Reference Desk Field Guide

The purpose of this document is to serve as a general guide to the everyday functioning of the Reference Desk. It should answer questions that arise from day to day.

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I. Areas of Responsibility

- Assist library patrons in finding information they need and in using the library’s resources.
- Assist users in developing appropriate search strategies.
- Assist users in logging in to the University Network.
- Assist users in setting up computer accounts.
- Assist users in navigating through databases and finding journal articles.
- Help people locate materials in Reference, Government Documents, Maps, and Periodical areas. For items in the Main Collection, ask a Circulation Student Assistant to assist in locating materials.
- Refer patrons to other departments/offices, as necessary.
- Assist users in setting up ILL accounts and in making ILL requests.
- Answer directional questions.
- Answer questions about library services, hours, and collections.
- Answer general questions about the library.
- Service the printers: fill paper trays, replace toner cartridges, clear jams, etc.

II. Reference Service Guidelines

- The patrons come first.
- Be friendly, courteous and respectful.
- Be approachable: glance around the area periodically; smile as people approach.
- Immediately stop what you are doing when someone comes to the desk.
- Circulate occasionally throughout the workstation area.
- Check computers to ensure patrons have logged off the network.
- Follow through with a patron and try to ensure satisfaction
- If you don’t know the answer to a question or are not sure where to look to find the needed information, ask another staff member for assistance.

III. General Library Rules

- **No food or eating of any kind is allowed in the library.** Open drink containers are not allowed in the library. People may have drinks in covered containers. Be especially diligent when enforcing this rule around computers. Reference staff are expected to honor the “no food” rule at the desk.
- Patrons are required to turn off their cell phone ringer or put it on vibrate when they enter the library. Patrons may talk on cell phones in the atrium area of the first floor. No cell phone conversations are allowed in any other area of the library.
IV. Resources or Tools at the Reference Desk

- **Books & Binders**
  - **Reference Desk Binder:** A black, 3-ring binder. Includes “Current News,” “Directions to local libraries,” and emergency numbers.
  - **Class Assignments Binder:** Contains Assignments, when available. They are arranged in alphabetical order by college, and within colleges, alphabetically by course name and number.
  - **Emergency Booklet:** Located under telephone. Contains phone numbers and plans of action.
  - **Library’s Safety Manual** is located with the other Reference Binders.

- **Phone Numbers:** Important telephone numbers are listed in the phone’s memory on speed dial. The Library Staff Directory is kept in a plastic protective cover under the telephone. This directory does not list home telephone numbers. If you need to look up a staff member’s home phone, please check the Phone Tree in the Safety Manual.

- **On the front desk**
  - **Statistics sheets** for tallying types of Reference questions are kept in a clipboard at the desk. Please mark all transactions. A guide to how to categorize Reference Questions is taped to the clipboard.
  - Under the clear plastic desk cover are copies of the weekly **Reference Desk Schedule**, **Instruction Schedule**, a monthly schedule with **Library building hours**, and other frequently used information.

- **Signs:**
  - “**Reference Desk Closed**” and “**Go to the Circulation Desk for assistance**” are located on top of a file cabinet near the front of the desk.
  - “**Workstation Temporarily Unavailable**” and other workstation signs including printer signs available in the second drawer of the file cabinet nearest Ready Reference.

- **Restricted Circulation Cards:** Intended for Faculty to check out Reference materials. These should be used **sparingly and for brief periods of time**, such as when a professor needs to take a Reference item to class or to a department office for photocopying. Periodicals are not usually checked out at the Reference Desk. The Periodicals staff will handle any requests for Periodicals check out. If someone wants to check out a periodical after Periodicals staff have left for the day, please ask them to wait until the Periodicals office re-opens to request check-out. **Use patron’s University ID numbers in lieu of Social Security Numbers on these forms.**

- **Ready Reference Shelf:** Immediately behind the main desk. Contains resources frequently used by Reference Staff and patrons. Keep track of any Ready Reference resource used on the In-House Use list located on the Ready Reference Shelf. Materials include:
  - Style manuals such as MLA and APA
  - The World Almanac
  - A city directory
  - **Statistical Abstract of the United States**
  - The **Ward Island Field Guide**
V. Opening the Reference Desk

