NORTHWEST VISTA COLLEGE
PROCEDURE

Procedure Number: **LLR 004**
Procedure Title: **Library Reference Desk**
Originating Unit: **Academic Success**
Maintenance Unit: **Library**

General Procedures for Dealing with Library Patrons

- When approaching library patrons, always be courteous and respectful.
- If you have approached a noisy or disruptive patron and the behavior continues, ask a librarian, supervisor or the Library Director to talk to the patron.
- If the disruptive behavior continues to be a problem, the librarian, supervisor or department chair will make the decision to call security.

[Student Code of Conduct](#)

Reference Desk

While at the Reference Desk you have these main responsibilities:

- Assist students/faculty with research questions by phone, email, text and in person
- Log in to LibAnswers and record all the transactions you have at the Ref Desk
- Schedule classes in rooms 116 and 118

I.   Requests for Information Literacy instruction

- When a faculty member requests information literacy instruction for his/her class, record the request in the AlamoShare calendar with the following information:
  - Name of instructor
  - course name and number
  - date and time of class
  - assignment to be taught
- The faculty member must book three days in advance.

II.   Requests for classrooms

- Library classroom RLC 116 will be used for classes requiring information literacy instruction only. All classes must be accompanied by a faculty member or a substitute.
  Exceptions:
  - During mid-term and finals, RLC 116 can be used as an overflow room.
  - All Art classes can use 116 for SLOs.
  - RLC 116 and 118 can be used for class evaluations at the end of each semester. They need to be scheduled one week in advance. Unscheduled class walk-ins are not allowed.

- Library classroom RLC 118 will be used for classes requiring **information literacy instruction only**. All classes must be accompanied by the faculty member or a substitute.
- **Community members will not be allowed to use the classrooms, but are welcome to use the computers in the library.**
- Student groups are not allowed to use the classrooms. They can call Kim Pinder at 486-4004 to request a meeting room.

No Show

- If the instructor has booked the classroom for a specific time and does not show up at that time, wait 15 minutes then release the classroom.

What to do if...

- You have a line of people needing help -- call one of the other librarians out to the desk
- You are not sure about scheduling a particular class -- take the faculty member's info and tell them that we will need to get back to them after checking on our availability etc. OR consult with another librarian right away if the faculty member is requesting in person
- A patron has problems accessing the databases from off campus -- first make sure they are using the correct username and password - you can check to see if they are in proxy list if they are doing everything correctly and are still not able to get in.
- A student wants to check out his math textbook -- direct them to the Circulation Desk.

Contact for Interpretation: Library Director

Relevant Board Policy: F.4.2 Student Code of Conduct and D.2.3.2 Faculty Substitutes
Relevant SACSCOC Principle: 3.8.1; 3.8.2

Last Updated: _____   Approved: _____
                                                              Vice President for Academic Success