade you?
- Is this site appropriate for the audience?
- Is this the best information source for this topic?
- How can you determine this?

How

- How does the site look overall - clean and easy to read, or cluttered?
- Is the spelling correct? Grammar?
- Does the site look organized?
- Are there a lot of advertisements or pop-up ads? This is not a good sign!
- Is it easy to use?
- Does it load quickly?
- If there are links, do they all work, or do some lead to a dead end? A good site should have updated, working links.

Other issues to be aware of:

- Shorter URLs tend to be more reliable. This is what some librarians have called an example of a ‘garbage’ URL as it has unneeded junk:

http://www.kohls.com/products/product_page_vanilla2.jsp?PRODUCT%3C%3Eprd_id=111040049

- If you have a long URL, you can ‘crop’ it to the homepage. Remember the *domain*? In the URL above, the homepage is: <http://www.kohls.com>

- Does the site require plugins or other special software? This might not be good.
- Is the site free?
- Do you have to submit a password or create an account?
- A site with quality links should give you the URL as a link, and not just hide it under a linked [word](#) like that. If you clicked on that word, where would it take you? How would you know?

"QUICK FACTS ABOUT THE JOHN B. COLEMAN LIBRARY"

Provides access to more than 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 Sierra Online Public Access Catalog.

Library provides "Wireless" service, and is fully automated with workstations 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.

Library houses several “essential student services” that are not administered by Library personnel, including a Computer Lab, Student Academic Success 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).3) Digital Media Commons on the third floor (2016-

Updated by:
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Head of Reference and Information Services Department
August 24, 2020