- Circulation Staff are responsible for most opening tasks including turning on lights
- Turn on public access computers in the Reference area if the Circulation staff has not done so.
- Update calendar page and prepare a new statistics sheet at the Reference Desk
- Check the Reference Desk telephone for messages.
  - Instructional laminated card located next to the Reference Desk phone has directions for checking phone messages.
  - **Dial 6000, wait for the prompt for mail box number, extension 2609, and the # key; and password, which is also 2609 and the # key.**
  - Enter 2 to hear messages, record messages on notebook, and delete messages by entering 76.
  - Act on all messages by calling the patron, or forwarding the message to another staff member.
- Refill paper in all area printers and check for “low toner” messages from the printers.
- Check for “Ask a Librarian” e-mail questions if you are here during evenings or weekends. These will come through the e-mail server as “Ask a Librarian” listserv e-mail. Only core Reference staff are on the “Ask a Librarian” listserv.

VI. Closing the Reference Desk

A. University Police are responsible for locking and securing the Library when the Library closes. Circulation Staff typically stay in the Library until police have cleared it.

B. Reference Staff turn off computers, monitors and printers if leaving the building at closing time. Otherwise, the Circulation Staff will do so when they close the library

C. Place the “Reference Desk IS NOW CLOSED” sign, on top of the Ref Desk when you leave.
VII. General Information

- **A Change Machine** is located between the public workstation area and the periodicals area. The machine takes $1, $5, and $10 bills, ONLY. Change is given in quarters. Change can also be made at the Business Office and at the bank. Only the Microform Reader/Printers take change. Questions about the change machine, including maintenance and refunds, should be directed to Administration.

- **SandDollars Card Customer Service Terminal (CST)**
  - All printers and copy machines in the Library utilize the SandPaper system.
  - Students can use money placed on a current SandDollar card (student ID card) to pay for printing or copying.
  - Community users may purchase a SandPaper card for $1 at the CST and then add money to the card in order to print or copy.
  - Money may be placed on cards by using the CST on the first floor of the Library near the copy machines or through deposit at the SandDollar Office in the University Center.
  - The CST in the library only accepts cash and gives no change.
  - Patrons can deposit money to their cards via credit and check only through the SandDollar office during regular business hours.

- **The Faculty/Staff photocopy machine** is located next to the Atlas Cases
  - This machine requires a 5-digit code that faculty must obtain from their individual departments, as these copies are charged back to the departments.
  - Circulation staff members service the photocopy machines.

- **Interlibrary Loan pickup is at the Circulation Desk.** Only currently enrolled students, staff and faculty are able to use the Interlibrary Loan Service.

- **Flyers or printed materials placed on the Library Bulletin Board or on the Library Information Table near the library’s main entrance must be approved by Circulation.** Items should have relevance to the University Community.

- **Computers near Reference Desk (Electronic Resources) do not have Word, Excel or PowerPoint.** Word and Excel viewers are loaded on these computers, but users cannot edit or change these documents. They can print these documents. If patrons need the full version of this software, Reference staff must refer patrons to other computer labs on campus (See Section IV). Community users may ask to use this software from the lab in Corpus Christi Hall, Room 201.
VIII. Telephones

- **General Telephone Information**
  - Campus telephone calls: dial only the extension (the last four digits of the telephone number). The campus prefix is **825**. The area code is **361**.
  - Free on-campus and local telephone access is available at the wall phone next to the Circulation Desk.
  - Off-campus phone calls, dial 9 + the local phone number.
  - **TTY telephone service** and equipment for the hearing impaired is available upon request at the Circulation Desk. The Circulation Staff will provide assistance in using the equipment.
  - Patrons are required to turn off their cell phone ringer or put it on vibrate when they enter the library. Patrons may talk on cell phones in the atrium area of the first floor. No cell phone conversations are allowed in any other area of the library.

- **Reference Desk Telephone**
  - When answering the telephone, say, “Bell Library Reference Desk” and then state your name.
  - To transfer a call, tell the caller the extension number to which you are transferring, in case they are disconnected. Push the **flash** button, enter the 4 digit extension, and push **flash again**. You can either hang up, or wait for the person to answer the phone and tell them you are transferring a call. The caller may want to leave a voice mail, so you can just hang up, and they will get the voice mail connection.
  - Check for phone messages with each shift change. When checking for messages, please make a note in the notebook by the telephone.
  - To check for voice mail messages: enter **6000**, enter **2609#** as the mailbox number, and enter **2609#** again as the password. The system will let you know if there are messages. If there are, **press 2**. There is a laminated phone card by the phone with specific instructions on telephone operation.
  - Between 8:00 a.m. and 5:00 p.m., call Cindy or the Director’s Office (x2643) to report maintenance problems – elevators, leaks, etc. On weekends, call University Police at x4444.
IX. Campus Computer Information

