

Reference Service Policies

Reference services at CSU support the instructional, research, and service mission of the University. Through instruction-based reference, the library staff will meet the information needs of the university community effectively and accurately, while promoting information literacy skills and self-sufficiency in information retrieval and research

Our reference service provides assistance to patrons seeking information. We encourage user awareness of the information sources that are available and provide instruction in the use of those sources. The goal is to empower users to serve themselves – to select the best material appropriate to their needs.

Our reference service is fostering the client's information literacy and self-sufficiency by instruction in the methods of research, the tools of research (both printed and electronic), and the ability to evaluate (link) the quality and relevance of the research material retrieved.

In-person inquiries should take precedence over telephone queries whenever possible. Appointments can be made for in-depth reference help. The mission of the library, the needs of the client, and the professional judgment of the reference librarian will usually determine the appropriate level of service.

The reference librarian is not accountable for the validity of published information or for uses to which information may be put by clients. The reference librarian does not interpret the law, diagnose medical problems, or recommend books or companies for purchase or hire. The materials in this library have been selected primarily to support the curriculum offered on this campus. If this library does not have what the patron needs, the librarian may refer the patron to another library or agency for help.

Reference Service also includes the development and implementation of printed and online finding aids and research guides, computer systems, and user interfaces to support independent research and end-user searching.

Reference service is offered in the following ways: in person in the reference area, by telephone, by email and by appointment.

Group Study Areas

Groups of two or more have priority for use of the rooms. An individual using a group room may be asked to relinquish it for a group's use. Quiet conversation in study groups is acceptable as long as it doesn't bother other library users. Please bear in mind that group-study rooms are not soundproof.

Electronic Resources Policy

A variety of electronic information resources are available at the CSU Library. Because of the limited number of machines available in the library and, in order to provide maximum access to research resources, e-mail, chat and word-processing are not permitted on Information Mall library machines. Library computers are provided for academic research and may not be used for non-academic purposes. These policies include, but are not limited to, the following restrictions:

Searchers may not intentionally impede the legitimate use of computing facilities by other people.

Searchers may not attempt to modify computer systems or software in any unauthorized manner.

Searchers may not attempt to circumvent established security procedures or to obtain privileges to which the user is not entitled.

Searchers may not attempt to obtain unauthorized access to either local or remote computer systems or networks.

Computers may not be used for private profit, or for promoting a religious or political group.

Computers and printers may not be used for junk mail or mass mailing.

The patron will be responsible for any damage to the equipment or the network, incurred because of misuse of the system.

Service Limitations

While the libraries' reference and information services are available to all individuals on site, reference service provided as a professional courtesy to outside users does not take the place of services provided by their primary library - whether school, public, academic, or special. In many instances, it will be appropriate to ascertain that outside users have already exhausted the resources of those libraries, or to refer such clients to other appropriate libraries.

Public Service computers are available for use by Chicago State University faculty, staff or students. Non CSU and non I-Share users may be requested to relinquish computers at any time to enrolled CSU students.

Children under 14 years of age are not allowed to use library computers. Secondary school students must present an official request on letterhead from the school principal in order to use library computers or other facilities.

Library Tours

Half hour tours of the library for schools are available on Fridays by prior appointment only. Appointment must be made at least two weeks in advance by contacting the Reference staff (773 995 2235). Groups of not more than 25 will be accommodated. There must be at least one chaperone for every 10 students. The library reserves the right to limit tours during the semester as necessary.