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Reference Desk Manual

Rio Hondo College Library

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Library Mission Statement

The Rio Hondo College Library supports the goals and objectives of the College by providing instruction and services that introduce students to the depth and breadth of information sources available to them in an academic library, encourage the development of critical thinking about information and its use, and highlight the “lifelong learning” aspect of the College mission statement.

**Vision Statement**

Rio Hondo College strives to be an exemplary California community college, meeting the learning needs of its changing and growing population and developing a state of the art campus to serve future generations.

**Mission Statement**

“Rio Hondo College is a collaborative center of lifelong learning which provides innovative, challenging, and quality educational offerings for its diverse students and community.”  *(Mission Statement revised 12/13/05)*

Library Service Goals

* Select, organize, and make available in a variety of formats, the resources needed for successful learning, personal growth, and career enhancement.
* Provide prompt, accurate, unbiased, courteous, and knowledgeable assistance for information needs.
* Encourage and foster information competency and lifelong learning skills.
* Provide quality instructional programs for the use of information resources in support of the college curriculum.
* Provide the human and technological expertise to support the use of information in learning.
* Ensure a safe and comfortable environment.
* Provide access for and assistance to persons with special needs.

# 

Emergencies

**Consult Rio Hondo College Emergency Guidelines pamphlet at front of manual. You can also go to:**

http://www.riohondo.edu/CampusSafety60607FINAL.pdf for more information on emergency preparedness

**Emergency Phone List**

DIAL 15 (campus operator) *or*

Dial 9-911 for highest level of emergencies

Evening/Weekend College (evenings after 5pm and weekends) x3437

**Kats Gustafson**

**Dean, Library and Instructional Support**

Campus Office: x3475

Cell:      619-892-0748

Home:   562-456-5236

**Location of Emergency Exits\***

There are six emergency exits on the library floor:

1. The main staircase can also serve as an emergency exit.
2. There is an emergency exit near the microfilm/fiche cabinet behind group study rooms (223A, 223B and 223C), in reading room, and quiet study area/tree house.
3. There is a double door emergency exit to stairwell located near the McNaughton collection, along the south wall, opposite the circ desk, behind the study area.
4. There is an emergency exit in front of women’s restrooms, next to LR 210, behind circ desk, past elevator.
5. There is also an emergency exit next to group study rooms 3 and 4 (LR 223C and 223D).

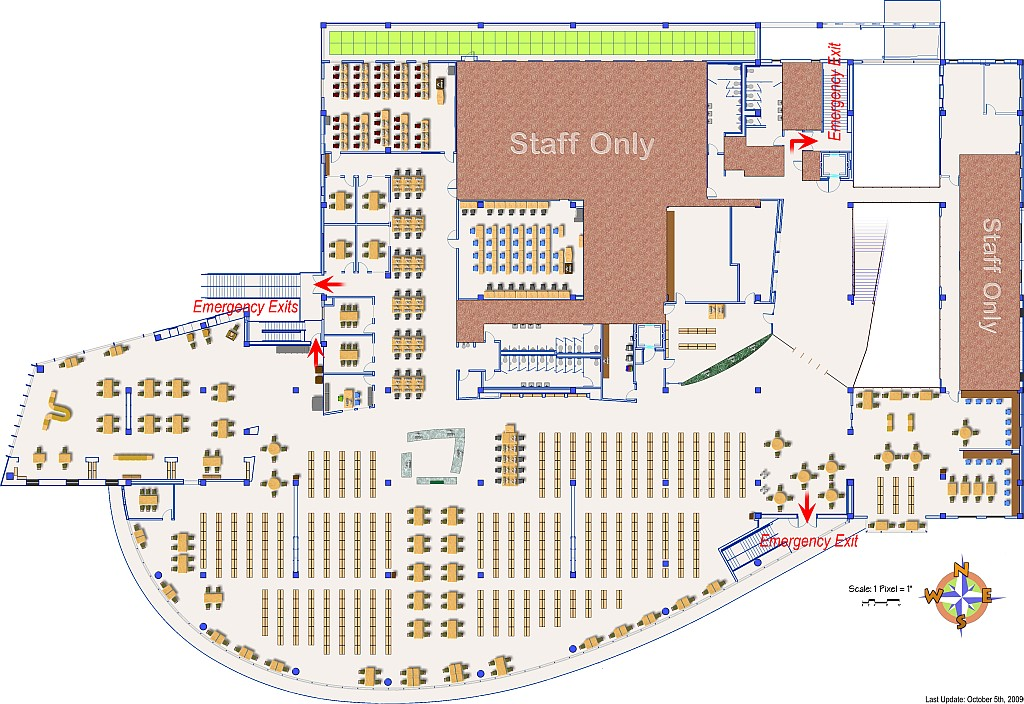
**Location of Emergency Alarms**

1. Opposite circ desk, behind reading area, on right side of emergency exit door.
2. Behind group study rooms, at corner of reading and quiet study area, next to microfiche cabinet.
3. Opposite women’s restroom, near elevator, next to LR 210, next to emergency exit.

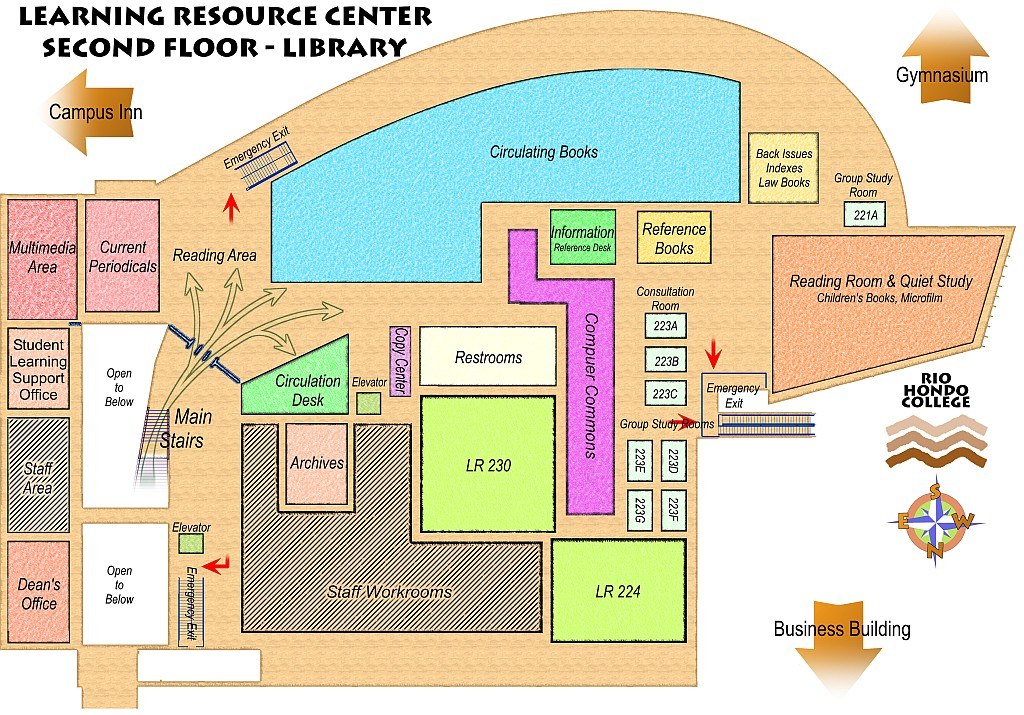
Procedures

**Earthquake**

* Duck under a desk and hold on.
* After tremors stop, assess immediate damage around you. Are you or others injured? Is there apparent damage?
* Stay calm and help patrons.
* Do ***not*** use elevators. Use stairways.
* Lead patrons through main entrance or emergency exits.

***\*See maps below showing locations of all emergency exits.***

**Map 1**

**Map 2Fire**

* When fire alarm rings, assess area around you. Is there smoke? Heat?
* Do ***not*** use elevators. Use stairways.
* Treat all fire alarms as real, unless previously notified of a test.
* Stay calm. Assist patrons.

***Evacuate building quickly and safely. Lead patrons out through main entrance, or through emergency exits (Check pages 6 and for emergency exit locations.), and down staircase, if safe.***

.

* Check the *Campus Safety Brochure* (at front of manual) for the location of two emergency operation centers, and assembly areas 1-12.
* Follow emergency procedure listed on *Campus Safety Brochure* (at front of manual).

**Power Failure**

* Get out flashlights kept at reference and circ desks. One flashlight is near iMac.
* ***Evacuate patrons from library.***
* Lead patrons down main entrance stairs to front of building or use emergency exit stairwell. (Check pages 7 and 8 for emergency exit locations.)

**Elevator Failure**

* Call security at x3490 or x4116,

***Or***

* Dial 15 for an emergency situation.
* Inform department secretary, Keo-Jye Lodico,

***Or***

* On evenings and weekends, call Evening/Weekend College (x3437).
* Put *out of order* signs at elevators on first and second floors.
* Talk to anyone who is trapped. Remain calm. Reassure them.
* Report elevator malfunctions to department secretary and Operations (x4116), even if no one is trapped.

**Accidents**

* Know where first aid supplies are located. There is a first aid kit with hand sanitizers at iMac station. Do not touch blood or bodily secretions. Use gloves from kit.
* Remain calm. Reassure victim. Do ***not*** move victim.
* Call nurse at Student Health Services, x3438. Other contact numbers are x4116 (Operations), x15 (Switchboard), x3437 (Evening/Weekend College).
* Give the following information:
  + Nature of injury
  + Location and telephone extension
* For further information on administering first aid, see *Appendix 1* and *Appendix 10.*

**Disruptive Patrons**

*Minor Disruptions*: Consult with library and instructional support dean (x3475)

If necessary, call the dean of retention and success (x3467), college psychologist (x3811), or evening/weekend college coordinator (x3437).

*Examples of Major Disruptions*:

* Verbally abusing students or staff
* Assaulting student or staff
* Willfully damaging college property
* Unlawfully using drugs or alcohol on library premises

For severe cases, please review *Campus Safety Brochure* at front of manual and follow procedures. Emergencies listed in brochure include:

* Earthquake
* Power outage
* Fire
* Armed person on campus
* Active shooter
* Bomb threat
* Lockdown

For these situations, immediately call:

* x4116 (Operations) or x15 (Switchboard), 8am-5pm, Monday-Friday.
* x3437 (Evening/Weekend College Office), 5pm-10pm, Monday-Friday, and 8am-4pm, Saturday.
* x4118 or x3490 (Security), all other hours.

**If you determine that emergency personnel are needed, dial 9, then 911.**

Fill out an *Unusual Occurrence Form* after major disruptions. Forms are kept at reference desk and are available from the department secretary, and should be turned in to the secretary.

**Emergency Supplies**

* Flashlights and batteries: In first-aid drawer at the Reference desk iMac station.
* First-aid kits: 1) Reference desk: Under iMac station; 2) Circ desk: LR 234 on top of supply cabinet.
* Fire Extinguishers: A fire extinguisher is located: 1) on west wall between reference desk and water fountains, facing computer commons; 2) on pillar in between circulating P books behind reference desk; 3) opposite circ desk, behind tables and chairs, next to emergency exit doors.
* Fire Alarms: There are two fire alarms. One is opposite circ desk, behind tables and chairs, next to emergency exit doors. The other is located behind group study rooms, next to emergency exit door.
* Walkie-Talkie: To contact security, use walkie-talkie kept at circ workstation desk.

Reference Service

**Reminders for Librarians**

**Reference Interview**

Be sure to conduct a thorough reference interview. If you cannot locate the information or item after checking all the obvious sources, please confer with a colleague. Please note that full-time librarians are also available (spring and fall semesters) for assistance from 7 in the morning until 8 in the evening.

**Student Inquiries about Reserve Textbooks**

Use this as a golden opportunity to teach the student how to use the library catalog to locate reserve textbooks. Take the student to the catalog station across from the Reference Desk and guide the student through a reserve textbook search. This is also a good opportunity to point out other features of the library catalog.

**Reference Log**

Make sure to add information that will be helpful to fellow librarians: class assignments, difficult and/or repetitious reference questions, equipment quirks/problems, etc.

**Reference Manual**

Please review the current reference manual and please suggest corrections and/or additions. The Reference Manual is also on the Library Wikispace and/or Dropbox.

**Staffing**

* At least one librarian is assigned to reference desk during all library hours. However, if funding permits, two librarians are assigned for busy periods.
* Librarians scheduled together on reference desk should equitably share roving duties.
* If you are alone at reference desk, call a full-time librarian for back-up for breaks and assistance.

**Reference Shift Checklist**

Checklist for each shift at reference desk:

* Check daily calendar on Microsoft Outlook and Schedule 25 (R25) to be aware of orientations, absences, and meetings.
* Check online reference log for new entries.
* Retrieve telephone messages. Password to access phone messages is 5544.
* Record statistics on all interactions with patrons.
* Rove entire library to see if patrons need assistance – at least once each hour.
* Check your personal library RHC e-mail account, and the general library Outlook e-mail account for messages and orientation assignments.
* Review new reference titles, if any. New reference and circ books are in LR 232, near the west door, on shelf titled *New Books for Review.* Librarians may review new books prior to shelving.
* Periodically, hourly librarians will need to complete and sign timesheets. Timesheets are kept in a cubby labeled *Hourly Timesheets*, in LR 234. Enter the number of hours worked during each shift. Do not log hours before you have worked them. If you are using sick time or PN time, indicate “ill” or “PN” as appropriate on the timesheet. The pay period schedule, released by Payroll, provides additional information about when timesheets are due. Turn in time sheets to division secretary.
* During quiet periods at the reference desk, work on subject guide updates, as assigned, or other on desk projects.

**Reference Log**

To share events/information/assignments with colleagues, use the Outlook online reference log.

To access log:

* Open Outlook.
* Click *Public Folders,* in left frame.
* Click *All Public Folders.*
* Click *+* by *Library Orientation Room.*
* Click *Reference Log.*
* Select *7-Day View* or *Monthly View* to view entries.
* Click any entry to read the full text.

