

# Policies

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## Reference Assistance

### In Person

Our librarians assist users with research and reference questions, electronic databases and print resources, general Internet searching, and the online catalog of library holdings. There is usually only one librarian staffing the desk, so we appreciate your patience if you must wait in line for help. Please do not talk on your cell phone at the reference desk. If our telephone rings, we may answer it but will put the caller on hold so that we can work with you. In-person reference help has priority over telephone help. If you are a caller and we put you on hold, you may want to call back later. For more information, see [Reference Services](#).

### Via Email

The reference department offers e-mail reference to students, faculty, staff, and community members. This free service is available Monday through Friday, 9 a.m. to 5 p.m. You will receive a response before the end of the next business day (excluding weekends and holidays). Reference librarians provide answers to brief, factual questions, recommend appropriate resources, and suggest search strategies for patrons who request such help electronically. For more information or to use this service, see [Ask A Librarian Service](#).

### 24/7 Real Time Chat

You can get help from a librarian online anytime, day or night, 365 days a year. This service is provided by librarians from our campus as well as from other libraries across the country. Simply fill out a form, connect with a librarian online, and within 2 minutes you can ask questions and get personalized research help when you need it. You will get a transcript of your conversation to print out and use later. For more information or to begin a chat session, see [Ask A Question](#).

## Information Literacy Instruction

### Classroom Instruction

For academic courses numbering 200 and above, a librarian will visit your classroom and teach your students how to use the library's myriad online and print resources to complete class assignments. OR, a librarian will teach your students in the library's teaching lab. You or your teaching assistant must attend the class with the students. Requests for instruction must be made at least one week in advance of the desired date. Requests for in-library sessions must include an electronic copy of the course syllabus. For more information or to request classroom instruction, see [Instruction Services for Faculty](#).

### Online Instruction

Anyone can take the library's online tutorials, [OLLIE](#). Professors who have Blackboard courses may [request](#) that OLLIE and its assessment be uploaded to their Blackboard course. Blackboard scores the test and student scores are reflected in the Bb gradebook.

## Other Assistance

### Upper Floors

Floors three through five of the Library may not be staffed during certain time periods. For general assistance related to locating specific materials on the upper floors, ask at the Circulation Desk on the first floor. When the Periodicals Service Desk is staffed, such questions may be directed to Library staff for location of materials on the third floor. Staffing and workload levels permitting, Circulation staff will assist with locating specific books or periodical issues. However, for research related assistance, please contact librarians at the Reference Desk.

### Assistance to Persons with Disabilities

Please refer to the library's [Special Needs/Adaptive Equipment](#) page. Students are encouraged to call the Head of Library Public Services (537-5111) in advance, to request assistance. Every effort will be made to accommodate requests, however, staffing constraints at any given time may limit the availability of such assistance. The Services to Students with Disabilities Office (537-5238) should also be contacted for further assistance.

## Conduct in the Library

### Eating/Drinking

Eating in the library is not allowed. Drinks may be brought into the library if they are in spill-proof containers.

### Cell Phone Use

Please set your cell phone on "vibrate only". Polite cell phone use is allowed near the entrances, restrooms, and stairwells.

### Lost/Damaged Materials

Books and other materials owned by the Library are costly to purchase and replace. These items are checked frequently by Library staff for damage such as torn-out pages, broken bindings, and graffiti. If loss or damage to Library property occurs during your borrowing period, you will be held responsible for the purchase price of the item as well as a \$10 processing fee.

### **Security Gates**

Library materials have security devices attached to deter theft. If a buzzer sounds when you exit the security gates of the Library, staff will ask to check your belongings. If any Library materials are found that have not been properly checked-out, you will need to fill out forms and/or be questioned by security personnel and face possible disciplinary action.

### **Harassment/Fighting**

Verbal and/or physical abuse will not be tolerated in the Library. Security personnel will be called immediately if such activities occur.