- There are three main computer servers on campus available for student use:
  1. Novell – the general server for library and designated computer lab access
  2. Islander – the student e-mail server
  3. Rapport – the campus Internet server

- Computer labs
  - There are three library computer labs.
  - One is located on the first floor and is referred to as the Library Instruction Center (L.I.C.), or Room 109.
  - The second lab is located on the second floor, the Library Media Center. The Media Center also has 72 laptops for check out to students only. See Media Center policies on Laptop Computers at:
    http://rattler.tamucc.edu/dept/media/laptop.html.
  - Not all computer labs on campus use the Novell login procedure.
  - The University’s main computer labs are located on the second floor of Corpus Christi Hall (CCH) and on the second floor of the Center for Instruction Building (CI).
  - The Microcomputer Lab (MCL), also known as the Business Lab (BCL), is located in the library building, but it can only be accessed from the exterior of the building. The entrance to the lab faces Corpus Christi Hall (CCH) and Lee Fountain.
X. Logging In Library Users

- Novell Accounts
  - All students using the public access workstations must login under their Novell Accounts.
  - Computer accounts must be set up at the beginning of a student’s career at the University. The account passwords are good for 180 days, and will generally carry over if the student has been enrolled recently, and kept their passwords current. When an account is first set up, a student should wait about 5 minutes before the password is activated. Once the first computer-generated password has been entered, the student will be prompted to change it. [A Windows Password box appears with the word “Reference” in one blank. Please just hit “enter”, or “cancel” without putting any password in the blank.] Notes have been created to provide this information to new users.
  - The student has 5 grace logins. If the original password is not changed within the grace login period, the student will have to get a new password from the New User Workstation.
  - Two computer workstations near the Reference Desk are dedicated to setting up new user accounts. Students must enter their University I.D. number and their date of birth to generate a user name and password.
  - If a student has trouble with passwords, it is best to refer him/her to the Computer Help Desk in CCH Room 201 or to the Student Help Line at extension x5618. Use the small form provided for referring students to Computer Services.

- Guest log in and password
  - These are used to log in community users or students who are having difficulty with their own passwords.
  - The password for the guest I.D., adulb999, will change monthly.
  - Community patrons are able to use the public access workstations only with a guest log in. Use the “guest I.D. and password” to log them into the system.
  - Log in and password may be found on a card in the 2” drawer under the front of the Reference Desk. Do not give out this password to anyone.
  - The guest login and password will not work before 8:00 a.m. or after 10:00 p.m.

- WebCT
  - The WebCT log-in is the user name obtained from the Novell log-in process (above), and the default (beginning) password is the student’s date of birth. Example: mmddyyyy.
  - Please have students call the WebCT helpdesk at x2825 for assistance.
XI. Printing and Pharos

1. Printers

- When a patron wants to print something, they should...
  
  A. **Send the job to the printer** using any print commands (see below for instructions for printing Adobe PDF files).
  
  B. **Enter patron’s username in the Pharos pop-up log-in box when prompted.** The box sometimes appears underneath other windows the patrons might have open. Please check the task bar at the bottom to see if a Pharos log-in box is open, but not visible.
  
  C. **Retrieve their print job** from any Pharos Print Release Station on campus. At the Print Release Station, the patron will need to
    
    - Enter user name (password not required)
    - Swipe their SandDollar or Sand Paper card. Once the card is swiped, the patron’s print job(s) should appear. The patron can send numerous jobs to the printer, and retrieve them all at once.
    - Highlight the desired document to print. The system will calculate and display the cost of the print job. The system will also display the amount of money currently on the card.
    - Select “Print” or “Delete” any or all print jobs. Once the patron highlights the desired job(s), and clicks print, the money is debited from the account, and the job is sent to the printer.