To add an entry to log:

* Access *Reference Log* as described above.
* Double click the calendar day to see a blank entry form.
* Fill in form with pertinent details. Include a subject line. Sign entry.
* Click *Save and Close*.
* Entry is now visible to log readers.

**Reference Statistics**

Record statistics for each patron interaction at reference desk, and indicate whether the interaction was primarily reference, directional, informational, or technical. A form for recording daily statistics is kept on each desktop. Additional forms are stored in cubbies on southernmost side of reference desk, and can be printed from the wiki. A wiki login can be procured by asking Adele Enright for an invite, then creating a login name and password.

Reference Desk Conduct

***Positive Conduct***

* Approach students that appear to be lost in the library.
* Be approachable: Make eye contact, smile, and help the student to feel at ease.
* Ask students at computers if they have questions.
* Inform new users of policies and effective computer use, such as, be sure to remove flash drive after use.
* Rove the entire floor at regular intervals to proactively help students.
* Refrain from working on desk projects so intensely that you miss the opportunity to help students.
* Call for help, or if you have other questions. For help with overflow crowds, call any full-time, on-campus librarian, or suggest that students try LR 114.

Adele Enright……………………….…x3377

Robin Babou……………………….….x3375

Judy Sevilla-Marzona………………....x3378

Stephanie Wells……………………….x3379

***Learn***

Use non-busy times at reference to learn about the library, the collection (print, online databases, and RHCL Web site), and the campus, or to work on an assigned librarian project.

If you have an idea/suggestion to improve the library, please send it to a full-time librarian (Stephanie, Adele, Judy, Robin).

***Inappropriate Conduct***

Refrain from conducting personal business at reference desk. Use break time (away from desk) to make phone calls, check personal e-mail, or leisure-read. (Of course, it may, occasionally, be necessary to take/make a personal phone call, or read/send a personal e-mail.)

We depend on hourly librarians to help with reference, orientations, projects, and other duties. Thanks --- have a great semester!

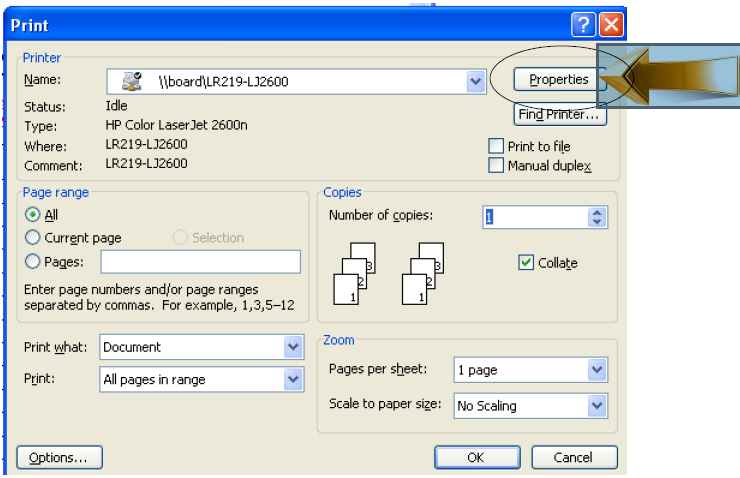
*Revised 4.2011 –A. Enright, G. Beeler*

**Printing the Reference Statistics Log**

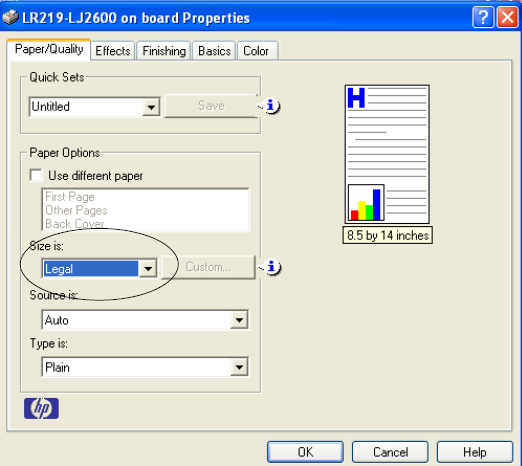
GROUP STUDY ROOM RESERVE LOG PRINTING INTRUCTIONS

Ref desk Printer

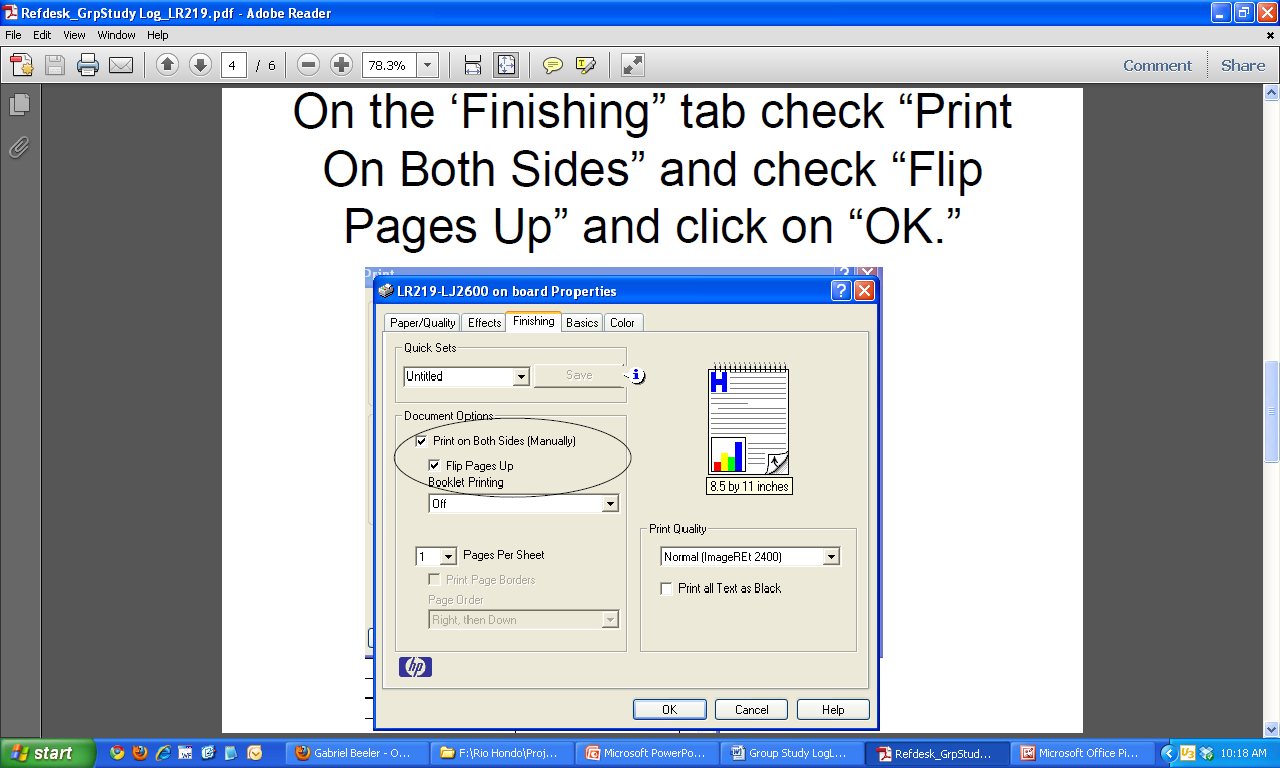
To print this document; choose the printer \\board\LR219-LJ2600 (Ref desk) Click on the properties button.



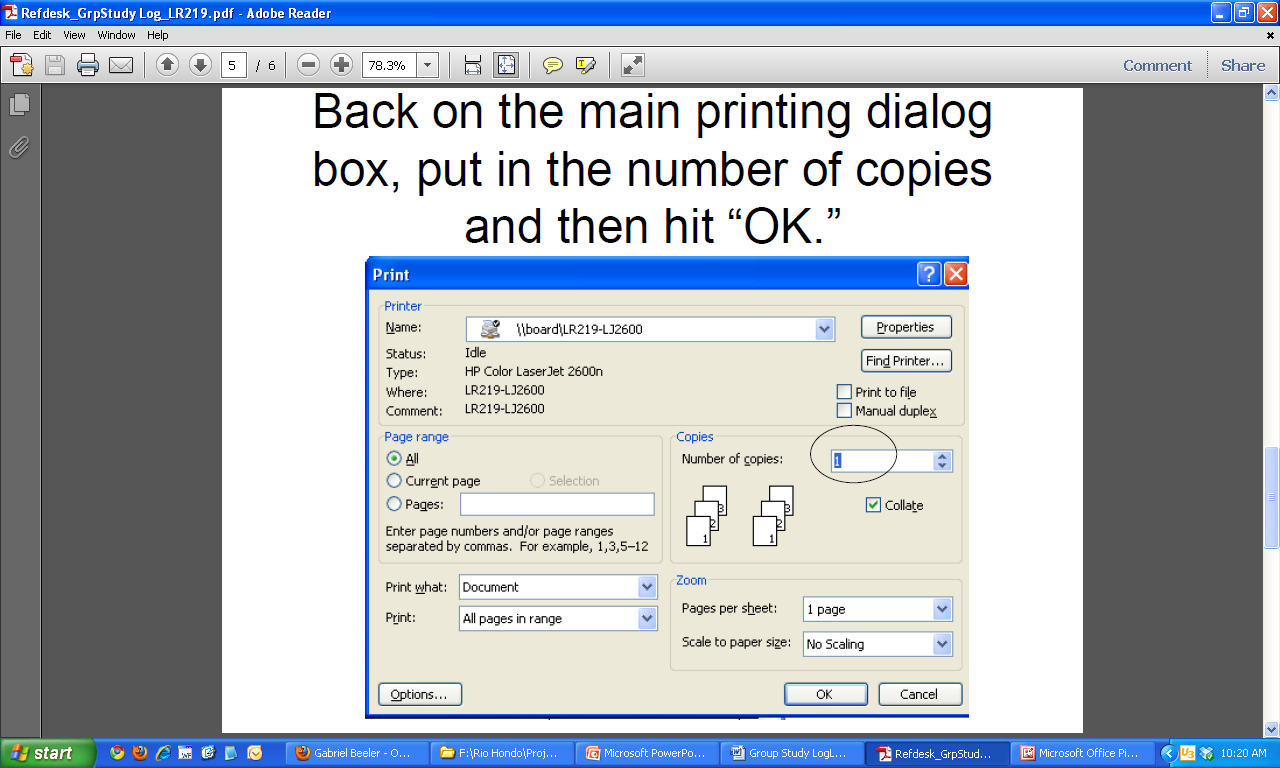
On the “Paper/Quality” tab, size is: legal



On the “Finishing” tab check “Print on Both Sides” and check “Flip Pages Up” and click on “OK.”



Back on the main printing dialog box, put in the number of copies and then hit “OK.”



Printing Tips

•Be sure to use legal size paper.

•Remove the bottom paper tray

•Push the blue button in the back of the paper tray and slide the tray back to the legal size setting.

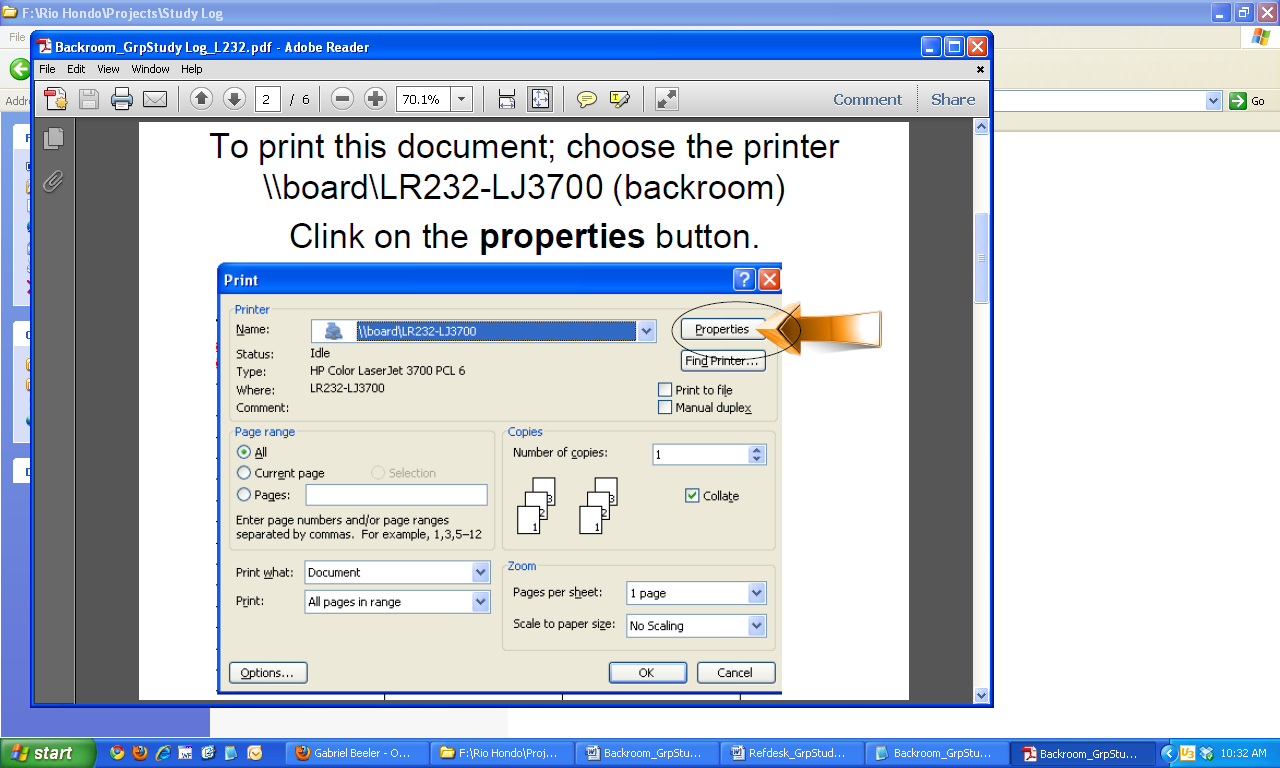
•Flip the paper manually to print the other side. (Face Down)

•Be sure to mind the paper at the printer to keep it from jamming.