### **Selling/Soliciting**

Solicitation is not permitted in the Library. Please note the [campus policy](#) under Use of Buildings and Grounds.

## **Computer Use**

### **Wireless Network**

You can use your own wireless-compliant laptop in the Library to connect to the Internet and the Library's databases. Just set up your laptop and look for the "Wireless Access Zone" signs throughout the Library.

### **Computer Locations**

Computers are available in the Reference area (1st floor), Room 1003 (behind the reference desk), Room 416 (4th floor, behind the old elevators), and across from the new elevators on 3rd, 4th, and 5th floors.

### **Computer Software**

CSUSB students and employees have access to the Internet, library resources, Microsoft Office 2007 and SPSS software if they log-in with their MyCoyote username and password. You must bring your own storage device, such as a USB drive, to save your files.

### **Appropriate Use**

Computers in the library are intended for research and academic use only; please refrain from using them for personal entertainment.

## **Off Campus Users**

### **Alumni Privileges**

If you are a member of the [Alumni Association](#), you may borrow books for 28 days and you may place requests for interlibrary loan services (\$5 charge per filled request). We regret that due to licensing agreements, alumni are not eligible for remote access to the Library's databases.

### **School Visits**

We regret that we do not have adequate staffing to offer tours or instruction to off-campus school groups. If you are a teacher at an area school, you may escort your students on a self-guided tour using our [Talking Points](#). Your group must include one adult for every 12 students. Unfortunately, your group may not use library computers during your tour, as space is limited.

## **Building Policies**

### **Selling/Soliciting**

Solicitation is not permitted in the Library. Please note the [campus policy](#) under Use of Buildings and Grounds.

### **Electronic Classrooms**

Instruction sessions that meet in the library occur in PL-2005, the lab on the second floor. This lab has 24 computer terminals that print to the printer on the first floor, at the reference desk. Use of this lab by groups not affiliated with the library must be authorized by the [Instruction Coordinator](#).

### **Group Study Rooms**

Group study rooms are located on the 3rd, 4th, and 5th floors, on the old side of the library. These rooms are for groups of 2 or more. No reservations are required; use is on a first-come, first-served basis. Individuals may not "hold" a room for a group and must vacate the room when a group arrives.

### **InfoDen/Music Listening**

The Info Den/Music Listening Facility is the point of access to the Library's collection of educational software, CD-ROMs, music CD's, and specialized equipment for viewing/listening. Only currently enrolled students, staff, and faculty may use this area; your campus ID is required to enter. Please consult the [hours](#) of this area

### **Exhibits**

To propose an exhibit, contact [Iwona Contreras](#), the Library Exhibits Coordinator to fill out the Library Exhibit Proposal form. The coordinator will contact you to confirm approval of your proposed exhibit, its placement on the exhibit schedule, reservation of a display case, and any other necessary details.

### **Posting of Flyers and Posters in the Library**

All items (flyers, handouts, and/or posters) must be approved by the Library before posting. Items posted without prior approval will be removed. Items are to be submitted to the Head of Library Public Services at the Library's Circulation Desk, 1st Floor. Generally, items which publicize CSUSB sponsored events will be posted. Items which are generally not accepted for posting include advertising related to commercial ventures, rooms for rent, job notices, sales notices, religious material, political propaganda, and other miscellaneous material which does not contribute to the intellectual and cultural life of the University. Library staff will post approved material in designated areas. Individuals/groups are NOT to post (staple, tack, tape, or by any other means of affixing) materials on Library (interior or exterior) windows, doors, pillars, or furniture. Material pre-approved by the Associated Students will not necessarily be posted in the Library. Items of a time-sensitive nature will be removed once time frames have elapsed.

### **Unattended Minors**

Children are never to be left unattended in the Library. If unattended children are observed, Library staff will immediately notify Public Safety. Public Safety will then attempt to locate the parents or guardians of the children.