Library Services and Policies

Welcome to the Newton Gresham Library at Sam Houston State University.

You’ll learn about many of the services the Newton Gresham Library offers as well as some of the policies.

The Library is located near the corner of Bobby K Marks Drive and Bowers Blvd. On the map you see, the Library is building 42.

As you see here, we’ll discuss a number of services we offer as well as some of the policies.

Circulation

The first segment of the presentation is about the Circulation department. Circulation is primarily concerned with library materials that can be checked out and in.

The main Circulation Desk is located on the 2nd floor of the Library. It is the desk you will go to if you owe fines, you want to check out or check in books, want to check out something your professor has placed on reserve, or are interested in checking out computer equipment, among other things.
The Satellite Circulation Desk is located on the north end of the building on the 1st floor. There is ramp access to that area. You can go to this desk to check books out and in and to recall a book.

Your personal information, including the books you have checked out is private. We will not provide that information to anyone without a court order, an order from a Federal agency using the Patriot Act, or your written permission. If you are over 18 that includes your parents. So, you
must give us permission to discuss fines, lost materials, etc. before we can talk to your parents about any problem.

You must present your valid SHSU Bearkat OneCard at the Circulation Desk every time you want to check out material.

Undergraduates can checkout material for 14 days, graduate students for 28 days, and faculty and staff until the end of the semester.

If you are an undergraduate, you can have up to 25 books on your library account. Graduate students can have up to 35, and faculty and staff up to 50 books.

Overdue books do accrue fines. There is a fine of $0.25 per book per day. The maximum fine for each book is $25.00. If you return the book within the first two days after the date due, we’ll waive your fine. So remember to renew the books if you need them after the due date.

SHSU students can check out books from the main collection, which is located on the 3rd and 4th floors, and the Music Listening Room on the 1st floor. You can also check out many of the government documents. They’re located on the 1st floor as well. SHSU students may not check out periodicals, which include newspapers, magazines, journals, recordings or reference books.

**Renewing Books**

*Renewing* your books means that you have to let the Library know that you still need to use the books you have checked out. The Library will then let you know if it’s okay to keep the books and, if so, will change the due date based on your loan period.

There are three ways to renew books. The first is by going to the Library’s online catalog and using the link to My Account. You can only use this option if you are not blocked for fines or lost material. So, this is the best option if the books are not already overdue. *[Note: Please disregard this statement; My Account is no longer available in the catalog.]*

The 2nd way is to follow the Online Book Renewal link on the Library’s homepage, and the third way is to bring the books into the Library and renew them at either of the Circulation Desks.

When you use the My account option from the online catalog you will have to enter your SHSU I.D. number and your birthday. *[Note: Please disregard this statement; My Account is no longer available in the catalog.]*

If you’d rather use the Home page’s Online Book Renewal Link, follow the instructions for book renewal. You can use this option even if the books are overdue. You do have to type in the barcode for each book. *[Note: Now you can renew ALL your books on this form without entering the barcodes!]*
Both the My Account and the Online Book Renewal options will send you a message, either
telling you that the material is successfully renewed or not. The message from the Online Book
Renewal system will be an email from Circulation Staff. We’ll tell you the due date and any
fines that accrued for those books. We’ll also tell you if someone else has recalled the book and
you cannot renew it.

**Reserves**

Reserves is yet another service we offer. Reserves is located on the left side of the Main
Circulation Desk on the 2nd Floor.

*Reserve materials* are those things that your professor has placed in the Library for use by his or
her students. It may be books, book chapters, articles, notes, old tests, and the like. The term
*reserves* includes both print and electronic reserves.

Remember that everything on reserve is copyrighted unless it specifically says that it’s not.
Information about copyright law and guidelines is available from the Library’s Homepage. Just
click on the Library Link titled Copyright Information.

Traditional reserves, or paper reserves, are housed in the reserve area behind the Circulation
Desk.

To find out if your professor has something on reserve, you go to the Library’s homepage and
click on search the catalog. Then click on Reserve Desk on the top menu bar. Enter your course
number or the professor’s last name and click on the appropriate button.

If there are reserves, it will appear on a list. Click on the appropriate entry and then click on
Details. You’ll find the information you need, such as call numbers, availability, and checkout
period there.

There are a number of policies you’ll need to be aware of when checking out traditional reserves.
You can check out up to 3 reserve items at a time. Most of these items must stay in the Library.
You can check them out for use in the building and you must have your valid SHSU Bearkat One
card with you. And there are fines for overdue reserve material, so keep track of the time it’s
due. The fine is $0.25 per hour per item.

In addition to the material professors place on reserve, the Library has a number of wireless
laptops that you may borrow on a first come, first served basis. This equipment must also stay in
the Library.

When you check out a wireless laptop, you are responsible for the equipment. That means that if
anything is damaged, you must pay for repair or replacement. So don’t leave the equipment even
for a few minutes. If it is stolen, or someone else damages it you are still the person responsible.
Electronic reserves are digitized articles, book chapters, old exams, etc. As with the paper reserves, copyright guidelines and law apply. Electronic reserves allows you to access the material anytime and wherever you have internet access.

In order to access the electronic reserves material, you have to go to the Library’s homepage. Then click on Course Reserves. Then click on Electronic Reserves and then Electronic Reserves and Reserves Pages. Then select the course number or instructor’s name. You will have to know the password your professor will give you.