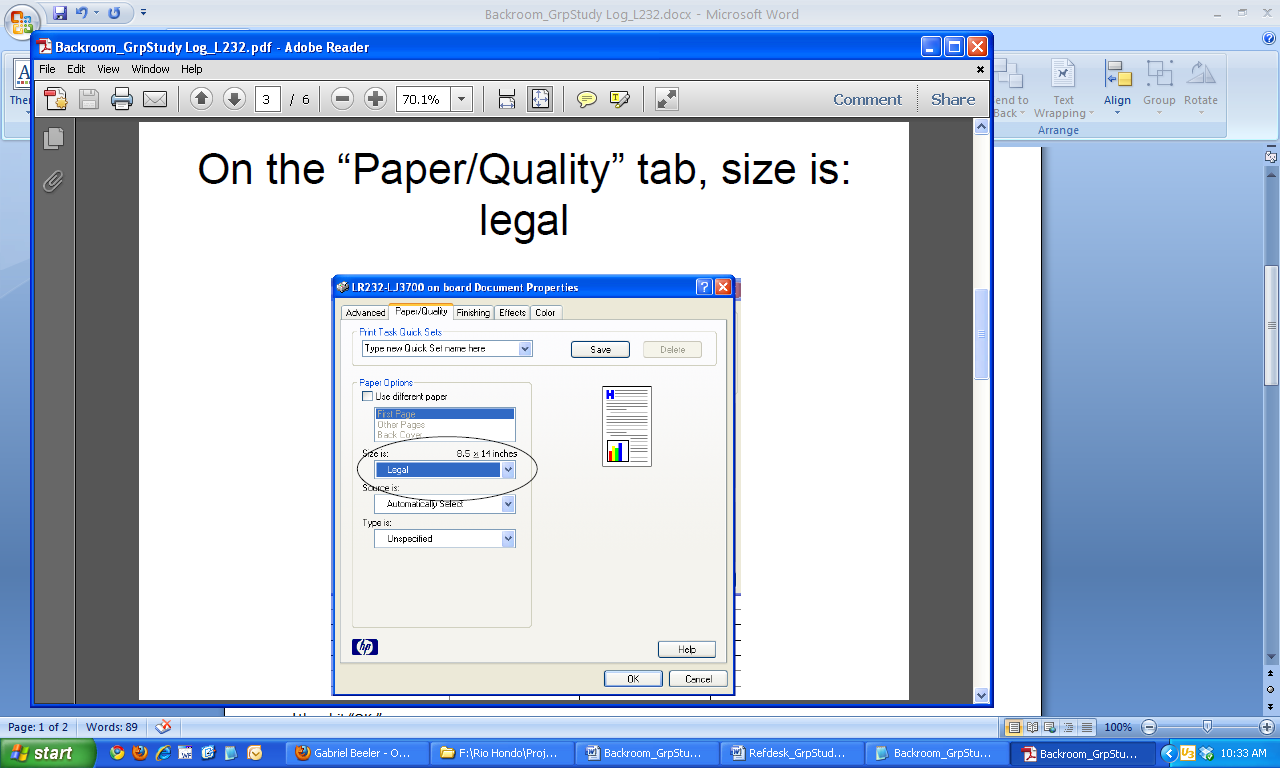
GROUP STUDY ROOM RESERVE LOG PRINTING INTRUCTIONS

Backroom Printer

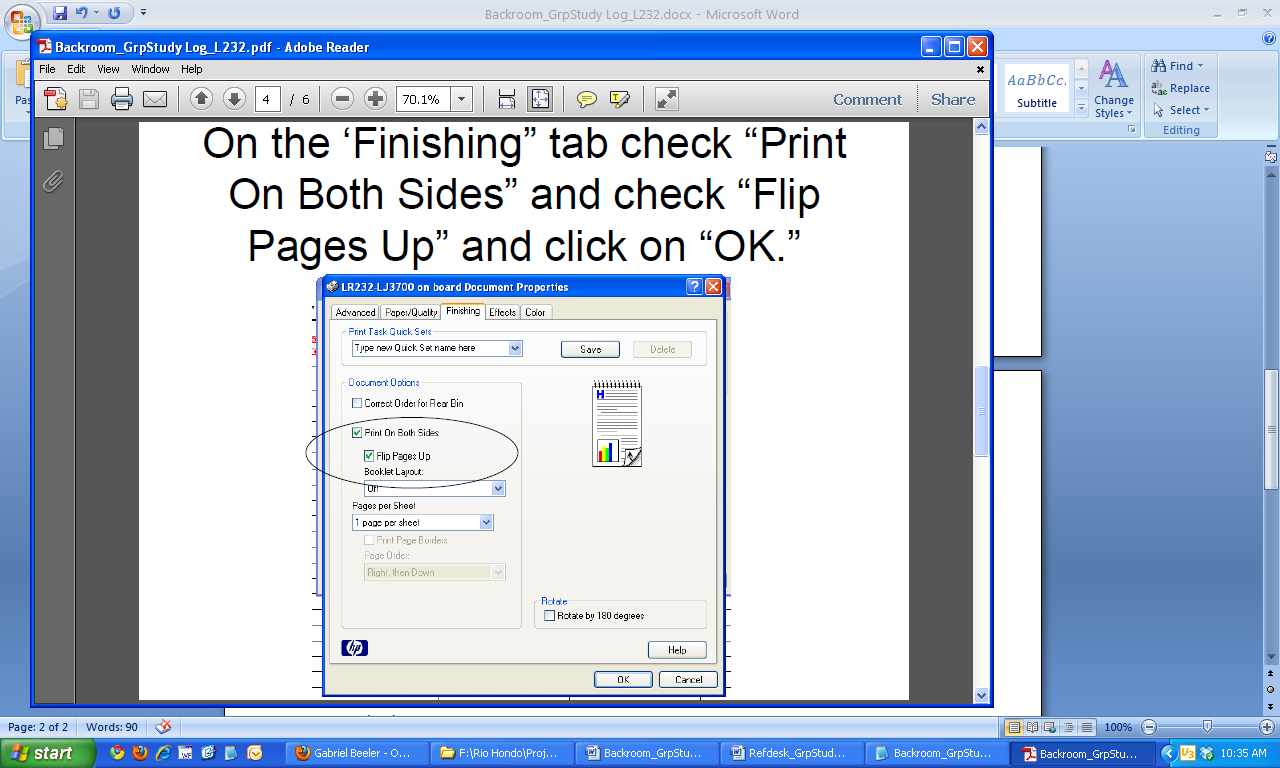
To print this document; choose the printer \\board\LR232-LJ3700 (backroom) Click on the properties button.



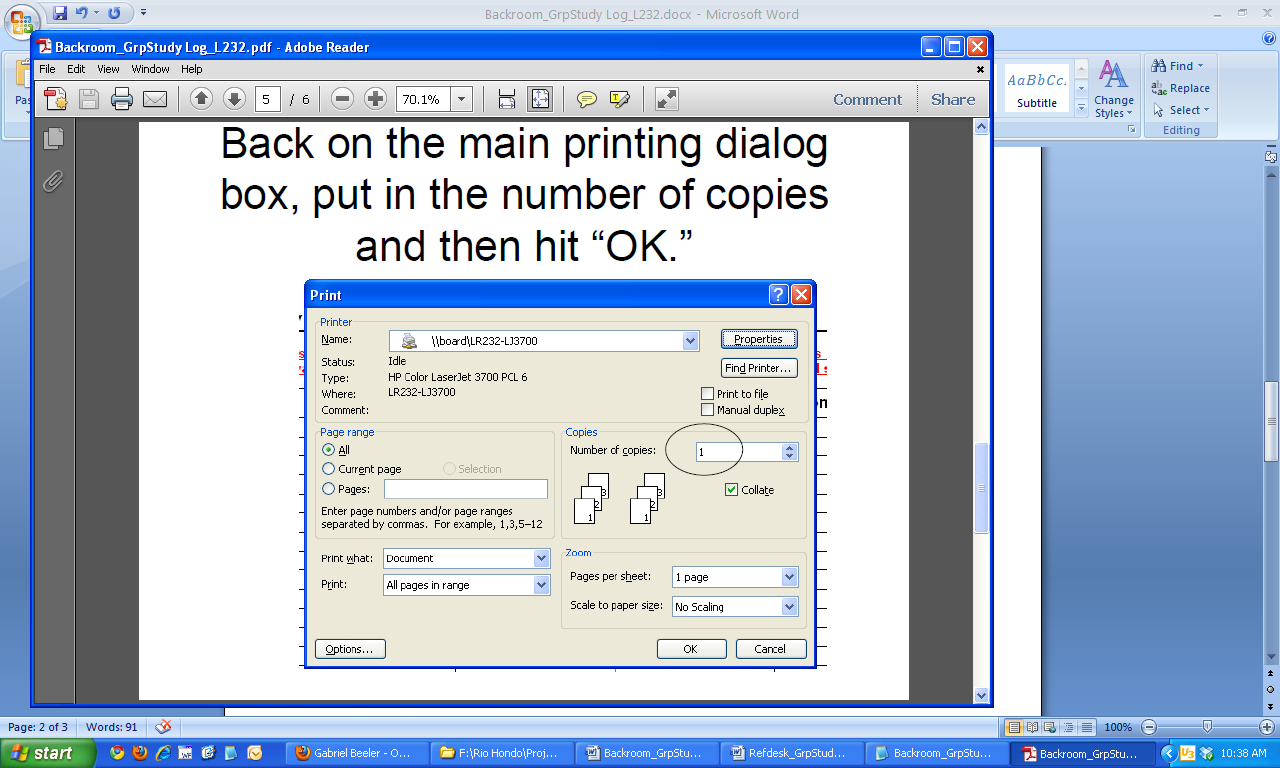
2. On the “Paper/Quality” tab, size is: legal



3. On the “Finishing” tab check “Print On Both Sides” and check “Flip Pages Up” and click on “OK.”



4. Back on the main printing dialog box, put in the number of copies and then hit “OK.”



Tips

•Be sure to use legal size paper.

•Be sure to mind the paper at the printer to

keep it from jamming.

**Databases**

Over thirty databases are accessible through RHCL. To access subscription databases from campus, click “On-campus users.” For off-campus/remote access, RHC students and employees must login using their AccessRIO account. Log In Instructions are listed on the AccessRIO page, as well as a [**Contact Technical Support**](http://www.riohondo.edu/luminis/accessrio_technical_support.html) link at the bottom of the AccessRIO log-in page.

Current databases:

[Ageline](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Ageline)  
[ArtCyclopedia.com](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ArtCyclopedia.com)  
[ArtLex -- Art Dictionary](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ArtLex%20--%20Art%20Dictionary)  
[ARTstor](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ARTstor)  
[Biography Resource Center](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Biography)  
[Books-In-Print](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Books%20in%20Print)  
[Britannica Online](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Britannica)  
[CQ Researcher](http://library.riohondo.edu/online_databases/databasesA_Z.htm#CQResearcher)  
[California Code of Regulations](http://library.riohondo.edu/online_databases/databasesA_Z.htm#California%20Code%20of%20Regulations) (Title 8)  
[Code of Federal Regulations](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Code%20of%20Federal%20Regulations) (Title 29)  
[College Source](http://library.riohondo.edu/online_databases/databasesA_Z.htm#College_Source)  
[The Complete Works of William Shakespeare](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Complete%20Works%20of%20William%20Shakespeare)  
[Contemporary American Poetry Archive](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Contemporary%20American%20Poetry%20Archive)  
[Contemporary Authors](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Contemporary_Authors)  
[Contemporary Literary Criticism Select](http://library.riohondo.edu/online_databases/index.htm#Contemporary_Literary_Criticism_Select)  
[Country Watch](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Country)  
[Dictionary of Literary Biography](http://library.riohondo.edu/online_databases/index.htm#Dictionary_of_Literary_Biography)  
[Dictionary of Philosophical Terms & Names](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Dictionary%20of%20Philosophical%20Terms%20and%20Names)  
[ERIC](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ERIC)  
[ETOH](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ETHO) - Alcohol & Alcohol Problems Science Database  
[Education Statistics at a Glance](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Education%20Statistics%20At%20A%20Glance)  
[Environmental Ethics](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Environmental%20Ethics)   
[Episteme Links : Philosophy Resources on the Internet](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Episteme%20Links)  
[Gale Virtual Reference Library](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Gale_Virtual_Reference)  
[Health & Wellness Resource Center](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Health%20and%20Wellness)  
[Health Reference Center Academic](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Health%20Reference)   
[HighWire Press](http://library.riohondo.edu/online_databases/databasesA_Z.htm#HighWire%20Press)  
[Hispanic Journal of Behavioral Sciences](http://hjb.sagepub.com/) (Sage Publications)  
[Issues & Controversies @ FACTS.com](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Issues)  
[Library of Congress Country Studies](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Library%20of%20Congress%20Country%20Studies)  
[Literature Resource Center](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Literature)  
[MedlinePlus](http://library.riohondo.edu/online_databases/databasesA_Z.htm#MedlinePlus)  
[National Library for the Environment](http://library.riohondo.edu/online_databases/databasesA_Z.htm#National%20Library)  
[Philosophy Research Base](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Philosophy%20Research%20Base)  
[Pro & Con](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Pro%20&%20Con)  
[ProQuest](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ProQuest)  
[Professional Collection](http://library.riohondo.edu/online_databases/databasesA_Z.htm#Professional_Collection)  
[PsycARTICLES](http://library.riohondo.edu/online_databases/databasesA_Z.htm#PsycARTICLES)  
[PubMed](http://library.riohondo.edu/online_databases/databasesA_Z.htm#PubMed)  
[ReferenceUSA](http://library.riohondo.edu/online_databases/databasesA_Z.htm#ReferenceUSA)   
[SIRS](http://library.riohondo.edu/online_databases/databasesA_Z.htm#SIRS)  
[Social Science Data Search](http://library.riohondo.edu/online_databases/databasesSubject.htm#Social_Science_Data_Search)  
U.S. Census Burea

**INFORMATION FOR RIO HONDO STUDENTS ONLY**

You can access most databases off campus via **AccessRio.**

Should you need to access a database directly, you will need to **login to each database separately**:

|  |  |
| --- | --- |
| **ProQuest**  URL: <http://proquest.umi.com/pqdweb?RQT=341>  Account:   4K9XNBWW47  Password: WELCOME | **Sirs Researcher**  URL: [http://sks.sirs.com](http://researcher.sirs.com/)  Customer #  CA5973H  Password: 3916 |
| **Issues & Controversies @ FACTS.com**  URL: <http://www.2facts.com/>  ID:    riohondo  Password: facts | **Pro & Con**  URL: [www.pro-and-con.org](http://www.pro-and-con.org/)  User ID:  9416  Password: test |
| 1. **Contemporary Authors** 2. **Contemporary Literary Criticism Select** 3. **Gale Biography In Context** 4. **Gale Opposing Viewpoints In Context** 5. **Gale Virtual Reference Library Center** 6. **Health & Wellness Resource Center** 7. **Health Reference Center Academic** 8. **Literature Resource Center** 9. URL: <http://infotrac.galegroup.com/itweb/cclc_rio> 10. Password: rio\_log | **CountryWatch**  URL: <http://www.countrywatch.com/>  Access code: CSUA  Look for the red link that says "If you have been given an access code, click here." Follow the directions to create your own user name and password. |
| **ARTstor**  URL: [http://www.artstor.org](http://www.artstor.org/)  You need to login to ARTstor ON-CAMPUS every 120 days in order to have remote access to ARTstor off-campus. You also need to have cookies enabled on your computer. | **College Source**  URL: <http://www.collegesource.org/>  Username: riohondo  Password: rhc2007 |
| Problems with logging on? Please contact the Library at (562) 908-3484  Last updated 09/15/09 | |

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**Library Web Site**

Explore the Rio Hondo College Library (RHCL) Web site, <http://library.riohondo.edu>.

