

INTRODUCTION

MISSION STATEMENT

The Newton Gresham Library (NGL) is responsible for providing library and information services and resources to all students who are registered for classes, both on- and off-campus. The library's mission is *to meet and anticipate the institutional, research, and service needs of the Sam Houston State University community by providing effective access to a global and dynamic array of print, electronic, and other resources and by continuously improving the effectiveness of its bibliographic, instructional, and reference functions.*

OVERVIEW OF NGL SERVICES

Distance learners are encouraged to come to campus to use the many resources and services offered by the Newton Gresham Library. Assistance is available from the Reference Department to help answer questions, develop search strategies, and identify useful resources. NGL resources consist of over 1.3 million books, bound volumes of periodicals, government documents, newspapers, multimedia, and sound recordings.

ELIGIBILITY FOR SERVICES

All students who are enrolled in SHSU courses are eligible to use the Library's resources and services upon presentation of a valid SHSU ID card. Remote access to the electronic resources of the Newton Gresham Library is also available to enrolled SHSU students. In addition, NGL's Distance Education Services provides reference and research assistance, instruction in the use of library resources, and delivery of books, electronic files/documents and photocopies to authenticated distance learners. *Valid** users may request books and copies of journal articles and have them mailed or when possible sent electronically. While Distance Education courses are those that are received or taught off-campus, eligibility for NGL's Distance Education Services is limited to students who are both enrolled only in SHSU's off-campus courses and who live outside Walker County. Distance education services are not available to students who take one or more courses on the SHSU campus, as well as persons not affiliated with SHSU.

***You must apply** to become an authenticated Distance Education Services user; an eligible student **must complete an NGL Distance Education Services application form** online.

REQUESTING SHSU MATERIALS

Books, government documents, and journal articles may be requested after you receive verification of eligibility and are a valid Distance Education Services user.

REQUESTING BOOKS

Students taking Online Courses/Off-Campus Courses

As a *valid* Distance Education Services user, you may request SHSU circulating books and have them mailed to you. To identify books and journals in the NGL collection search the library's online catalog, [SamCat](#). Even though you are requesting items from the SHSU library, you must use [ILLiad](#), the library's online interlibrary loan management system, to place your request.

When books are mailed to you, they are mailed at no cost, but you are responsible for returning them to NGL via insured U.S. mail or UPS (mailing labels and packing requirements will be enclosed). The [Circulation Policy](#) of the Newton Gresham Library is in the appendix of this guide. Renewals may be allowed; please contact the Circulation Department at (936) 294-1618. Books must be returned promptly or fines will be charged.

Students taking classes at The University Center

As a valid Distance Education Services user, you may request SHSU circulating books; they will be sent via courier service to The University Center (Learning Resources Center). To identify books and journals in the NGL collection search the library's online catalog, [SamCat](#). Even though you are requesting items from the SHSU library, you must use [ILLiad](#), the library's online interlibrary loan management system to place your request.

Books picked up at The University Center must be returned to the Learning Resources Center for shipment back to SHSU. The [Circulation Policy](#) of the Newton Gresham Library is in the appendix of this guide. Renewals may be allowed, please contact the Circulation Department at (936) 294-1618. Books must be returned promptly or fines will be charged.

REQUESTING ARTICLES

Students taking Online Courses/Off-Campus Courses

Valid Distance Education Services users can request and receive copies of journal articles from bound volumes, microfiche or microfilm owned by NGL. Articles will be sent electronically, mailed, or faxed to the address listed on the NGL Distance Education Services form. Even though you are requesting items from the SHSU library, you must use [ILLiad](#), the library's online interlibrary loan management system, to place your request. Journal articles will be sent electronically whenever possible. Copies from printed materials, fiche and film fifty (50) pages or less are provided free of charge. A fee of \$.20 per page is assessed for paper copies fifty-one pages or more (fee is assessed starting with page fifty-one). Fax requests add an additional \$1.00 delivery fee. The

articles/photocopies become the property of the student. If available, SHSU owned materials requested Monday through Thursday are sent out within 48 hours. Requests received Friday through Sunday will be sent out by the following Tuesday. It may take 10 days or more to receive materials when they are not immediately available in the Library.

