

From: Library Events <libevents@csusb.edu>

Date: Friday, March 27, 2020 at 7:58 PM

To: campus <campus@lists.csusb.edu>, Students <students@groups.csusb.edu>

Subject: Expanded Pfau Library resources and services available online

Dear Campus,

In response to the COVID-19 disruption, the John M. Pfau Library is expanding its online services as the campus shifts to virtual instruction and other remote learning modalities.

“We want to assure the campus community that library services are, and will remain, available,” said Cesar Caballero, Dean of the John M. Pfau Library. “We will continue to provide library resources and services, including e-books, reference materials, research assistance, and online library instruction and tutorials. Our library team is also working diligently to add new electronic assets to support the virtual learning environment.”

The library has extended the Laptop Lending program, allowing students to borrow laptops for the entire spring quarter. To avoid lines and maintain physical distancing, students must fill out a reservation form at <https://csusb.edu/laptop-checkout>. Laptop reservation is on a first-come basis while supply lasts. The library will schedule a date/time for pick up, and notify the student. Students at the San Bernardino campus will pick up laptops at the Technology Support Center (PL-1108) in the Pfau Library Wedge. Palm Desert campus students will pick up laptops at the Helen A. Hixon Information Resource Center. Students unable to use the online form can reserve a laptop by emailing Kim Wobick, Access Services Librarian, at kim.wobick@csusb.edu or by leaving a voicemail at 909-537-4527.

Please note that due dates for all materials have been extended until campus reopens, and all fines will be waived.

A summary of services is outlined below:

- [Ask a Librarian](#) chat service (CSUSB librarians are available to answer research and library-related questions M-TH (8 a.m.- 6.p.m.); F (8 a.m.- 4 p.m.); Sat. (10 a.m.-2 p.m.); no service on Sun;
- [Schedule a research appointment](#) with subject specialists (30-minute consultation via Zoom with screen sharing capability);
- [24-hour Ask a Librarian](#) (non-CSUSB librarians available 24/7);
- [Email a Librarian](#) (answered within 24 hours);

- Text a question (quick, non-research questions) – 909-542-8990;
- “[Ask Special Collections](#)” chat feature;
- [ScholarWorks](#) (online access to a variety of digital content);
- Library instruction online via Zoom. To request a session, complete the [library instruction request form](#);
- Online [workshops](#) your students can attend on their own time;
- [Video tutorials](#) and online quizzes for beginning, intermediate, and advanced researchers that address research concepts and skills, from using OneSearch and developing keywords to the peer review process and advanced database searching. Quizzes are scored automatically, and students receive a certificate of completion that they can upload to Blackboard or e-mail to you;
- Helpful LibGuides:
 - Coronavirus Resources: <https://libguides.csusb.edu/coronavirus>;
 - Do Your Research from Home: <https://libguides.csusb.edu/fromhome>; and
 - Zoom Video Conferencing, at CSUSB: First-Time Users: <https://libguides.csusb.edu/zoom>.

The Pfau Library currently has e-book access to 122 textbooks being used in spring quarter 2020, and will have 44 more when classes start. The overall number will likely increase as more publishers are temporarily offering free e-book access to help mitigate the impact of the coronavirus pandemic.

The library also has purchased every spring quarter e-textbook that is available for an institutional license, many without user limits, as well as acquired more licenses, based on total course enrollment, to significantly minimize turnaways.

If an e-book is available for a course, it will be linked in the Library Course Reserves system or the [OneSearch catalog](#) (CSUSB books and media). If unavailable, the library will work with faculty to make print material available electronically.

We have subscriptions to [several streaming video databases](#) with over 75,000 videos available.

The library also provides web access to hundreds of journals through its [website](#). In addition, we have subscribed to many online resources from publishers on a trial basis.

For more information, visit www.csusb.edu/library and click on “Library Services During COVID-19.”