Familiarize yourself with the reference and informational tools available, including:

* Catalog
* Databases
* Subject guides

**Subject Guides**

Subject guides are pathfinders to resources on popular topics. Researched and written by RHCL librarians, the guides provide brief lists of recommended Web sites on popular topics and pertinent reference and circulating books, videos, and DVDs in the RHCL collection. New subject guides are created as needed, and existing guides are updated periodically for currency and accuracy. Each semester, hourly librarians revise guides, as assigned. Subject guides are available via RHCL Web site.

**Library Handouts**

Handouts are available at the reference desk. Please direct students to these, or to the online versions linked from RHCL home page. Available handouts include:

* Components of our library orientation packet (*Appendix 2*)
  + *Locations* (including library and learning resource center map)
  + *Policies and Procedures*
  + *LC Classification/Understanding Call Numbers*
  + *Magazines vs. Scholarly Journals*
  + MLA style sheets for print and electronic resources
* APA style guide (*Appendix 3*)
* ASA style guide (*Appendix 4* )
* *Plugged in at Rio*, a computer access guide (*Appendix 5*)
* Printing and photocopying FAQ sheet (*Appendix 6*)

Logistics

**Found Copy Cards**

Students occasionally leave copy cards at photocopiers or print stations. If you find a card, or it is handed in, put it in a card reader to determine value, write value on a sticky note, and affix to card. At your discretion, you may give found cards to students needing copies.

**Display Case Lights**

Keep lobby display case light on during open hours (unless case is empty amid display change). Interconnected lights include: display case, circ, lobby, and the hall adjacent to rest rooms (labeled STN: 29-29A). Switch is behind the circ desk, on west wall.

**Elevator**

The lobby elevator is in the front entrance hallway. This elevator is open to the public during library hours and is accessible to handicapped patrons.

The internal elevator is located between copy room (LR 220) and circ desk. A staff member may assist any faculty or disabled student who needs to use the elevator.

**Giving Change**

1. Students may ask for change at circ desk. Change is kept in a drawer at circ workstation desk behind reserve shelves.
2. Students can get change at the Campus Inn or bookstore by making a purchase.
3. Change is limited. A student with a $20 bill may be given a slip to take to cashier for change.

## Print Station and Copy Card Dispenser

All Internet workstations are networked to the copy room print server. Copy cards are required for printing. The copy card dispenser is in the copy room. The cost of the copy card is one dollar: 50 cents for the card/50 cents for 5 prints. The dispenser only accepts dollar bills. Remind students that value can be added to the cards, so empty cards should be saved. For instructions on getting a copy card and adding value, please check the copy card machine (in copy room). Change is usually available at the circ desk for students needing dollar bills to purchase or add value to a copy card. Circulation staff fills printers with paper daily. **Never turn off print release stations.**

Equipment and Troubleshooting

**PC Reservations Tips for Librarians,** As of April 12, 2011  
**Setting Up an Account**

Students:

Use the student i.d. number and password. The same one they use in Access Rio or to log on to Blackboard

Non-students:

Use his/her driver’s license number or California i.d. If they don’t have either; they can use their name. “Name” is the least preferred method. Since we are asking students for student i.d. numbers, we should try to be consistent if possible.

**Restart – Reset a student computer**

Press <Ctrl><Alt>\ and enter password:

**blorch23**

Query - you will see: Do you want to take this out of the system?

Answer: YES

The Deepfreeze desktop will appear

Go to:  
**-> All programs  
-> Start up  
-> VAMSQL.exe**

**Take a student computer out of the system**

Press <Ctrl><Alt>\ and enter password: **blorch23**

Query - you will see: Do you want to take this out of the system?

Answer: YES

**Put a student computer back in the system**

The Deepfreeze desktop will appear

Go to:  
**-> All programs  
-> Start up  
-> VAMSQL.exe**

**Restart – Reset the Reservation Station**

Press <Ctrl><Alt>\ and enter password:

**blorch23**

Start Internet Explorer  
Go to:  
-> C drive  
-> Program Files  
-> Vend Print

Click on the traffic signal icon to open reservation queue

**Waitlist - Make it Appear on the Toshiba Monitor**

->Turn monitor on: The power button is on the left side of the screen

-> At the Reservation station move the mouse to the bottom left of the screen until you see the toolbar

-> Click: “Reservation List” on the toolbar. A window will open and show the reservation queue.

-> Click and hold on the blue title bar (reservation list) at the top of this window

-> Drag the window straight across to the RIGHT until it disappears from the screen. The reservation window will now be appear on the Toshiba monitor!!

Note: If you do steps 2-3 (above) while the reservation queue is up on the Toshiba monitor, you will be moving the reservation list back into the reservation station. The “Reservation List” box in the toolbar acts as a toggle switch in effect.

Resetting a Password

Get the student i.d. number

At the Reference Desk

Open the Computer Reservation system:

Click on the traffic signal icon

Click ADD/EDIT

Click FIND

Edit Password – blank it out (backspace)

Ask student to make the reservation again. The Reservation system will ask for a new password.

The other way to reset a password is if the student keeps re-enters an incorrect password several times (not of the exact number) the Reservation system asks the student to put in a new password.

Extending a Student’s Session

At the reference desk select the station number

Click MODIFY/EDIT

Type in the amount of time needed.

Click CONFIRM SETTING

Click EXIT

Resetting a Reservation

In the event that the Reservation System assigns a student to a computer already in use:

Get the student i.d. number

At the Reference Desk bring up the Reservation System:

Click on the traffic signal icon

Click ADD/EDIT A USER RECORD

Click EDIT

Go to:

The Patron ID line

Type in the student i.d. number

Click RESET RESERVATION STATUS

Ask student to make another reservation at the reservation station

Report the above instances to David and Adele.

Administrator Privileges

Go to "start", "All Programs", "Accessories", "Remote Desktop Connection"

Enter "Vendprint880" and click on connect.

User name: Vendprint.support

Password: VPS@rio

Log on to: RIOHONDO

The above is for administrative privileges and to log on to the server.

VendPrint Tech support - Danielle:   
800.224.5242 ext. 109

VendPrint Tech support - Kris:   
515.669.0850 (cell phone)

IBE – Eric:

562.921.0202 ext 133  
562.712.1196 (cell phone)

## Microfilm Reader/Printers

There are two microfilm/fiche readers with no printing behind group study rooms LR 223B and 223C. Prints **cannot** be made from either reader; they are just for **viewing** films. All librarians should be able to operate readers and assist patrons. (See *Appendix 7* for operating instructions).

## Photocopiers

In copy room are two printers (black-and-white only) and three photocopiers that print in color or black-and-white. Black-and-white prints are ten cents each. Color prints are one dollar each.

In the event of a paper jam, clear jam, if possible. Try opening panel on right side of copier to locate problem. To reset copier, turn power off, then on. If error message persists, unplug copier for several seconds, then plug in. For assistance with paper jams, call circ desk, x3416. If problem is not fixed, ask circ to report problem to IBE. For IBE contact info, check *How to Place a Service Call* (page 17).

* Circulation staff refills paper trays regularly.
* Advise students that they can make copies in copy room, LR 220.

**Making Bulk Copies**

For bulk copies, go to L11 in the old library building. Use RHCL’s four-digit account code, obtainable from department secretary.

## Workstations

* If a workstation freezes or shuts down, try rebooting. Check for loose cords.
* No success? Place *Out of Order* sign on keyboard. Call David (x3419) or Mary (x4104).

**Print Stations**

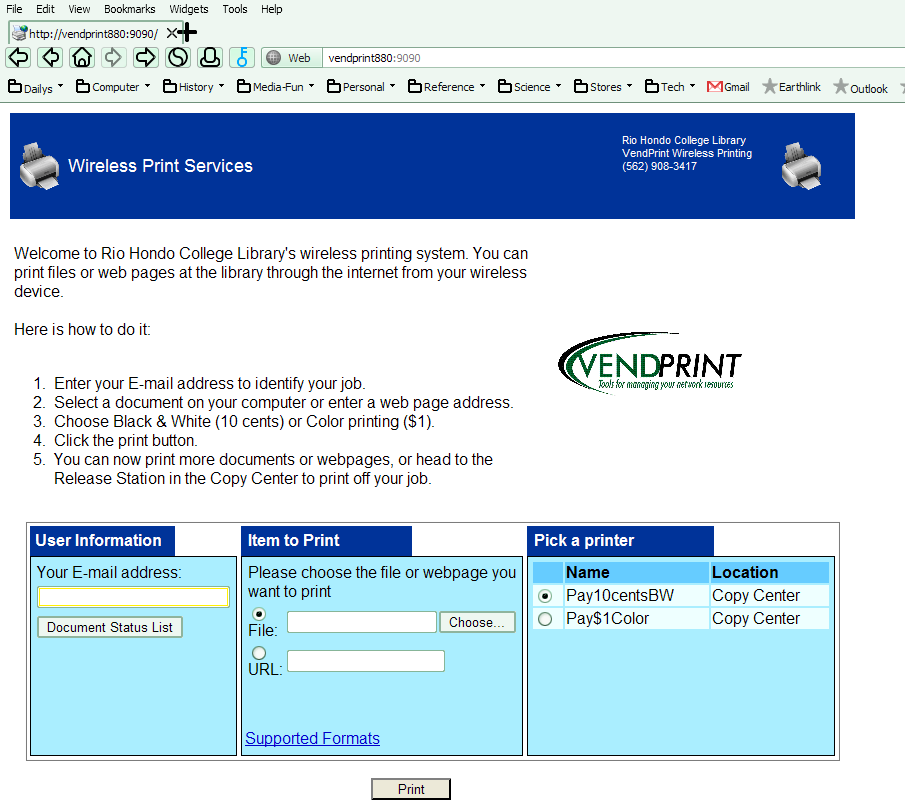
Insert copy card. Highlight job, choose printer, and click *Start Printing* button. Enter password. Choose printer from BW1 or BW2 and start printing.

If a student’s password does not bring up their print job, the most common reason is the *Caps Lock* setting, either at the student or print station keyboard. Switch the Caps Lock setting at the print station to see the job. The standard setting at the print station should be Caps Lock off.

* Circulation staff refills paper trays regularly.
* For other problems, contact Mary (x4104), or David (x3419).
* Advise students that they may print at learning assistance center in LR 114, and in the district computer lab in B107 (Business).
* At your discretion, release short documents for patrons from VendPrint software installed on reference desk computers (except iMac). Click on desktop shortcut and click *Start Printing* button. Use sparingly.

**Wireless Printing**

* It's a bit different to use than the system on the workstations. You go to the printing website ([http://vendprint880:9090](https://roadrunner.riohondo.edu/owa/redir.aspx?C=9341a77413854c9ea7764d416d48092b&URL=http%3a%2f%2fvendprint880%3a9090)), put in your email address for identification, enter either a file name on your computer to print (pdf or Office documents only), choose B&W or Color, and click "Send".
* Note, that it can takes several minutes of "processing" before it is ready and shows up on the release station.
* One flaw is that it does not require a password - which means anyone could print it. I'm not sure that'll be a major problem, but we may wish to warn people about printing personal stuff.

****

**Service Calls for Copiers, Copy Card Dispenser, and Print Stations**

Problems with copiers and copy card dispenser? Ask circulation (circ) staff to contact IBE. (All problems should be reported to circ desk.) If a service call is made by reference staff, then notify circ staff. Daytime: Notify Tes Safavi. Nighttime: Notify Rudy Martinez.

# *How to Place Service Call for Photocopiers*

**Phone: 562.921.8244**

**Toll Free: 888.456.2677**

**Online:** [**www.ibedigital.com**](http://www.ibedigital.com)

Have IBE *Digital Equipment Number, Copier Error Code* and/or description of symptom ready for dispatcher.

Equipment models: (2) Konica Minolta 361 ID 9547 and 9555 (1) Konica Minolta C203 ID 9558

***How to Place Service Call for Card Dispensers***

**Boscop Inc.**

**Phone: 603.744.2188**

**Call IBE, if this does not resolve problem.**

What’s Where?