When a fee is charged, a statement of account will be sent with the library materials. Prompt payment should be sent to: Newton Gresham Library, Box 2179, Sam Houston State University, Huntsville, TX 77341-2179. Checks should be made payable to SHSU and should include Texas Driver's License number and Social Security number.

To identify articles, the library provides a variety of electronic databases; these are linked from the library's website. For a complete list by subject and title [click here](#). Most of the Library's databases contain a feature that allows the user to determine the best source for fulltext. The best source might be: another database (links are provided), the Library's collection (a link to the online catalog provided) or [Interlibrary Services](#) (link to ILLiad provided).

Students taking classes at The University Center

Valid Distance Education Services users can request and receive copies of journal articles from bound volumes, microfiche or microfilm owned by SHSU. Even though you are requesting items from the SHSU library, you must use [ILLiad](#), the library's online interlibrary loan management system to place your request. Whenever possible, journal articles will be sent electronically. If it is necessary to send a photocopy, the copies can be picked up at The University Center (Learning Resources Center). Copies from printed materials, fiche and film fifty (50) pages or less are provided free of charge. A fee of \$.20 per page is assessed for paper copies fifty-one pages or more (fee is assessed starting with page fifty-one). Fax requests add an additional \$1.00 delivery fee. The articles/photocopies become the property of the student. If available, SHSU owned materials requested Monday through Thursday are sent out within 48 hours. Requests received Friday through Sunday will be sent out by the following Tuesday. It may take 10 days or more to receive materials when they are not immediately available in the Library.

To identify articles, the library provides a variety of electronic databases; these are linked from the library's website; for a complete list by subject and title [click here](#). Most of the Library's databases contain a feature that allows the user to determine the best source for fulltext. The best source might be: another database (links are provided), the Library's collection (a link to the online catalog provided) or [Interlibrary Services](#) (link to ILLiad provided).

When a fee is charged, a statement of account will be sent with the library materials. Prompt payment should be sent to: Newton Gresham Library, Box 2179, Sam Houston State University, Huntsville, TX 77341-2179. Checks should be made payable to SHSU and should include your SHSU ID number or Texas Driver's License number, phone number and address.

REQUEST PROCEDURE

Electronic Submission

Interlibrary Services uses [ILLiad](#), an online interlibrary loan management system; all requests for books and journal articles are submitted through the ILLiad interface. ILLiad allows the user to initiate and track their requests. First time users must first fill out a registration form using your Web browser. Registration has three purposes:

- Entering your personal information into the ILLiad system means you will not have to supply the information again when making future requests.
- Having your e-mail and regular mail addresses on file with Interlibrary Loan enables us to notify you promptly and deliver materials accurately when your request arrives in the library.
- By specifying a Username and Password of your choosing, you will have secure access to information about your requests. You will also be able to review the list of items you have requested in the past.

INCOMPLETE REQUESTS CANNOT BE PROCESSED.

REQUESTING MATERIALS NOT OWNED BY SHSU

Students taking Online Courses/Off-Campus Courses

Valid users of Distance Education Services may also request materials not owned by the Newton Gresham Library by using [ILLiad](#), the library's online interlibrary loan management system. ILS will access an international database to locate and borrow materials for SHSU students and faculty. Please note that it may take 2-3 weeks before the requested item is received by ILS and mailed to you. Books sent to a Distance Services user's home must be returned to NGL via insured U.S. mail or UPS. . Mailing labels and packing instructions will be included.

Interlibrary Services uses [ILLiad](#), an online interlibrary loan management system; all requests for books and journal articles are submitted through the ILLiad interface. ILLiad allows the user to initiate and track their requests. First time users must first fill out a registration form using your Web browser. Registration has three purposes:

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- By specifying a Username and Password of your choosing, you will have secure access to information about your requests. You will also be able to review the list of items you have requested in the past.

Books must be returned promptly or fines will be charged.
Photocopies are yours to keep.