- Print jobs will stay in the system spool for 2 hours. Patrons may go to any Pharos workstation on campus to retrieve their job.
- **Color Prints** will need to be sent to and retrieved from the Color Printer at Campus Copies.
- Encourage all patrons to use Print Preview to preview every print job. This will reduce their frustration when pages don’t print right. Reference Desk staff must educate patrons to use Print Preview for every job, and how to print Adobe PDF files.
- When patrons print Adobe PDF files, they should use only the printer icon within the Adobe menu. If they use File/Print, or the print icon on the browser task bar, the file may not print correctly. Sometimes, they may get a blank page or just the first page with all blanks after that. Using Print Preview will eliminate these types of errors.
- We will only reprint jobs for patrons whose jobs are caught in a printer jam, when the toner has run out and it is illegible, or when the printer malfunctions in some other way. There are Printing Refund forms available in the file drawer next to the Ready Reference shelves if patrons want a refund for problem print jobs. The staff member fills out the form and keeps a copy of the form and the bad pages. These are filed in the same folder as the Printing Refund forms.

2. Copy Machines

- Access Services is responsible for the copy machines but you may occasionally be asked to help.
- When the machine shows “Control card needed,” it is referring to a Sand Dollar or Sand Paper card. Patrons should swipe their card until the machine registers it.
- Refer any other issues to the Circulation Desk.

3. Paying for Print

- TAMUCC utilizes a Print Management System, and printing costs $.08 per page.
Color copies are available from Campus Copies for $0.59 per page [check this amount]. Students may print using funds accessed from their SandDollar cards, and community users may purchase a Sand Paper Card for $1.00, and then add funds to it to pay for print or copy jobs.

- Patrons may use the **Customer Service Terminal (CST)**, located in the lobby of the Library near the copy machines, to purchase a Sand Paper Card, to add money to their SandDollar or Sand Paper card, or to check the balance on their card. The CST will take $1, $5, $10 or $20 bills, but it will not give change.

4. **Pharos Remote**
   - Pharos is the Print Management System through which users pay for and print their documents on campus.
   - On occasion, reference may need to log in to Pharos when the printing system has a malfunction or other problem to clear or pass print jobs through.
   - You may log in to Pharos by clicking on the desktop icon or in the icon in the system tray. The icon is a hot pink diamond with yellow directional arrows.
   - Your username is your first name followed by a period and then your last name (ex. john.doe). Your password is initially your last name but you may change this.
   - In Pharos Remote, there are four submenus (Printing, Print Servers, Layouts, and Users). We will only need to use two: Print Servers and Users. **Print Servers** lets you view the print queue and individual printers. **Users** lets you change your Pharos Remote account password.
     - A. Under “Print Servers,” select “FEATHER.”
     - B. You will then see two more menus.
       - Printers: gives access to each individual printer.
         - The three printers in the Electronic Resources area are:
           - LIB101-REF-4523-01
           - LIB101-REF-4523-02
           - LIB101-REF-4523-03
         - The only time you’ll catch jobs in one of the printers is when there is an error after a **post-transaction** (job has been released by the patron and is paid for).
         - If an error occurs on one of these printers, the patron has paid for a bad print job (not their fault) and we are permitted to reprint the job for them (skip down to “to reprint a job”).
       - Spool Queues: gives access to the printer queue itself.
         - The queue for Reference is: LIB101-REF.
         - In printer queues, you’ll almost always have jobs listed under LIB101-REF waiting to be printed as they represent **pre-transactions** (the job has been sent by the patron to the queue, but has not yet been paid for and released from the queue).
         - If an error occurs at the queue level, the patron has not paid for anything, therefore they only need to resend the job from their computer and try again. No intervention is needed on our part.
       - To reprint a job
         - Have patrons resend the job from their computer.

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- Ask patrons for their username.
- Look for their username in the queue (LIB101-REF) under Spool Queues.
- Click on the print job, hold down the left mouse button, and drag the job into one of the Reference printers (LIB 101-REF-3424-01, 02, or 03).
- The print job will immediately start printing on the selected printer by bypassing the Print Release Station.
- CAUTION: When bypassing the Print Release Station, no charges are made. Everything done in Pharos Remote (i.e., moving, deleting, and reprinting jobs) is tracked under your login account. When you change shifts, be sure to close Pharos Remote as that will log you out of the program.
XII. “Ask a Librarian:” Service Procedural Guidelines

- Ask a Librarian (AAL) is the e-mail reference service offered by Bell Library.
- The service exists primarily for the TAMUCC Community. However, if Bell Library is the only library that can answer a particular question, staff will handle that kind of question from the public. Otherwise, staff will recommend that members of the public contact their local library.
- Some AAL questions are now being routed from outside vendors, such as EBSCO. The subject line is “EBSCOHost Ask-A-Librarian.” It is important to note these posts as they are coming from our user community and are directed to our service. These e-mailed questions contain an attachment with the patron’s search history. This is helpful in knowing what the patron has previously tried.