**Assignment Notebook**

Use red binder at reference desk to store copies of student assignments, or to share pertinent data that you received, found, or printed for an assignment. Add instructor and semester info to the assignment before filing. Reading assignments assists in providing reference.

**Group Study Room Reservation Log**

Group study reservation log is kept at reference desk. Note: (1) Name of one group member, (2) Number of people in group (in parenthesis), and (3) Time of check in/check out. Remind student to check out at reference desk after vacating room.

**Headphones**

Headphones can be checked out at the circ desk with a valid student ID.

**Calculators**

Calculators are in the *Desk Supplies/Office Supplies* drawer at reference desk.

**Interlibrary Loan and Document Delivery Forms**

* *Interlibrary Loan* and *Document Delivery* forms are in cubbies on southernmost side of reference desk. Also available via wiki. Prior to form completion, advise students that ILL takes three to four weeks.
* Remind the students that they have privileges at CSULA.
* Check all the appropriate local libraries first.
* Check World Cat. Also check the rules for setting up a library card for CSUs.
* See RHCL Web site for more information.

**Lost and Found Drawer**

Found items such as school materials, sunglasses, phones, and jackets are kept in a cupboard at circ desk. Valuable items such as wallets, keys, and IDs are kept at circ desk, in a locked drawer. If a wallet is found, look for identification and call owner. Monthly, circ staff members take unclaimed items to campus-wide *Lost and Found* in the Security Office, located in the Science Building.

**Periodicals Collection**

The periodicals/reading area is located on the east side of the front entrance. This area houses the current and most recent back issues of magazines, journals, and newspapers that RHCL subscribes to, arranged alphabetically by title. Older issues are found in the periodical stacks, alphabetically by title. The older newspapers are housed in B-C shelves, in circulating books.

**Reference Desk Contents**

In addition to the usual office supplies:

* Calculator
* First aid kit
* Flashlight
* Staff copy card
* *Out of Order* signs
  + All signage is in the file drawer, at reference desk, under iMac station.
* USB drives (for loan only)
* Three-hole punch
* Stapler
* Tape
* Scratch paper
* Pencil sharpener

**Re-shelving Cart in Reference Area**

Instruct patrons to return reference items to re-shelving cart at southeast side of reference desk.

**RHC Emergency Guidelines**

RHC emergency guidelines are in top drawer, under main counter of reference desk. Emergency guidelines are also available in reference manual, and via wiki.

**Signage**

Signs are kept in bottom left drawer, under iMac station, at reference desk.

*Signs stored in drawer:*

* Reference check out forms
* Cashier’s slips
* *Please Do Not Use the Computer*
* *The Printer Is Out of Order Today*
* *The Librarian Will Return*
* *The Internet Is Unavailable*
* *Out of Order/See Reference Librarian for Assistance*
* *This Computer Is Reserved for Class Assignment*
* *This Station Is Reserved for Internet Workshop*

**Telephone Directory, Campus**

Campus phone directories are in pull-out tray, at front of reference desk.

Policies and Procedures

**Class Use of Reference Workstations**

When instructors request a group of workstations (independent of an orientation session):

* Reserve one of the classrooms, LR 224 or 230.
* Record instructor, class, number of students, number of workstations needed, and date and time requested.
* Add information to Outlook calendar and make reservation request in R25..
* When class leaves, check that workstations are off and turn off lights.

**Collection Development**

**Donations**

* RHCL welcomes book and library material donations from students, faculty, staff, and the community.
* All gifts become the sole property of RHCL. Collection development librarians will determine the best use for donations; that is, whether they are to be added to the collection, sold in the library book sale, recycled, donated to another library, or disposed of alternately, as appropriate.
* RHCL requests recently published books, in good condition, relating to curriculum.
* Make donations at circ or reference desk, or simply leave in book drop.
* Donors are responsible for estimates of gift value for tax purposes. Donors are also responsible for compiling a detailed list of donations. Upon request, circ staff will sign a receipt at the time of donation.
* The receipt and donation form can be found via wiki.
* For further queries about donations, refer patrons to a full-time librarian.

|  |  |  |  |
| --- | --- | --- | --- |
| **LC Classification** | **Rio Hondo College Library Description** | **Rio Hondo College  Department** | **Library Liaison** |
| **HM-HV5999** | HM-HT Sociology, Regional Planning  HQ Marriage and Family  -HV5999 Social Welfare | *Sociology* | Robin |
| **HV6000-9999** | Criminology and Police Science | *Administration of Justice/Police Academy* | Robin |
| **K** | Law | *Administration of Justice/Police Academy* | Robin |
| **HX** |  | *Political Science* | Robin |
| **J** | Politic Science, Government, International Relations | *Political Science* | Robin |
| **M** | Music | *Music* | Robin |
| **P** | Language and Literature | *Communications,  Performing Arts (Literature)* | Robin |
| **C** | History, Archeology, (Numismatics) | *History Visual Art* | Adele |
| **D** | History (General), Europe (General) | *History* | Adele |
| **F** | History, United States (Local)  F1210 History, Mexico  F1410 History, Latin America | *History Visual Art* | Adele |
| **G** (GV excluded) | Geography (General),  GR-GT Folklore, Manners, Customs | *History,  Anthropology Visual Art* | Adele |
| **N** | Fine Arts | *Visual Art* | Adele |
| **Q** | Science | *Mathematics  Business (Computer Science),  Physics  Chemistry  Geology  Biology* | Adele |
| **S** | Agriculture, Horticulture, Animal Science, Conservation of Natural Resources | *Biology  Geology* | Adele |
| **TR** | Photography | *Visual Art* | Adele |
| **TT** | Handicrafts, Arts & Crafts | *Visual Art* | Adele |
| **B’s** | Philosophy (General)  BF Psychology  BL-BX Religion | *Philosophy*  *Psychology*  *Religion* | Judy |
| **E** | History United States (General) | *History, US (General),  including Chicano Studies* | Judy |
| **GV** | Physical Education, Sports and Recreation | *Physical Education, Sports and Recreation* |  |
| **R** | Medicine (General), Public Health  RT Nursing | *Medicine (general,*  *Public Health - including Nursing* | Judy |
| **TP** | Chemical Technology | *Chemical (Applied) Technology – including*  *Biotechnology and Food Technology* | Judy |
| **TX** | Home Economics  (includes Nutrition) | *Home Economics – no specific department associated with this* | Judy |
| **H-HJ** | Social Science, Statistics, Commerce: accounting, Advertising, Business, Data Processing, Personnel Management | *General Social Science*  *Business, Economics* | Stephanie |
| **JuvLit** |  | *Child Development* | Stephanie |
| **L** | Education | *Child Development*  *Teacher Prep* | Stephanie |
| **SD** | Forestry | *Fire Technology* | Stephanie |
| **T-TN, TS** | Technology | *Technology*  *Engineering*  *Environmental Technology*  *Auto Technology*  *Electrical Engineering and Electronics* | Stephan |

**CSULA (Cal. State Univ. Los Angeles) Reciprocal Borrowing Agreement**

RHCL and CSULA have a reciprocal borrowing agreement that allows students and faculty to check out materials. Loans are subject to the policies of lending library. (See *Appendix 8*)

**Group Study Rooms**

RHCL provides seven group study rooms: LR 221A, 223B, 223C, 223D, 223E, 223F, and 223G. Rooms can be reserved up to a week in advance at the reference desk in person, or by phone, for two or less sessions per week. **Each session is two hours.**

**A** **group** is **always** defined as **two or more** students.

* Students **must** arrive at their reserved time. **At least two members of the group must be present in order to occupy the room; no exceptions.** The room **must** be occupied by **two or more students** throughout the reserved time.
  + There is a ten-minute grace period. If two students have not arrived within this grace period, the reservation is forfeited.
* **Only bottled water** is allowed in the study rooms. ***No other eating or drinking of any other kind is permitted.***
* Students must keep their study room sessions quiet enough to avoid disturbing others.
* As a courtesy to the next group, students must clean the whiteboard upon leaving.
* If no other students have reserved the room directly after a group’s reservation, that group may not sign up twice, butmay continue to use the room. However, they may be asked to leave once the next reservation for that room begins.
* Violation of any of the above policies may result in the loss of study room use, and repeat offenders may be banned from room use for an entire semester.
* Students have first priority in reserving study rooms; however, they are open to faculty and staff when student demand is low.

**This policy is effective immediately until further notice, May 17, 2010.**

Interlibrary Loans: Policy

The Interlibrary Loan Service (ILL) is responsible for borrowing items from and lending items to other libraries. When a faculty or staff member requests an item that is not in RHCL’s collection, or when RHCL holds an item requested by a patron of another library, their request is referred to ILL technician, Tes Safavi. ILLs are allowed, but not encouraged, for students and all patrons. ILLs may take three to four weeks to arrive, if obtainable. Items are requested through OCLC, which provides access to the holdings records of libraries nationwide. Shared items include books, periodical articles, and copies from microform. We do not lend DVDs, videos, CDs, microfilm or microfiche, audiocassettes, reference materials, or current year copyright items.

* As of spring 2003, RHCL has a reciprocal borrowing agreement with California State University Los Angeles (CSULA) for all students, staff, and faculty.
* RHCL is a member of LVIS (Libraries Very Interested in Sharing – free lenders) through OCLC.
* ILL of books and periodical articles is available to RHC faculty, staff, students, and board members.
* Reference librarians take all loan requests. ILL request form is forwarded to ILL technician for processing.
* All requests for our items are received directly by the ILL technician through OCLC.
* We do not charge for interlibrary loan requests that we fill. We do not request items from institutions that charge a fee.
* If a student is looking for a hard-to-find article, refer student to ProQuest. The document can be saved or e-mailed. (Check ProQuest handout for details.)
* If an item is lost, the borrowing library is sent a bill for item cost, plus $10.00 processing fee. Librarian determines replacement cost if item is rare/out-of-print. If RHCL patron loses an ILL item borrowed from another institution, patron is responsible for replacement cost as determined by lender, plus $10.00 processing fee.
* Borrow and loan statistics are kept annually (July through June), then given to a librarian for the annual report.

Before accepting ***student*** ILL request, librarian will:

* Determine whether the student’s topic can be modified to utilize available resources.
* Investigate and exhaust RHCL print and online resources.
* Consider time frame. Explain that ILL materials typically take several weeks to arrive.
* For ***rush*** periodical articles, see document delivery procedure (follows).

**Interlibrary Loans: Procedures**

ILLs are picked up and returned at circ desk. Refer ILL requests to Tes Safavi.

**Reference and Periodical Check Out for Instructors**

If instructors ask to check out reference books or periodicals, refer request to circ. Ask circ staff to override *no circ* and limit check out to one day (or more, if librarian extends circ period for item). Ask circ staff ***not*** to desensitize material. Circ period for reference materials is one day. Is the instructor requesting a circ period of a week or more? Use your best judgment. Impress upon the instructor the need for material to return expeditiously, as students may need material for assignments. (Explain the purpose of a reference collection.) If in doubt, contact Adele, or consult with a full-time librarian.

Scheduling Orientations

# 

***How to schedule an orientation using Outlook:***

To access calendar, move scroll bar down folder list to *Public Folders,* then to *All Public Folders*. Select *Library Orientation Room.* To enter a new orientation, click on *Actions* on the top menu bar. Select *New* *orientrequest*. The form on the left will appear.

1. Fill in *Subject* line with course name, number, and instructor name.

2. Fill in *Location* (usually LR 224 or 230). Plan orientations for classes with more than 35 students in LR 230.

3. Select date, then enter start time (Time when students arrive at RHCL.) and end time. (Usually an hour later, unless

instructor has specified a different length of time.)

4. Leave *Librarian assigned* blank. Fill in number of students, instructor’s first and last name, off-campus phone

number or extension, and e-mail address.