Students taking classes at The University Center

Registered users of Distance Education Services may also request materials not owned by the Newton Gresham Library by using [ILLiad](#), the library's online interlibrary loan management system. ILS will access an international database to locate and borrow materials for SHSU students and faculty. Please note that it may take 2-3 weeks before the requested item is received by ILS and sent to The University Center. Registered users enrolled at The University Center will pick-up all interlibrary loan materials (books and photocopies) at The University Center's Learning Resources Center.

Books picked up at The University Center's Learning Resources Center must be returned to the Learning Resources Center for shipment back to SHSU.

Interlibrary Services uses [ILLiad](#), an online interlibrary loan management system; all requests books and journal articles are submitted through the ILLiad interface. ILLiad allows the user to initiate and track their requests. First time users must first fill out a registration form using your Web browser. Registration has three purposes:

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- By specifying a Username and Password of your choosing, you will have secure access to information about your requests. You will also be able to review the list of items you have requested in the past.

INCOMPLETE REQUESTS CANNOT BE PROCESSED.

ILS will e-mail you a confirmation and date of shipment. To ensure that you receive this message, a current, active e-mail address must be submitted with the request. Use of your SHSU e-mail address is recommended.

TEXSHARE

TexShare is a cooperative program designed to improve library service to students, faculty, and staff of Texas institutions of higher education. This program allows SHSU students, faculty and staff to have direct, personal access to library materials that are not available in the Newton Gresham Library.

To participate a person must:

- obtain a TexShare Card at his/her home library
(verifying that you have no outstanding fines or overdue books)
- present identification as required at the lending library
- observe the policies of the lending library
- return the materials in person or by first-class mail to the lending library
- pay assessed charges for lost materials, or materials returned late or damaged
- surrender the TexShare card if requested to TexShare library staff

Instructors of off-campus courses may request [TexShare card applications](#) for students in their classes from the Circulation Department of the Newton Gresham Library. The instructor should return the completed applications to the Circulation Desk supervisor. After verification that the applicant is a student in good standing (no outstanding fines or lost materials), the TexShare card will be completed and given to the instructor for distribution. This will take at least a week.

An application is also available in this handbook, as well as from the NGL website. The application should be mailed to Circulation Department, Newton Gresham Library, Sam Houston State University, Huntsville, TX 77341.

REFERENCE RESEARCH SERVICES

HOW DO I GET IN TOUCH WITH A LIBRARIAN?

You can chat online with a Reference Librarian or Assistant and get real time help by using [“Need Answers Now?”](#) from the Library’s homepage. The chat service provides answers to brief factual questions, assists with databases and other resources and helps with research and assignments. When the chat service is unavailable you can e-mail the Reference Department using the link provided. You may contact a reference librarian by calling 1-866-NGL-INFO (toll free) or by calling (936) 294-1599. You may also contact a [subject specialist](#) via e-mail.

WHAT HELP IS AVAILABLE?

As an authenticated user of NGL’s Distance Education Services, you may receive help in developing search strategies, identifying search terms or selecting the most effective database or resource. You may also contact the subject specialist in your discipline via e-mail or phone (list of [Subject Specialists](#) is in the appendix). You should receive a response within 48 hours (requests received over the weekend will be answered by the following Tuesday) via e-mail, phone or U. S. Mail.

[Library guides](#) describing the research process, finding specific types of information and describing the basics of searching a specific database are available on NGL’s website.

ACCESSING THE COLLECTION

BOOKS

Online Public Access Catalog

The [library catalog](#) is available from the Library’s webpage. Help is available from within the catalog and by using [“Need Answers Now”](#) or calling 1-866-NGL-INFO.

JOURNALS, NEWSPAPERS, MAGAZINES

Electronic Databases

Access to these databases is restricted by the vendors to students, faculty and staff of Sam Houston State University. Affiliation with Sam Houston State University is verified before access to the databases is completed; you will be asked for your SHSU username and password provided by Computer Services. To set up a computer account go to the [SamInfo](#) link on the University’s homepage; click “Create an Account” under Computer Accounts and follow the instructions. A complete list of available database can be located on the [Library’s homepage](#).

Basic instructions for searching these databases can be found on the Library's webpage. Online help is available within the specific database. If you need help determining the best database, developing a search strategy or identifying search terms, [Librarians](#) may be contacted by phone or e-mail.