There are a couple of things you need to know about electronic reserves. Most of the digitized material is in PDF format, so you have to have Adobe Acrobat reader on the computer you use. You also have to have pop-ups enabled on your computer and it may take some time to load, especially if you’re using a telephone connection.

**Requests or Holds**

Requests are another service the Library provides to you. *Requests* are also called recalls or holds.

You cannot place a hold or a request on a book that is available in the Library. So only those books that say checked out in the library catalog can be held.

A *recall* means that each borrower may keep a book for 2 week without having it recalled. After 2 weeks, however, if another person needs the books, the Library will ask that person to return it so that someone else can use it.

So, if you receive a notice from the Library that you must return a book because it’s been recalled, you truly must return it within the specified time. Otherwise there will be fines of $1.00 per day per book.

There are two ways to recall a book: in person at either circulation desk, or through the online catalog.

When you’re in the library catalog, search for the book you need. You’ll see a hold box on the left side of the Slide. Follow the instructions for placing a hold. You will have to have your SHSU Bearkat OneCard number and your birthdate. You’ll receive a message on the screen if you cannot place a hold on the book. [Note: Please disregard this statement; Hold is no longer available in the catalog.]

To place a hold on a book at the Circulation Desk, you’ll be asked to complete a form. The necessary information includes your information, such as name, I.D. card number, telephone number, and the like, as well as information about the book. You must provide the accurate title, author and call number.
**TexShare**

The TexShare program is a service the Library provides in cooperation with many other libraries within the state. The TexShare card allows you to borrow books from other libraries.

The policies of the other libraries are in effect for TexShare borrowers, so make sure that you ask about their policies when you go to the other libraries.

TexShare cards are provided once application has been made. The Library processes the application and you must be in good standing with this library in order to receive a TexShare card. That means that you cannot have any outstanding fines or overdue books.

There are two ways to apply for a TexShare card. The first is to go online to the Library’s Homepage. Once there, click on Distance Education. Then click on TexShare and follow the instructions to complete the form. *[Note: you should now just click on TexShare in the Library’s main menu.]* Once submitted, the Library will mail the card to the address on the form, unless other arrangements have been made with Circulation personnel.

**Interlibrary Services**

The services provided by Interlibrary services have proven to be very useful to SHSU students, faculty and staff. Interlibrary services makes every effort to provide you with books that this library does not own as well as articles from periodicals and sometimes documents.

When you check out a book from another library through Interlibrary Services, you must adhere to that library’s policies especially those involving their renewal policies and due dates.

This library pays for the first $5.00 charge from the other library. If the cost exceeds that amount you will be asked to decide whether or not you want to pay the difference. You will be asked before the material is borrowed, so you are not committed without knowing it.

You must register for Interlibrary services. To do that, go to the Library’s homepage and click on Interlibrary services. Then click on ILLiad. Click on “First Time Users.” Read the information about Interlibrary services and click on “First Time Users Click Here.” Complete the form. Be sure to provide all of the required information.

In order to request material from another library, you will go to the Library’s homepage. Click on ILLiad. Enter your username and password. Select the type of material you want to request from other libraries. Complete the form. You’ll need to know publication information, for instance, you must know the author, title, and so on.

If you’d like additional information or have questions about Interlibrary services, click on First Time Users and then click on FAQ.
If you need to speak with someone in the Interlibrary Services department, the phone number is on the slide before you. [936-294-1616]

**Copy Services**

Another service we offer is copy services. Although the department is named Copy Services, there are many other services it provides. Copy Services is located on the first floor of the Library.

Although it’s normally staffed, there may be times when there is no attendant. During those times, you’re welcome to go in and use the copy machines.

In addition to copying, Copy Services provides a public fax service. The prices may change, so check with the attendant when you take them what you want to fax in.

Copy Services also does transparencies, color copying, posters, and cover binding. You’ll need to talk to someone there to find out about prices.

**Distance Education Services [now called Distance Learning Services on the library website]**

Services to Distance Education students were developed to ensure that SHSU students who only attend off-campus classes will have the access they need to library resources and services. In order to qualify for Distance Education Services, you must be taking only off-campus classes and live outside of Walker county.
You have to register with the Library for Distance Education Services. You do that by clicking on Distance Education on the left side of the Library’s homepage. Then click on “Click here to apply for Distance Education Services” and complete the form.

Once your application has been accepted, you can request that books and articles that we own be sent to you. For more information about this service, click on “Requesting Material.” You’ll have to complete a form for each book or article.

Subject Guides [now called Research Guides on the library website]

If you’re unsure where to start looking for information on your research topic, a number of subject guides are available online. These guides will give you the names of resources with information on your subject.

Reference

Another excellent source of information is the Reference department. The Reference department is located on the 2nd floor of the Library. There is someone there to talk with you all of the hours the Library is open.

Probably the most important information resource available to you at the Reference Desk are the librarians and staff members. In addition to the people, the Reference department contains over 28,000 volumes. Included are bibliographies, dictionaries, encyclopedias, and much more.
You’ll find a good description of the services and resources offered in reference by clicking on “About the Library” on the Library’s homepage. Then click on the Reference link.

**Ask a Librarian [now providing assistance through live chat, text message, email, and phone]**

We also offer the Ask a Librarian service, which is an online chat with a Reference Librarian or staff member. That service is available all of the hours the Library is open and is most useful when you are off campus. Please feel free to come and see us, or to contact us either by telephone or by using the Ask a Librarian service.