5. Try to get as much information as possible about what the instructor would like to have covered. (I.e.: Is class

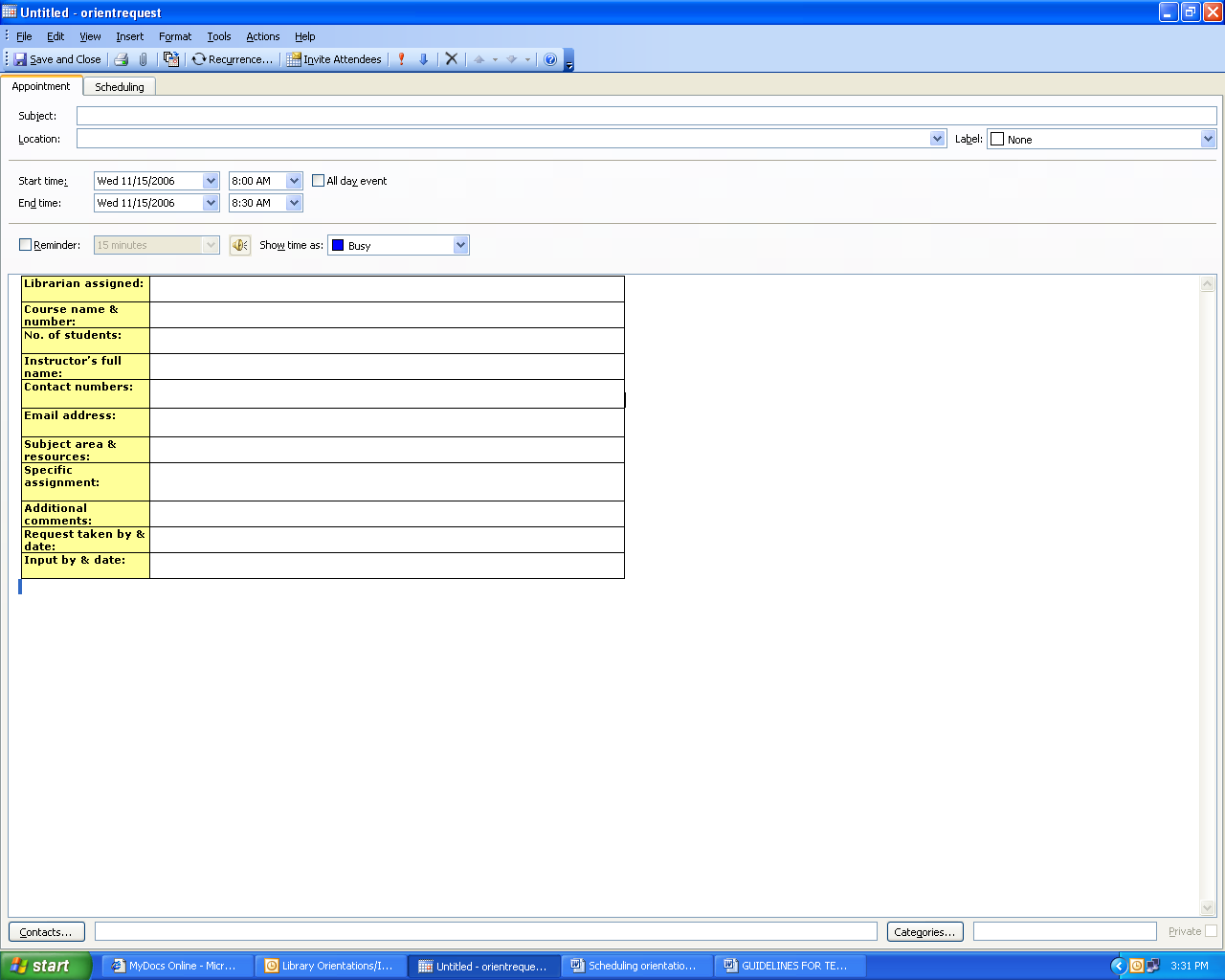
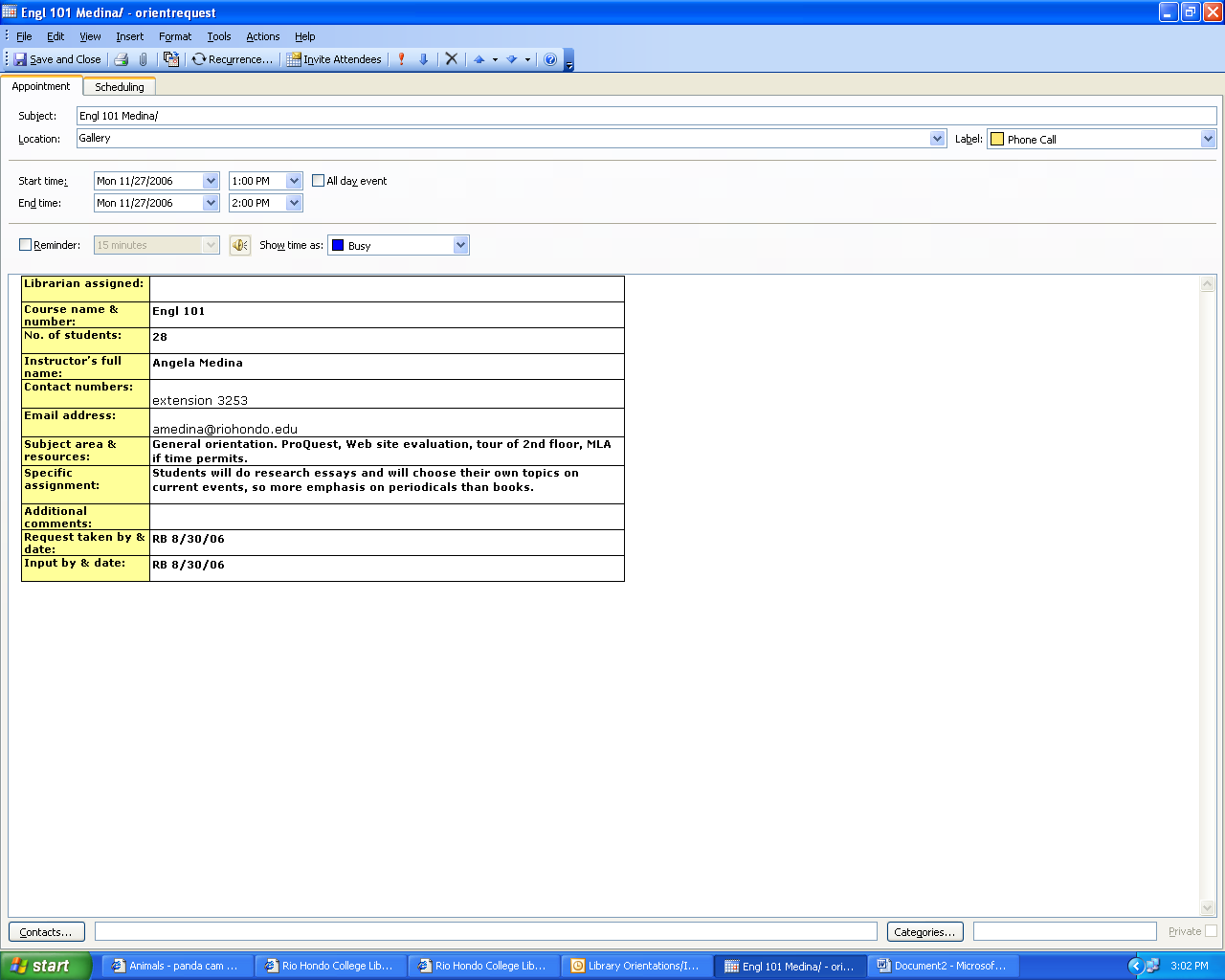
working on particular topics? Does instructor want a specific database demonstrated?)

6. What assignment will class be completing? Always ask instructor for a copy of the assignment.

7. Put your initials and the date in both the *request taken by* and *input by* boxes.

8. Save orientation request.

9. Click on *Actions* on the top menu bar and forward request to the librarian who is responsible for assigning orientations to the librarians.

This is step one of scheduling orientations. Step two is scheduling via R25.



# Scheduling Reference Consultations

Consultations are scheduled in Outlook like orientations.  They should be scheduled for the Reference Office.  The color coding for consultations in Outlook is green.   If the student asks for a particular librarian, try to verify that that librarian is available (not at reference or at a meeting) at the time the student prefers, then schedule and forward the request to that librarian.  There is no need to enter the request in Schedule 25.  If the student doesn’t ask for a particular librarian, please enter the information in Outlook and forward the request to Adele like a regular orientation request.  Please:  be sure to get the student’s contact information and topic, as specific as they can be.

Guidelines for Teaching Library Orientations

# Reminders for Librarians

**Orientations**

Statistics - Be sure to keep them up to date and accurate: please don’t wait for a reminder. These numbers are used in state and other statistical reports that the library is required to provide to various College administrators and government agencies.

**Orientation Handouts**

Printing Services

Photocopies can be made in Printing Services. Printing Services is located in the LL (basement) of the old library. You can make the copies yourself or leave instructions for the student worker to make copies. The turnaround on student worker made copies depends on the student worker schedule and your schedule. Please ask the student worker for his/her schedule, or ask KJ for the library office student worker schedule or ask LaVonne for the student workers that work in Circ and for the full-time librarians.

**College Print Shop Photocopiers**

To unlock door after hours: 6402

Copier access code: 1958

**Library Photocopiers**   
Use the Reference-Desk copy card for making photocopies. If more credit is needed on a Reference-Desk copy card, ask a Circulation staff member to add money to the copy card (usually Tes or Rudy).

**Computer Printers at Reference-Desk, LR232, and elsewhere in the Library.**  
**Do not** use library printers to make multiply copies of handouts for students. One or two copies can be made to send to Printing Services or to use at the Library photocopier.

**Color handouts**

**Do not** make color handouts for students. Refer students to a webpage for color versions of your handouts. Color versions of your handouts can be posted on your orientation’s Libguide page.

**Please note:** the cost of printer cartridges is $100 - $190 per cartridge. That means it can cost about $400 to replace all the cartridges in the printer at the Reference Desk printer and about $700 to replace all the cartridges in the printer in LR232.

# Objectives

* Introduce students to library resources and services.
* Acquaint students with online catalog, an online database, RHCL Web site, and/or any other resources requested by the class instructor (as feasible within one hour).
* Encourage further use of library materials and services, particularly reference desk.
* If a tour is requested, show students where major resources are located in reference section: reference desk, circ desk, periodicals area, encyclopedias, copy room, group study rooms, and Internet workstations.

## Procedures

1. After receiving an orientation assignment, e-mail the instructor to confirm that you will be teaching the orientation. Verify the date and time of the class, the specifics of the assignment, and the print/electronic resources to be covered in the orientation. Request a copy of the class assignment for your reference. (After the orientation, file assignment in reference binder).
2. Prepare materials to be discussed during orientation, such as relevant books and other media, and Web sites. Occasionally, an instructor may ask for a class-specific handout that you will need to research and develop, e.g., a list of .edu sites that help with writing research papers.
3. *On orientation day*:

* Check classroom seating arrangement. Are there enough chairs? Check/adjust lights.
* Test that data projector and workstation are working. If needed, call AV (x4013), David Johnson (x3419), or another librarian for help. Remote control should be near workstation.
* Check that computers are on and ready for hands-on instruction, if desired.
* Set up books, handouts, and other orientation-related materials in the room. Packets and handouts are kept in LR 224 and 230 file cabinets.

1. *After the orientation:*

* If no class follows yours, turn off the data projector and workstations.
* Return extra hand-outs and materials to file cabinet.
* Turn off lights. Close door.
* File class assignment in reference binder.
* Did you develop handouts? Put them in a Libguide.

**What to Cover during General Orientation**

General orientations include, but are not limited to, an overview of the following. (Modify to accommodate class needs.)

* Library hours
* Location of materials/services
* How to obtain library and copy cards
* Overview of Library of Congress Classification
* Differences between general magazines and scholarly journals
* MLA citation format
  + Mention other citation format handouts
* How to find a book using online catalog
* How to find an article using an online periodical database
  + How to print/e-mail articles
* Overview of RHCL Web site, including subject guides
* How to access databases off-campus and after midnight
* Library tour

**OUTLINE OF GENERAL ENGLISH 101 ORIENTATION**

1. **Welcome and personal introduction**
2. **Summary of what will be covered**
   1. General library information: hours, services, where things are located, etc.
   2. How to find a book in online catalog
   3. How to find magazine, journal, and newspaper articles
   4. Brief library tour (if applicable)
3. **General information**
   1. Highlight handout information
      1. Library card
      2. Hours
      3. Materials and services available (e.g., books, CDs, posters, DVD players, reserve books, photocopiers and copy card, group study rooms)
      4. Physical arrangement of library — not too much detail, if there will be a tour
         1. Location of circulating books
         2. Location of reference books
         3. Reference desk (location and purpose)
         4. Circulation desk
         5. Internet workstations
      5. Library of Congress Classification/call numbers
      6. Differences between general magazines and scholarly journals
      7. Mention MLA handouts briefly
      8. Show any books or other materials you have brought (optional)
4. **How to use catalog to find a book**
   1. Accessing catalog on-/off-campus
   2. Explain search screen
   3. Demostrate keyword search geared to assignment subject matter
   4. Explain search results screen (author, title, call number, location)
   5. Click *View* and explain screen
   6. Demonstrate keyword vs. subject search
5. **How to find a magazine, journal, or newspaper article**
   1. Explain what online databases are; scroll through database list
   2. Demonstrate how to access ProQuest on-/off-campus
   3. Explain search screen
   4. Do keyword search geared to subject matter of assignment
   5. Explain search results screen
      1. Explain citations, abstracts, and chronological arrangement of citations
   6. Click on a citation and explain screen
      1. Show abstract and highlighted keywords
      2. Explain full-text results
   7. Show how to print and e-mail articles
6. **Highlight RHCL Web site features**
   1. Subject guides
   2. Other features as time permits
7. **Library tour** 
   1. Point out reference and circ desks
      1. Mention McNaughton and featured books, CDs, and posters
   2. Point out circ and reference desks, copy room (printers, photocopiers, and copy card machine), current and back issues of periodicals, group study rooms, Internet workstations
   3. Ask for Questions.
   4. Thank students for visiting.

**General Hints**

This outline is only a guide. You need not cover every detail listed. Feel free to improvise. Librarians can access a Web page that has a few “packaged orientations.” See <http://library.riohondo.edu/Research_Help/Orientation_Handouts/For%20Librarians/index.htm> for more details. See RHCL LibGuides for other orientation ideas.

Explain library jargon used, i.e. *call number, circulating, reference, stacks.* Interact with students. Ask questions. (*Where is the reference section? What is the difference between a reference book and a circulating book? Where is the McNaughton collection?*). Pause to anticipate answers. Intermittently request questions from students. Smile! Have fun.

# Rio Hondo College Library Policy

**Library Orientation Rooms LR 224 and 230**

**Last updated: 9.14.2009**

The library orientation rooms (LORs) are integral to RHCL’s mission of serving the information needs of students, and educating them to be researchers who are well versed in information competency skills. Library orientations, Internet workshops, and library classes are taught in these rooms and have scheduling priority. The rooms are open for anyone on campus to book (through R25), so ***plan ahead and book early in the semester,*** and encourage faculty to book library orientation classes as soon as possible.

LORs are reserved according to the following priority:

**1st --- Library instruction**

* Library credit classes scheduled for specific days/times.
* Orientations scheduled by instructors with a librarian at least one week in advance.
* Internet and other library workshops scheduled for specific days and times.
* Orientations scheduled by instructors with librarian with less than one week of notice — subject to librarian and space availability, and on a case-by-case basis.
* If necessary, workshops scheduled in LORs can be moved to a group study room or the library meeting room (LR 201B), if available, and as attendance warrants.

**2nd** --- **Return visits** (for research/computer use) by classes that have already attended a library orientation. Students must be supervised by an instructor, or librarian, while working on class-related assignments.

**3rd** --- **Library meetings and events** scheduled around orientations, classes, and workshops.

**4th** --- ***Occasional*** **class meetings and other faculty or staff meetings** that cannot be held elsewhere on campus for space or technology reasons. **Such requests will be taken no earlier than 3 business days before the proposed meeting.** Meeting coordinators are responsible for generating facilities work order to restore original seating arrangement.