LIBRARY INSTRUCTION SERVICES FOR DISTANCE EDUCATION STUDENTS

Librarians are available to give presentations which emphasize research methods and how to use NGL resources. Presently this service is available only on the SHSU campus and at The University Center. Instructors can make arrangements for library instruction by contacting Jeannie Colson (936-294-4782 or e-mail vjc001@shsu.edu or Ann Holder (936-294-3678; e-mail LIB_AHH@SHSU.EDU). Lonna Beers, the librarian at The University Center, also provides instruction (936-273-7562)

Library guides describing the research process, finding specific types of information, or describing the basics of searching a variety of databases are available on the [NGL home page](#).

HELPFUL HINTS

Plan ahead! Allow plenty of time for requested materials to be delivered.

Check the Online Public Access Catalog for availability of materials. Some materials may not be available as they are already checked out. Reference books, periodicals, Special Collections materials and reserve materials cannot be sent to distance education users. When possible specific pages will be copied and sent.

Be sure to fill out all forms completely.

Remember that you are responsible for costs of returning books via insured U.S. Mail or UPS.

Books must be returned promptly to avoid overdue fines.

Charges for photocopied materials should be paid promptly.

The NGL website uses Java to enhance navigation (Netscape 4.04 or I.E. 4.0 or higher). If your browser supports Java everything should function normally. **If your browser does not support Java, some functions may not be available.**

Many of our resources use pop-ups, if you have a pop-blocker enabled in your browser you will need to turn it off when searching library resources.

APPENDIX

NEWTON GRESHAM LIBRARY
DISTANCE EDUCATION SERVICES
APPLICATION FORM

DATE: _____

NAME: _____ **PHONE NUMBER:** _____

ID# _____ **STATUS** _____ **UNDERGRADUATE**

E-MAIL _____ _____ **GRADUATE**

_____ **POST BACCALAUREATE**

COURSE(S) ENROLLED IN:

COURSE LOCATION

_____ **The University Center**

_____ **Online**

_____ **Other** _____

(Please specify)

HOME

ADDRESS _____

STREET

CITY

STATE

ZIP

This information will be used to verify eligibility and update your library record.

Mail to:

**Distance Education Services
 Newton Gresham Library
 Box 2179
 Sam Houston State University
 Huntsville, TX 77341-2179**

CIRCULATION POLICY

Undergraduate and graduate students must have a Sam Houston State University I.D. that is valid for the current semester in order to check books out of the Library and to use Reserve materials. Please remember that if you check out books for someone else, you are responsible for any overdue or lost book charges for that material. For information about your library books or fines, call 936-294-1618; for Library hours call 936-294-1614.

LOAN PERIODS

Undergraduate students	2 weeks
Graduate students	2 weeks with grad. privileges
Distance Education Services Users	4 weeks (includes mailing to and from NGL)

There is a two day grace period after which fines will start accruing at a rate of \$.25 per book per day with a maximum fine per book of \$25.00.

Graduate student privileges include a loan period of 2 weeks with an automatic extension of two additional weeks. Books may be renewed for a 2 week period after the initial loan period. .

CHECKOUT LIMITS

Undergraduate students	25 books
Graduate students	35 books
Distance Education Services Users (regardless of status)	10 books

Journals may not be checked out.

All materials are subject to recall after two (2) weeks. Library patrons who do not return recalled materials promptly will be assessed a fine of \$1.00 per day per book with a maximum fine of \$25.00.

If you are unable to locate a book that the on-line catalog indicates should be on the shelf, we are able to assist you in searching for it. Please come to the Circulation Desk. If material you need has been checked out to someone else, please discuss the matter with personnel at the Circulation Desk. We'll be happy to show you how to place a recall on the material.

INTERLIBRARY SERVICES

WHAT IS INTERLIBRARY SERVICES?

Interlibrary Services works to obtain research materials, books or articles, which are not owned by the Newton Gresham Library. The borrowing of these materials is governed by the National Interlibrary Loan Code, agreements with other libraries, and the copyright law.

WHAT CAN BE OBTAINED?

