

# Pollak Library Guidelines for Online Instruction Students

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## Library Assistance

The Library offers various resources and services to assist students receiving online instruction.

### Obtaining Reference and Research assistance

For online instruction students who are *also taking* traditional (campus classroom) classes, getting in-person assistance in the library is available in addition to remote assistance. For online instruction students who are exclusively in **approved online programs** (no campus classroom classes; below), the following remote Reference and Research services are available.

- [Instant Messaging Chat with a CSUF Librarian \(typically during daytime business hours\)](#)
- [24/7 Chat with a non-CSUF Librarian](#)
- [Telephone](#)
- [Email](#)

Assistance can include: finding relevant databases and searching, accessing relevant online library research guides, accessing e-books, citing sources, using *EndNote*, and requesting materials through ILLiad (InterLibrary Loan).

### **Approved online programs:**

1. BA in Business Administration (UEE)
2. BS in Nursing
3. BA in Sociology (UEE)
4. MS in Education (Educational Technology)
5. MS in Education (Elementary Curriculum & Instruction)
6. MS in Education (Secondary Education)
7. MS in Education (Reading)
8. MS in Environmental Engineering
9. MS in Information Technology
10. MS in Instructional Design & Technology
11. MS in Nursing (Nursing Leadership)
12. MS in Nursing (School Nursing)
13. MS in Software Engineering

### Obtaining group (whole class) library instruction

Several Librarians are already experienced in providing online library instruction to online classes. So this may be an option for your class. Your instructor may request this at the Library's Instruction Request [form](#).

### Obtaining Articles

The Library provides many academic-level databases for obtaining articles from journals, magazines, & newspapers. These databases can be accessed remotely by online instruction students. At the Library's [homepage](#), choose "Find Articles" to select databases grouped by major, or "Find Databases" to select databases alphabetically. Before entering any library database, students will be asked for their CSUF login username and password. (For login problems, click [here](#).)

Not all databases provide the full-text of articles. For databases providing a citation or abstract only, students should click on a referral button (installed in most all databases, and labeled “Find it” or “SFX”). This will bring up a new window and state if the full-text is available one of these 3 ways:

- **In another database.** In this case, simply click on the link and be re-directed to the new database and access the full-text.
- **Only in print, in the library.** Students who are taking online classes as part of a regular on-campus degree program must come, in-person, to the library to photocopy the print article. Students who are enrolled in approved online programs may request the article be scanned and viewed as an e-copy. This request may be done at the Library’s Interlibrary Loan (ILLiad) [page](#). (Note: you will need to setup a free account at this page first).
- **From another library.** In this case, simply click on the “We’ll get this for you” link, and request the article by Interlibrary Loan (ILLiad). This is a no charge to library patrons for this service. Delivery time may take a few days while the CSUF library obtains an e-copy of the article from another library. Once obtained, you will be able to access the e-copy by logging in to your ILLiad account [page](#).

A note about copyright: articles obtained from library databases (or obtained from course websites) are protected by copyright, and not allowed to be redistributed outside the CSUF community without the prior approval of the instructor.

### Obtaining Books

The library has over a million paper (hardcopy) books, and—of interest to online instruction students—an increasing number of e-books, which can be read online immediately. To search for both, go to the Library’s [homepage](#) and choose “Find Books”. Two choices appear:

- **Find Books.** This is a newer version of the library’s catalog, showing graphics of book covers and listing other libraries which own the same books.
- **Pollak Library Catalog.** This is the traditional version of the library’s catalog, without graphics of the book covers

FOR E-BOOKS: after searching and finding a book, simply click on the link, and—after prompts to login with your CSUF username & password—you will be able to read the e-book instantly on your screen. FOR HARDCOPY BOOKS: Students who are taking online classes as part of a regular on-campus degree program must come, in-person, to the library to check-out hardcopy books. Students who are enrolled in approved online programs may request books be mailed to them. This request may be done at the Library’s Interlibrary Loan (ILLiad) [page](#). Note that some limitations exist (e.g., unable to mail oversize books, Reference books, etc.)

### Obtaining other materials

Searching the library’s catalog shows all materials the library owns, not just books. This includes DVDs, CDs, VHS videos, audio cassette tapes, maps & atlases, government documents, microfilm & microfiche, curriculum materials, and more. Students who are taking online classes as part of a regular on-campus degree program must come, in-person, to the library to check-out these materials. Students who are enrolled in approved online programs may request these materials be mailed to them. As with books, this request may be done at the Library’s Interlibrary Loan (ILLiad) [page](#). Note that some limitations exist (e.g., unable to mail fragile items, Reserve items, etc.)