*When there are no orientations scheduled in a room, it may be used as an overflow*

*computer lab for student research during peak usage hours (mornings)*.

**Procedure for Reserving the Library Orientation Rooms**:

*To prevent double-booking, librarians note use of LORs in Outlook and request via R25.*

**Reservations for orientations, workshops, and return research visits by a class can be made with any reference librarian (x3484).** Reservations for one-time class use and other division/departmental meetings can be made through College Facilities Manager, Eva Cabral (x3057). The library orientation rooms will be listed in R25, the campus booking software. Please also contact a reference librarian, who will note room reservation in Outlook.

The librarian taking the reservation:

* Verifies the date, day, and time of the orientation or meeting and the room that is being requested, and
* Reminds the caller to make arrangements with facilities for: (1) Furniture and security rearrangements needed in LR 230 (the larger orientation room), and (2) Restoring the furniture to its classroom arrangement after the scheduled use.

# Opening and Closing Procedures

**Opening**

**Student Computer Commons**

Make sure all computers have turned on automatically

Email David (cc: Dean and FT & PT Librarians) with the numbers of the computer(s) that do not turn on automatically

Pull out each keyboard tray to check for food and trash

Put the keyboard tray in the correct position

Make sure the monitors are not locked in one position, that is, they can be raised and lowered

**Reference Desk**

Turn on the three computers – Open outlook calendar and R25 Calendar.

Classrooms (LR 224 and LR 230)

Turn off lights

**Group Study Rooms**

Check each room for:

Correct number of chairs

Damage

Food

**Tree House**

Make sure the lights are turned on. Use the light switch on the column.

**Reservation system (PC and Television monitor)**

Turn on the monitors (PC and Television)

Make sure the reservation Wait List is visible on the screen. If not use the following instructions to make the Wait List visible:  
***Waitlist - Make it Appear on the Toshiba Monitor –   
(only do this if you cannot see the Waitlist)***

1. **Turn monitor on**: The power button is on the left side of the screen
2. At the Reservation station move the mouse to the *bottom left* of the screen until you see the toolbar
3. Click: ***“Reservation List”*** on the toolbar. A window will open and show the reservation queue.
4. Click and hold on the blue title bar (reservation list) at the top of this window
5. Drag the window straight across to the **RIGHT** until it disappears from the screen. The reservation window will now appear on the Toshiba monitor!!

*Note: If you do steps 2-3 (above) while the reservation queue is up on the Toshiba monitor, you will be moving the reservation list back into the reservation station. The “Reservation List” box in the toolbar acts as a toggle switch in effect.*

**Closing**

* Fifteen minutes before closing, announce impending closing time to patrons.
* Shut \ Exit out of any programs.
* Press the power button to shut down vacant iMacs. Turning off vacant computers reminds patrons of impending closing. PCs will automatically shut off.
* Turn off PC reservation system monitor only.
* Shut down reference desk computers and printer.
* Check that all group study rooms and bathroom stalls are empty.
* **Do not** turn off the print station computer or photocopiers.
* Librarians do a sweep of the following areas: going from the reference desk north to the PCs, south to the back windows, and west to the tree house. This sweep is conducted to ensure that all patrons have exited the building.
* Leave with circ staff.

# Public Workstations

During busy times of day, there is high demand for workstations. VendPrint makes computer reservations automatically.

**VendPrint**

Library PCs are available by reservation only. Reservations are two hours per session. Students may sign-up for additional time after two-hour session has ended. The iMacs are available as 15-minute computers for quick look-up. Students do not need to reserve iMacs. If no one is waiting, students may use iMacs for longer than 15 minutes.

To delete a reservation:

(Workstation status reads *reserved*.) On staff PC, click *show reservations*, click on the reservation, then delete it.

To reserve two computers next to each other:

On staff PC, click the workstation that first student wants to use. Select “begin session,” enter first student’s username and password. Login and accept reservation. Click on the second student’s requested workstation, select “begin session,” enter student’s username and password. Login and accept reservation.

VendPrint Contact:

Danielle Nichols  
VendPrint Tech Support  
800-224-5242 x109

**Reserve Collection Fact Sheet for Instructors**

**Rio Hondo College Library**

This fact sheet is designed to assist instructors who wish to place course materials on reserve for students.

* + - 1. **The Reserve Collection**

1. Reserve collection is located behind circ desk.
2. Library staff bar code and security strip all reserve materials.
3. To checkout reserve items, students must present library card and have current borrowing privileges. No exceptions.
4. Default checkout for reserve items is two hours, in-library use only. Two other checkout options are available:
   1. 1-day checkout with one-time renewal. Overdue fee is $.25 per day, per item.
   2. 7-day checkout with one-time renewal. Overdue fee is $.25 per day, per item.
      * 1. **Adding Course Materials to Reserve Collection**
5. Place a textbook (or other course material) in reserve collection by bringing material to circ desk and completing request form.

Or, find reserve request form under “Services --- For Faculty” via RHCL home page. Fill out request form and send along with reserve material via campus mail. Library mail is only retrieved once per day, so faculty may prefer to bring material directly to circ desk to expedite processing.

<http://library.riohondo.edu/forms/Reserve%20Request%20Form.htm>.

1. If you wish to place library-owned books, videos, or other materials in the reserve collection, please speak to Judy Sevilla-Marzona (x3378). Any library-owned item, can only be checked out for two hours, in-house.
2. All reserve material, whether owned by faculty or library, is subject to the Fair Use Provision of Title 17, Section 107 of the U.S. Code. This means, for example:
   1. RHCL will not accept duplicated or burned discs or personally-taped VHS copies of copyrighted video material.
   2. All photocopied articles and audiovisual materials must comply with current copyright law, and include a full bibliographic source citation.
3. Audiovisual materials added to reserve collection must feature ADA-complaint closed-captioning.
4. RHCL recommends that items should be “checkout ready,” i.e., paperbacks or fragile items should be reinforced, and loose-leaf sheets should be placed in a binder or folder.
5. Please allow 24 hours for processing reserve material.
6. You will be notified and student privileges will be suspended if a student:
   1. Fails to return an instructor’s personal copy of any reserve item,
   2. Removes from library premises an instructor’s personal copy of an in-house use only item, or
   3. Fails to return an overnight checkout (1- day or 7-day) on due date.
      * 1. **Removing Course Materials from the Reserve Collection**

Reserve materials are kept in collection for the length of time indicated in request form by instructor. Instructor may retrieve materials at circ desk or request return via campus mail.

Reference:

US CODE: Title 17, §107. Limitations on exclusive rights: Fair use <http://www.law.cornell.edu/uscode/17/107.html>

Updated 2009-10-02

Proposed policy for reserve collection (August 2008) is available for further information *(Appendix 9).*

# ****Rio**** ****Hondo College**** ****Archives****

RHCL houses the college archives. Archives are located in LR 217.

Archive items ***do not*** leave the library. Items are unique and historically significant. Only in exceptional cases should items be checked out of library, i.e., college president requests item.

To check out items:   
1. Use the reference check out form (on wiki or in this manual).  
2. Write an accurate and detailed item description.  
3. Complete form by filling in patron information.  
4. Note transaction in reference log.  
5. Forward check-out form to Adele.   
6. When an item is returned to reference desk, forward item to archive, LR 217.  
 When searching for an archival document, check online catalog first, since items such as college catalogs, union contracts, and faculty handbooks have been cataloged. For a list of cataloged archive items: conduct online catalog search limiting the search to *location: archives.* If archive item is *not* cataloged you will have to locate item through a physical search of archives. (See map, *Appendix 11.)* If you cannot locate an archival document, please ask Adele for assistance.

*Partial listing of the archive collection*:

* **Minutes of the Meetings of the Board of Trustees- Bound and Unbound**

The current Minutes of the Meeting of the Board of Trustees folder is at main (north) reference desk counter.

The Unbound 2007 to current is in the reference file cabinet in LR 230.

For access to pre-2007 minutes, see Sandy Sandello in the President’s Office during regular business hours.

Board of Trustees Agendas and Minutes (2003-2009) also available online:

http://www.riohondo.edu/board/AgendaArchive/archive.htm

* **College Catalogs**

On shelf on south section of reference desk (below cubbies).

* **College Course schedules**

In archive, LR 217, and south section of reference desk.

* **Photographs**  
  Digitized photos and are on RHCL Web site under Library News: <http://library.riohondo.edu/Archival_Photos/photoindex.htm.> Other photographs are in green file cabinet in archives.
* **Faculty and student handbooks, Faculty Association and CSEA contracts**

In archive, LR 217.

# Wireless Network Access and Library Laptops

RHCL has many laptops for hands-on activities, primarily for use in orientation room, LR 230. There are wireless access points throughout the library that enable Internet access, so w*ireless network is available throughout the library*. The laptops have Microsoft Office and Web browsers. The laptops are programmed to logon to wireless network automatically. Students do not need to enter a username or password to connect. There are two logons: secured and guest. Laptop will attempt to connect to the secured network. This will allow the use of all network resources including CD-ROM server and printing. There is also a guest networking logon for students who bring their own wireless-enabled laptops. Students are ***not*** able to send print jobs to network printers via guest network login.

***Acceptable Computer/Internet Use Policy***

*Guidelines for Responsible Internet Use*

The provisions in this document serve as an acceptable use policy governing the use of computers and networks at Rio Hondo College Library (RHCL). Use of these computer systems is a **privilege**, not a right. It is the objective of RHCL to maintain an atmosphere of constructive learning, academic freedom, and proper asset management. In order to meet this objective, each student is responsible for using computing resources in an effective, ethical, and lawful manner.

1. USER ELIGIBILITY

Public computers are free of charge and available on a first-come, first-serve basis to any student with a student ID. Computers are also available to staff, faculty, and district residents of Rio Hondo Community College (RHCC).

1. COMPUTER USE/RESERVATION PROCEDURE

The public computers are connected to an automatic reservation system. Computers are accessed by entering student ID number and specifying time of usage. Note the computer number assigned, then, at the designated computer, log in by entering card number.

Only one reservation may be made at a time.

A student may **only** make reservations on his/her own student ID.

A reservation may not be made for any other person, friend, or a family member.

There is a 10-minute grace period. After this time, the computer is assigned to the next student. The late student may return to the reservation station to make a reservation for a future time.

A student can lock a computer for 5 minutes. The reservation will be lost if the computer is not unlocked within 5 minutes.

Only PCs, not iMacs are connected to VendPrint. Use a dollar bill to purchase a print card. Half of this cost pays for the card itself and fifty cents remains on the card for five prints. Prints cost ten cents per page. Money can be added to the card; please keep the card for future use. Once the card has been purchased, each dollar added to the card will provide ten prints, not five.

*Time of Usage*

iMacs: Express stations with a fifteen minute time limit, when all computers are busy. When no one is waiting, unlimited usage is allowed. Librarians will monitor as needed.

PCs: Two hours per reservation with unlimited reservation renewal.

Reservations will be cancelled after a 10–minute grace period. Computers will be reassigned according to the queue.

The system will stop making reservations 15 minutes before closing. Reservations will **not** be extended beyond closing time. **No exceptions**.

1. RIGHTS AND RESPONSIBILITIES

All users must agree to abide by the guidelines established in this *Acceptable Computer/Internet Use Policy.*

Each user must understand and acknowledge that freedom to access and display information is constrained by the rights of others.

No person may use RHCL computers for illegal or unauthorized acts. Specifically, individuals may not use computing resources to violate state or federal laws, or regulations of RHCC including, but not limited to, laws and regulations governing the creation, dissemination, or possession of pornography or other illegal documents or images; the possession or use of programs, files, or instructions for violating system security; and the violation of copyright law.

Computers may not be used to intimidate or create an atmosphere of harassment based on gender, race, religion, ethnic origin, creed, or sexual orientation. Fraudulent, threatening, or obscene e-mail, graphics, or other electronic communications are prohibited.

Online gaming is prohibited. Computers are to be used for academic/research purposes.

Changing, modifying, or eliminating computer configurations is prohibited. Loading any application or program software onto computers is prohibited.

The availability of Internet resources is determined by RHCC. Non-course-related chat and/or chat-like activities are **not** allowed.

Library computers are public computers. While every effort is made to maintain network security, RHCC and RHCL are not responsible for any security breach or Web information. Users who enter personal information online do so at their own risk.

It is recommended that students save work on a USB (flash drive) or via e-mail. All saved work will automatically be erased when student logs off or session time ends.

Disruptive behavior will **not** be tolerated. Students must respect library rules. Librarians reserve the right to terminate a computer session if it is determined that student behavior is unacceptable or that a student is disturbing other students.

There are two ADA-compliant computers reserved for use by special needs students. Special needs students maintain precedence in using ADA-compliant computers. Librarians reserve the right to ask that an ADA-compliant computer be vacated for use by special needs students.

While librarians will attempt to assist students with computer needs, basic computer knowledge is expected. Librarians will try to assist, however it is impossible to teach basic computer skills in a short period of time. Librarians can recommend basic skills resources, upon request.

***Repeated infractions of the Acceptable Computer/Internet Use Policy will result in permanent loss of computer privilege.***

1. POLICY VIOLATIONS

If a computer user violates any of the acceptable use provisions outlined in this document, computer privileges will be terminated, and future access may be denied. Some violations constitute a criminal offense, and may result in legal action and/or other penalties as deemed warranted by the Vice-President, Student Services.

1. AGREEMENT

*Using the RHCL computers constitutes acceptance of this agreement.*

I understand that to use the RHCL computers, I must be a currently registered borrower in good standing.

I understand that computer use is a privilege that may be revoked at any time for inappropriate conduct.

I agree to report hardware or software malfunctions to a librarian immediately.