- Responding to AAL Questions
  - During the day, the Distance Learning Librarian will respond to questions that are asked through the service. Certain questions may be referred to subject specialists or to the appropriate department. On evenings and weekends, the staff member scheduled at the Reference Desk will monitor the questions. When the Distance Learning Librarian is unavailable, the back-up librarian will assume responsibility for answering. When the back-up librarian is not available, the staff member at the Reference Desk will answer the question.
  - When responding to e-mail reference questions, staff must use “Reply to All” in answering the question. This allows those who monitor the service to be aware that the question has been answered. As the internal e-mail list does not automatically send the reply to the librarian who responded to the question, staff members should either copy the response to their own e-mail, or check “Sent” mail to retrieve a copy of a reply.
  - AAL questions are answered within 24 hours. In practice, most questions are answered within an hour or two of receipt. If it is not possible to give a complete response right away, staff members should send an acknowledgement, noting receipt of the question. This way, the patron knows the question is handled. When the library is closed, questions will be answered on the next business day.
  - Library staff members who have additional or corrected information to contribute may forward that information to the librarian who originally responded to the question, or check with that person about follow-up. In a time-sensitive situation, it may be necessary to respond as soon as possible, so communication with the original sender may not be feasible in rare instances.

- Disclaimer
  - Bell Library reserves the right to refuse to answer questions, such as those that are harassing, threatening, obscene, etc. Questions of this nature will be forwarded to the Library Director.

- Privacy Issues
  - At least once a month, all AAL questions are to be deleted from all electronic files. Statistical information regarding the AAL service will not contain any personal identifying information. Any print questions with such information should be shredded or have the personal information blacked out.
XIII. Remote Access

- Directions for remote access to Bell Library resources may be found under the drop down menu “Help” on the Library Homepage, then choose the Remote Access link.
- Rapport is used by students who do not have an Internet Service Provider (ISP).
- If a student has any trouble with passwords, please refer him/her to the Computer Help Desk, Room 201 in CCH, or to the Student Help Line at extension 5618. Use the small form provided for referring patrons to Computer Services.
- The Distance Learning Web page, available from the “Help” button on the library’s home page, has tips and resources to help with Remote Access.
- After Reference has handled initial troubleshooting, patrons who continue to have problems with remote access should be referred to the Library Systems Office at x5972. If students have a question about Rapport, refer them to the University’s Computing Services at x5618.

XIV. Electronic Resources

A. Portal
1. Portal is the name of Bell Library’s online catalog. It is the key to the Library’s collection. It includes records for items in the library’s Main Collection, Reference Collection, Juvenile Collection, Texas State-Adopted/Up-for-Adoption Textbook/Curriculum Collection, and the library’s Media Collection. Portal also includes records for Oversize items, those that do not fit on regular-size shelving units.
2. Special Collections/Archives materials are reflected only partially in Portal. It is best to refer people directly to that department in order to get a more complete picture of its holdings. The department maintains a separate computer database of records describing collection holdings.
3. Texas State Government Documents do not, for the most part, show up in Portal. These documents can be searched using the Texas State Electronic Library, at http://www.tsl.state.tx.us/search/.
4. U.S. Government Documents records, with the exception of some from the Interior Department, are included in Portal. Many of these documents are now available electronically, and are linked from the Portal record.

B. netLibrary Books
1. There are several thousand netLibrary books currently listed in Portal.
2. netLibrary is a collection of e-books available to patrons of this library.
3. There are more e-books available than are currently listed in Portal.
4. In Portal, click on “Find Articles” and then “Find Database”. Enter “Net Library” in the search box. You will be linked to the home page of netLibrary. 5. There are two options in searching netLibrary e-books: browse online or check out and read online.
6. If the book is checked out, only one individual can read it at a time.
7. In order to check out a book, the patron must create a free netLibrary account while on campus or as a university user. Once the netLibrary account is created, the patron may use netLibrary from any computer connected to the internet, using their username and password.

C. Databases
Reference Desk Field Guide

1. Databases are now available through the Library’s “Search All Databases” interface. The interface will allow them to search for a particular database, or a group of subject related databases. Students can also search across all of the Library’s databases. There is an alphabetical list of databases by title under “Find Databases”, then click the “Titles” tab.

2. There are also categories of databases under “Find Databases” under the “Categories” tab. The categories correspond to the related subject groups.