Generally, books, photocopies of magazine and newspaper articles, as well as many government documents can be obtained. However, it is customary for other libraries not to lend reference books, books on genealogy, rare journals, or individual issues of journals. Some libraries do not lend dissertations or recently published books.

WHO MAY BORROW MATERIALS?

Faculty, staff, and currently enrolled students of Sam Houston State University may borrow materials. Due to library budget constraints, the Newton Gresham Library will process a limit of 75 requests per individual within an academic year. Any individual who reaches this limit must agree to pay any fees assessed by the lending institution for the transaction (i.e. photocopy, personnel, processing, or other costs associated with securing the item requested) before additional requests will be processed.

WHERE IS THIS SERVICE LOCATED?

Room 142 (1st floor, across from Copy Services)

Hours: Monday - Friday 8:00 a.m. - 6:00 p.m.

Telephone: 936-294-1616.

At other hours, inquire at the Copy Services Office.

HOW TO REQUEST MATERIALS

1. Check to see if needed books or periodicals are in NGL. (If a book or periodical is not on the shelf, check with the Circulation Desk personnel to be sure that it is not checked out. Books and periodicals owned by NGL cannot be borrowed through Interlibrary Services unless missing or at the bindery.)

2. Interlibrary Services uses ILLiad, an online interlibrary loan management system; all requests for books and journal articles are submitted through the ILLiad interface. ILLiad allows the user to initiate and track their requests. First time users must first fill out a registration form using your Web browser. Registration has three purposes:

- Entering your personal information into the ILLiad' system means you will not have to supply the information again when making future requests.
- Having your e-mail and regular mail addresses on file with Interlibrary Loan enables us to notify you promptly and deliver materials accurately when your request arrives in the library.

- By specifying a Username and Password of your choosing, you will have secure access to information about your requests. You will also be able to review the list of items you have requested in the past.
4. The Interlibrary Services Office cannot accept telephone requests.

HOW LONG DOES IT TAKE TO RECEIVE MATERIALS?

Allow two to three weeks to receive materials; we are dependent on the lending library's promptness. Make requests well in advance of research needs.

HOW LONG MAY BORROWED MATERIALS BE KEPT?

The lending library establishes the loan period and the terms of the loan. This is usually two to four weeks. Renewals must be requested at least 2 days before the due date. Photocopied materials may be kept by the patron.

IS THERE A COST?

Many libraries charge interlibrary loan users for book loans as well as for photocopies of periodical articles. The Newton Gresham Library will process requests for interlibrary loan free of charge for all requests that result in a \$5.00 or less charge to the Library from the lending institution. Requests that result in a charge of more than \$5.00 will be processed only if the requester agrees to pay the cost. A fine of \$3.00 per day will be charged for all overdue interlibrary loan material.

HOW WILL THE PATRON BE NOTIFIED WHEN MATERIALS ARE RECEIVED?

Through ILLiad, Interlibrary Services staff will send e-mail notification when a requested item has been received and is ready for pick-up in the Interlibrary Services Office, or when a document has been delivered electronically and is available to view and/or print. Books and photocopies may be picked up in the Interlibrary Services Office (NGL142) during regular business hours (Monday –Friday, 8:00 a.m. – 5 p.m.).

Distance Services users will receive e-mail notification through ILLiad when a document has been delivered electronically and is available to view and/or print. E-mail notification, through ILLiad, will be used to inform Distance Services users when items (books and photocopies) will be delivered by courier to The University Center or mailed directly to them.

WHERE TO RETURN MATERIALS?

Materials may be returned to the Interlibrary Loan Office between 8:00 a.m. and 5:00 p.m., Monday through Friday. During other hours that the library is open, check with staff in Copy Services (NGL 141) across the hall from the Interlibrary Services Office. Materials which are lost or damaged are subject to replacement charges.

HOW DOES ILS WORK FOR USERS OF DISTANCE EDUCATION SERVICES?

Registered users of Distance Education Services may also request materials not owned by the Newton Gresham Library through Interlibrary Services (ILS). Request are submitted electronically through ILLiad.