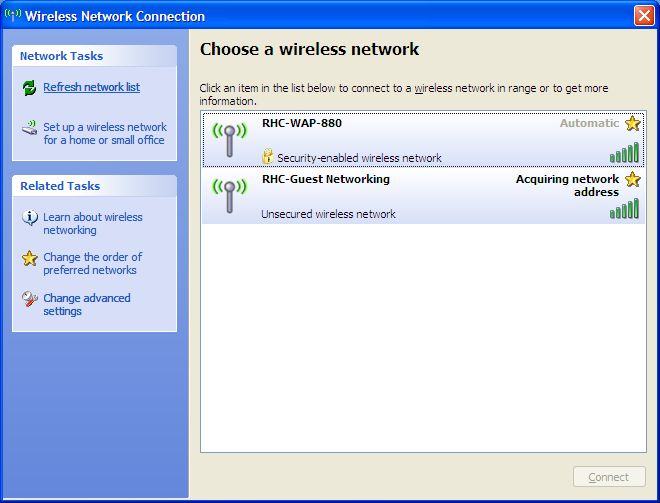
I understand that RHCL is not responsible for damage to my portable data storage or personal computer equipment.

I understand that the computers are in a public environment and privacy is not guaranteed.

I understand that I may not use non-course-related chat and/or chat-like activities on the computers.

I understand that failure to comply with the stipulations in this agreement and the *Acceptable Computer/Internet Use Policy* may result in the suspension of computer privileges and disciplinary action.

I acknowledge that I have read, and will follow, the *Acceptable Computer/Internet Use Policy.*



To view the wireless networks, right-click the icon in the tray.



At this time there is no plan to loan laptops to students.

2/28/2007 JC

Adjunct Librarians

****

**Absence, Planned**

To request a scheduled absence, fill out a PN (personal necessity) form and submit it to the department secretary for dean’s approval. PN forms are near library mailboxes.

**Absence, Unplanned**

Report absence to department secretary via e-mail ([kjlodico@riohondo.edu](mailto:kjlodico@riohondo.edu)) or telephone (562-908-3417) as promptly as possible. If you are able, please leave a phone message, or send an e-mail, to full-time librarians. Your absence will be logged on Outlook. After an unscheduled absence, fill out *Absence Report* form (available in LR 234) and submit to department secretary.

**Breaks**

A fifteen minute break is allowed for each four hour shift. Avoid taking breaks during busy periods, if possible.

**E-mail Account**

Each library staff member has an RHC e-mail account. Work with Adele to activate your account. Check RHC e-mail regularly. You will be notified by e-mail about upcoming orientations that you have been assigned to teach.

**Keys**

Contact department secretary to procure building keys.

**Lunch**

The break room, LR 205, is located across the bridge, a few doors down from dean’s office. There is a refrigerator, microwave, toaster oven, and coffee maker. Please do not leave expired food in refrigerator. The water dispenser has both cold and hot water. Following use, please clean the common utensils. Leave break room in pristine condition.

**Mailboxes**

You will be assigned two mailboxes: a mail slot in LR 234 for library mail, and a locking mailbox near mailroom in administration, or A, building. The mailroom assigns mailboxes. Keys must be turned in at mailroom at the end of each academic year. Boxes are then reassigned.

**Paychecks**

Pay periods are four weeks long and do not correspond to calendar months. The Payroll Office publishes pay periods and pay dates at the beginning of each academic year. Direct deposit of paychecks is available via Payroll Office. Checks and direct deposit receipts are distributed to campus mailboxes in A building after 2:30 pm on paydays.

**Personal Items**

Personal items may be kept in reference consultation room, LR 232 A, located across from reference desk.

**Phone Tree**

*For a building emergency, contact the dean:*

**Kats Gustafson , Dean, Library and Instructional Support**

Campus Office: x3475

Cell:      619-892-0748

Home:   562-456-5236

For schedule issues or SIRSI problems, contact an on-campus, full-time librarian.

*If you need to reach a librarian at home:*

* + - Judy Sevilla Marzona 909-612-1662
    - Adele Enright 714-773-4347 cell 714 686-1535
    - Stephanie Wells 562-335-1208 (no calls on Saturday)
    - Robin Babou 562-927-9966 cell 310-293-8437

****

EMERGENCY CONTACT NUMBERS

**DEAN LIBRARY & INSTRUCTIONAL SUPPORT:**

GUSTAFSON, Kats (619) 892-0748

**ASSISTANT DEAN STUDENT SUCCESS/RETENTION:**HOLCOMB, Robert (562) 213-8462

**FULL TIME LIBRARIANS:**

BABOU, Robin (310) 293-8437

ENRIGHT, Adele (714) 773-4347

SEVILLA, Judy (951) 712-0972

WELLS, Stephanie (562) 400-6457

**PART TIME LIBRARIANS:**

ARENAS-VELLANOWETH, Vivian (562) 896-8446

BALL, Edna (562) 400-6878

BARBA, Benjamin (949) 379-4147

BEELER, Gabriel (562) 219-8512

BOURGAIZE, Karen (562) 945-7809

DAUGHERTY, Seth (714) 588-7116

DELATTE, Monique (323) 371-2200

ENRIGHT, William (714) 773-4347

LANGER-JANKOVICH, Angela (646) 704-2780

OLDHAM, Carolyn (310) 415-6085

SHABELINK, Tania (562) 201-6103

SHACKLETT, Tod (760) 955-8304

SINGH, Gina (626) 532-2121

YASHAR, Debby (626) 331-1283

**STAFF:**

CASTELLANOS, Lorraine see Kats

CARMONA, Maria (626) 533-5132

HIRABAYASHI, LaVonne (909) 348-4796

JOHNSON, David (626) 487-3961

LAM, Candy (626) 307-9818

LODICO, KJ (562) 298-8335

MARTINEZ, Rudy (626) 590-9197

RAMOS, Laura (562) 682-1338

RIVERA, Sandra (562) 477-1670

SAFAVI, Tes (626) 488-8662

TELLES, Liz (626) 290-4520

TORRES, Irene see Kats

YOUNT, Laurie (626) 393-4481

**Scheduling**

Part-time hours are need-based assignments, and are subject to the budget and anticipated need of reference services.

**Development of Hourly-as-Needed Librarian Schedules**

The keyelements that are considered in their entirety to develop the schedule:

* Available funds for hourly-as-needed librarians
* Determination of high priority library projects
* Availability and preference of each hourly-as-needed librarian
* Needed knowledge/skill for a particular project
* Anticipated demand for orientations and library workshops
* Complete projects within agreed-upon timeline

The full-time librarians determine which projects and tasks have priority, and these projects, along with available funds, usually carry the greatest weight in work schedule development. Full-time librarians develop the schedule, and submit to the dean for final approval.

From August 22, 2008 Flex Day Librarian Meeting Minutes

**Sick Leave Accrual**

Illness leave is accrued based on hours worked. For details, consult Human Resources Department, x3405.

## Short-Notice Absences: Filling Reference Desk Hours

**POLICY**

For student supervision and optimal service, at least one librarian will be at the Reference Desk during the hours that the library is open to students. When possible, two librarians will be at the Reference Desk during peak student use periods.

**PROCEDURE**

When a short-notice absence of a librarian occurs that affects the Reference Desk, this slot must be filled.

1. Monday through Thursday, please notify Adele or Stephanie or another full-time librarian who will make arrangements to maintain coverage at the Reference Desk.

1. On Fridays or Saturdays or during late afternoon/evening shifts, there may not be a full-time librarian in the library. If you are the only librarian in the library contact another librarian to come in. Please refer to the page above for the names and phone numbers of available librarians whom you may contact to work on short notice.
2. Once you have made arrangements to fill the absence, please forward this information to KJ and/or Kats so that the information can be updated in MS Outlook Library Absence Calendar (Not the Library Orientation Room calendar).

## *Reporting Absences*

*From Dean Gustafson*

*September 24, 2010*

*This is a reminder that I would like to be informed of any absences:*

*Librarians- Please send an email to me with a cc to Stephanie and Adele. Or call Stephanie or Adele who will then send me an email. Stephanie or Adele will note it on the absence calendar as well.*

*Classified staff- Please send an email to me with a cc to Tes and KJ.  Or call Tes or KJ who will then send me an email. Tes and KJ will note it on the absence calendar as well.*

*All vacations must be approved in advance.*

*Note to PT Librarians: Please make sure that your time cards are filled in properly and includes*

1. *Month ending date;*
2. *Accurate dates hours worked (checked against the absence calendar);*
3. *Signature*
4. *If you have multiple cards, number them 1 of 3, 2 of 3, etc.*
5. *Please submit your time cards on the* ***Wednesday*** *of the week they are due so we have sufficient time to make any corrections.*

*If you submit your time card late Thursday or Friday (KJ is here only until noon) and we cannot contact you if we have questions or your time card is incomplete, I will hold your time card for the next pay period. I will not make corrections to the time cards without your knowledge and/or permission and at the same time will not send it in if there is a known error or question.*

**Timesheet**

Timesheets are kept in a cubby labeled *Hourly Timesheets*, in LR 234. Enter the number of hours worked during each shift. Do not log hours before you have worked them. If you are using sick time or PN time, indicate “ill” or “PN” as appropriate on timesheet. The pay period schedule, released by payroll, provides additional information about when timesheets are due. Turn in time sheets to department secretary.

**ABSENCES**

**Academic Attendance Report Guidelines & Responsibilities**

**FULL TIME ACADEMIC EMPLOYEES’ RESPONSIBILITIES**

Reporting Absences - An academic employee must contact his/her immediate supervisor as soon as the need to be absent is known to permit time to secure a substitute service. If the academic employee fails to notify the supervisor at least two (2) hours prior to assigned duties, the absence shall be deemed as an unauthorized leave. If your division dean cannot be reached prior to absence from your classes, please advise the Office of Academic Affairs (extension 3402) or the 24-hour answering service (562)485-2432. The office will then attempt to notify your respective division dean. If a faculty member is unable to meet his/her assigned evening class, call your department (before 4:00 p.m.) to report the absence. The division secretary will post your room and note on the “sign-in” sheet any instructions you may have for your students. If you are unable to call your department before 4:00, contact the Evening College Office at extension 3437/3405. The Evening College Office will make sure your room is posted and will inform your department of your absence the next day. Instructors, UNDER NO CIRCUMSTANCES, shall make private arrangements for substitutes for any of their assigned classes without prior approval from their respective division dean.

All academic full time employees must submit an absence form when they have been absent from the college on other than school business. The absence forms are available from your division secretary or they are available on the P drive for full and part time employees. The areas of “OTHER THAN SCHOOL BUSINESS” include ILLNESS, BEREAVEMENT, PERSONAL NECESSITY, AUTHORIZED LEAVE WITHOUT PAY, and SUBPEONA or JURY DUTY. Illness and Personal Necessity leave must be listed in either days or half days. Authorized Leave Without Pay may be taken in hours. This form is to be completed by the employee as soon as possible after returning from the absence. The Division Dean will review and verify that the information is accurate. A copy of this report along with the absence form will be retained in the department for a period of three years. For further information on Personal Necessity Leaves, refer to Collective Bargaining Agreement, Article 8.

**PART TIME & OVERLOAD ACADEMIC EMPLOYEES’ RESPONSIBILITIES**

Reporting Absences - A part time and overload employee must contact his/her immediate supervisor as soon as the need to be absent is known to permit time to secure a substitute service.

If the academic employee fails to notify the supervisor at least two (2) hours prior to assigned duties, the absence shall be deemed as an unauthorized leave. If your division dean cannot be reached prior to absence from your classes, please advise the Office of Academic Affairs (extension 3402) or the 24-hour answering service (562) 485-2432.

Instructors, UNDER NO CIRCUMSTANCE, shall make private arrangements for substitutes for any of their assigned classes without prior approval from their respective division deans. If a faculty member is unable to meet his/her assigned evening class, call your department (before 4:00 p.m.) to report the absence. The division secretary will post your room and note on the “sign-in” sheet any instructions you may have for your students. If you are unable to call your department before 4:00 p.m., contact the Evening College Office at extension 3437/3405. The Evening College Office will make sure your room is posted and will inform your department of your absence the next day.

All part time and overload absences must submit an absence form when they have been absent from the college on other than school business. The absence forms are available from your division secretary or they are available on the “P” drive for full and part-time employees.

The areas of “OTHER THAN SCHOOL BUSINESS” include ILLNESS, BEREAVEMENT, PERSONAL NECESSITY, AUTHORIZED LEAVE WITHOUT PAY, SUBPOENA or JURY DUTY.

Personal Necessity: Shall be limited to circumstances that are serious in nature and that the employee cannot reasonably be expected to disregard, and that necessitate immediate attention, and cannot be taken care of after work or the weekends. Under no circumstances shall personal necessity leave be available for purposes of personal convenience, extension of a holiday or a vacation period, to seek other employment, for recreational activities or concerted activities.

All absences must be listed in hours. Part time and overload instructors earn one hour of sick leave for every 20 hours worked. The form is to be completed by the employee as soon as possible after returning from the absence. The Division Dean will review and verify that the information is accurate. A copy of this report along with the absence form will be retained in the department for a period of three years. For further information on Personal Necessity Leaves, refer to Collective Bargaining Agreement, Article 8.

General Information

**Displays**

Thematic displays are mounted monthly in display case at front entrance. Thematic library books are displayed with appropriate items. Displays have focused on Black History Month, pets, news headlines, and travel.

**Featured Books**

A group of circulating titles is chosen monthly by a librarian to be displayed in the Featured Books area located in display shelves along the wall running from circ to reference desk. At times, books may be thematic, i.e., during Black History Month. Normally, timely, high-interest or low/no circ, or recent acquisition books are displayed, fairly recent acquisition. Featured books may be checked out.

**Plugged In at Rio**

Be familiar with and point students to the *Plugged In at Rio* online PDF, or handout. This handout shares locations, hours of operation, and services, and functionality available at all computing locations on campus.

**Reserve Items**

There is a cataloged collection of materials (including textbooks, articles, and videos) that are on reserve for courses. Though these materials are the circ desk, students often ask at the reference desk for textbooks. Instruct the student on searching for a reserve book in the catalog. Search the catalog to determine if we have a title on reserve before sending student to circ desk. Inform students that to photocopy, they will need a copy card, available from copy card machine in copy room.

**Computer Use by Non-Students**

There is not a restriction on non-students using library computers. Non-students are also able to use computers in the district lab (B107), but to do so must first sign up under non-credit course #5019, as per district lab staff.