3. Electronic Database Guides and subject specific Resource Guides are available in print on the turnstiles near the Reference Collection. Database Guides are also linked from the “Info and Help” icon next to the particular database in each QuickSet list on MetaLib. Resource and “How To” guides are also available online under “Help,” then “Research Tools.”

4. Find Journals is available online to help patrons identify journals we own in all formats. Search for a journal title or subject in Find Journals, and it will return a list of journal titles and an indication of whether we have print or electronic access to the journal.

5. If an item indexed in the ERIC database is listed as “EJ,” it is a journal and should be located in the same way that any other journal would be located. An ERIC Document has an ED number attached to it. ERIC Documents are located in the Microforms area in ED number order (numerical order). These documents are on microfiche cards. Some full text ERIC Documents may be found online at http://www.eric.ed.gov, or the Eric/Ebsco link from our “Find Database” page.

XV. Periodicals
   A. Periodicals are arranged in alphabetical order on the Periodicals Shelves.
   B. Initial articles, such as the words “the” and “a,” are disregarded in alphabetizing. If articles are within the title, they are used as part of the alphabetizing.
   C. Newspaper print copies are usually kept for a few months and are located along the exterior wall of the Very Quiet Study Area, Room 120.
   D. The most current popular periodicals are in the atrium near the main entrance to the library.
   E. To find journals, check the Journals List from the “Find Journal” link under the “Find” tab. You can search by journal title or subject to find journals for which we have print or electronic access.
   F. For more information about Periodicals, including how to troubleshoot the Microform Reader/Printers, see Appendix 2. [are we keeping this?]
   G. Periodical resources from Driscoll Medical Library are available from this url: http://www.driscollchildrens.org/DCHWeb/Education/content/robertBell_parrish_medical_libr.asp under: Journal List. It includes many online journals not listed in Portal. TAMUCC students and faculty cannot access Driscoll’s resources remotely, but Driscoll library staff will email articles via ILLiad or send database search results directly.

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XVI. Government Documents

A. Bell Library is a depository for both federal and state government documents. The Government Documents Department selects approximately 45% of the documents published by the U.S. Government Printing Office (GPO).

B. We receive all Texas State Government Document publications, with rare exceptions.

C. Government documents are organized in the separate classification systems utilized by the federal and state governments, respectively.

D. Patrons are allowed to check out government documents through the Circulation Department.

E. Call numbers are located in the upper left-hand corner of the documents.

F. Texas State Government Documents records do not, for the most part, show up in Portal. These documents can be searched using the Texas State Electronic Library, at http://www.tsl.state.tx.us/search/.

G. U.S. Government Documents records, with the exception of some from the Interior Department, are included in Portal. This includes links to electronic versions of government documents.

XVII. Emergency Situations

A. If someone is seriously injured, call 4444 and 911.

B. If an accident occurs, call the University Police at 4444. They will fill out an accident report and will ask you for information if they need it. If a patron refuses assistance, try to get his or her name and address before they leave. Report all accidents/incidents to Cindy or the Library Director’s office at x2643 or via email.

C. If a patron becomes abusive or threatening, either physically or verbally, extricate yourself from the situation, let a supervisor know what is going on, and call University Police at x4444 if the situation really gets out of hand. Send an e-mail to Cindy Bates to inform the Library Administration of the incident.

D. When the computer network goes down, call the Systems Department at 5528. Otherwise, notify the Computer Help Desk at x2692 when Library Systems Staff are not here.

D. If Circulation Staff do not arrive at work, call the Circulation Supervisor at home. Home numbers for staff are located on the telephone tree in the Library Safety Manual.

E. If an alarm goes off due to a person’s opening a fire exit door, University Police may arrive on the scene. The alarm system will need to be turned off at the panel board behind the Circulation Desk. Circulation Staff typically take care of this, but instructions are on the panel board in front of Center for Sciences building to the right of the library when leaving.

F. When the fire alarm sounds (very loud and distinctive sound), Reference Staff should immediately vacate the building, ensuring that all patrons and personnel in your immediate area are told to leave the building. Assemble at the Sailboat parking lot, or in the case of inclement weather, the University Center, 1st floor, Commons Area. [check this, I think it has changed.] Do not leave the area without supervisory approval.

G. If the electricity goes out, get flashlights from the lower drawer at the front of the Reference Desk. See the Library’s Safety Manual for directions on how to proceed when the power goes out.