

Reference

The reference department houses reference books and research terminals that access the Library's online resources. Reference librarians provide research assistance at the first-floor reference desk.

Phone	Location	Contact
(909) 537-5091	First Floor	Barbara Quarton

Policies and Services

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People		
Name/Title/Email	Location	Phone
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About Reference Services

Welcome to the reference department! The reference department is located on the first floor of the Pfau Library. Reference librarians assist members of the CSUSB and general community in the effective use of resources. The reference department houses numerous workstations which provide access to electronic resources. Many of these databases are helpful in identifying full-text, and increasingly, full-images of articles in periodicals, and reference materials, such as encyclopedias. In addition, the reference department houses a variety of traditional reference material, such as atlases, dictionaries, directories, encyclopedias, loose-leaf services, as well as U.S. and California legal collections.

The reference department provides general assistance in the use of the Library. Reference librarians provide assistance at the Reference Desk, as well as by telephone, and by e-mail. CSUSB Faculty may request library instruction for their classes. At least one week's notice for these requests will help to ensure the availability of specific rooms and librarians. The reference department is the first place to visit for any kind of help in using the library. The reference department is the gateway to:

Library Web Site	Electronic Resources
Research Terminals and Computer Labs	Reference Collection
Library Research Guides	Value Port
Microforms, with Printers	Networked Workstation Printer

FAQ's about Reference Services

- **What kind of help can I get from Reference?**

When you have a question related to a class assignment, term paper, or a fact-based query, Reference Librarians can help you locate information and provide assistance in using library resources.

- **When are reference services available?**

The Reference Desk is open and staffed:
Monday-Thursday 9:00 a.m. - 7:00 p.m.
Friday 9:00 a.m. - 4:00 p.m.
Saturday 12:00 p.m. - 4:00 p.m.
Sunday closed.

See [Library Hours](#) for exceptions to the regular quarter schedule.

- **What kind of questions can you answer by phone?**

The Reference Desk can be contacted at (909) 537-5091 for brief assistance (usually 5 minutes or less). Typical questions concern information regarding remote access to electronic resources, Library hours, and the availability of

specific book or periodical titles in the Library.

- **Are you able to answer reference questions by e-mail?**

Yes. Use the [Ask a Librarian](#) form. See also the [Ask a Librarian policy](#).

- **Are workstations available in the Library for e-mail or word processing?**

The library's Research Terminals do not offer word processing. We ask that the terminals be used for research and academic work only, not for personal email. For personal e-mail and word processing applications, students should visit the Computer Lab PL-416 or the Self Instructional Computer Labs in Academic Computing and Media, found in "the Wedge," PL-1108 and 1109.

- **Who can use the internet workstations in the library?**

Generally, any member of the general community may use the workstations in the reference department; however, priority use of these stations is given to those individuals with academically-related research needs.