Distance Services users will receive e-mail notification through ILLiad when a document has been delivered electronically and is available to view and/or print. E-mail notification, through ILLiad, will be used to inform Distance Services users when items (books and photocopies) will be delivered by courier to The University Center or mailed directly to them.

When books are mailed to you, they are mailed at no cost, but you are responsible for returning them to NGL via insured U.S. mail or UPS (mailing labels and packing requirements will be enclosed). The [Circulation Policy](#) of the Newton Gresham Library is in the appendix of this guide. Renewals may be allowed; please contact the Circulation Department at (936) 294-1618. Books must be returned promptly or fines will be charged. Books picked up at The University Center's Learning Resources Center must be returned to the Learning Resources Center for shipment back to SHSU.

If the lending library charges a fee, a statement of account will be sent with the materials. Prompt payment should be sent to: Newton Gresham Library, Box 2179, Sam Houston State University, Huntsville, TX 77341-2179. Checks should be made payable to SHSU and should include Texas Driver's License number and Social Security number.

Subject Specialists

Subject/Program	Bibliographer	Ext	E-mail
Accounting	Ann Jerabek	3528	lib_jaj
Agriculture	Lynn McMain	3734	lib_lmm
Art	Scott Harnsberger	3574	lib_rsh
Biology	Lynn McMain	3734	lib_lmm
Chemistry	Jason Bontrager	4567	jmb015
Computer Science	Janice Lange	1620	lib_jpl
Criminal Justice	Susan Strickland	3128	lib_sds
Dance	Janice Lange	1620	lib_jpl
Drama	Jess Nevins	3587	lib_jjn
Economics	Ann Jerabek	3528	lib_jaj
Education	Ann Holder	3678	lib_ahh
English	Jess Nevins	3587	lib_jjn
Environmental Science	Lynn McMain	3734	lib_lmm
Fashion & Consumer Services	Ann Jerabek	3528	lib_jaj
Foreign Languages	Paul Culp	1619	lib_pmc
General Business & Finance	Ann Jerabek	3528	lib_jaj
Geography	Ann Holder	3678	lib_ahh
Geology	Jason Bontrager	4567	jmb015
Health Education	Lynn McMain	3734	lib_lmm
History	Jay Koenig	1629	jrk002
Kinesiology	Lynn McMain	3734	lib_lmm
Library Science	Ann Jerabek	3528	lib_jaj
Management & Marketing	Linda Meyer	3551	lib_lsm
Mass Communications	Teri Oparanozie	1623	lib_tlo
Mathematics	Jeannie Colson	4782	jvc001

Subject Specialists (continued)

Military Science	Paul Culp	1619	lib_pmc
Music	Bruce Hall	4800	lib_bdh
Philosophy/Religion	Scott Harnsberger	3574	lib_rsh
Photography	Paul Culp	1619	lib_pmc
Physics	Jason Bontrager	4567	jmb015
Political Science	Linda Meyer	3551	lib_lsm
Psychology	Ann Holder	3678	lib_ahh
Sociology	Susan Strickland	3128	lib_sds
Speech Communication	Teri Oparanozie	1623	lib_tlo
Technology	Janice Lange	1620	lib_jpl

TEXSHARE

A Texas Library Resource Sharing Program

TexShare Card Application

To participate a person must:

- obtain a TexShare Card at his/her home library
NGL eligibility requirements:
No overdue books
No outstanding fines
- present identification as required at the lending library
- return the materials in person or by first-class mail to the lending library
- pay assessed charges for lost materials, or materials returned late or damaged
- surrender the TexShare card if requested to TexShare library staff

Please complete this form and return it to:

Circulation Department
 Newton Gresham Library
 Box 2179
 Sam Houston State University
 Huntsville, TX 77340

NAME _____ DATE _____

MAILING ADDRESS _____

SOCIAL SECURITY # _____ DR LICENSE _____

PHONE NO.: HOME _____ WORK _____

E-MAIL _____

STATUS: FACULTY _____ GRADUATE STUDENT _____ UNDERGRADUATE _____
 STAFF _____

___ I will pick up my card at TUC ___ Give my card to my instructor ___ Please mail my card

*The TexShare card entitles you only to privileges
 authorized by the lending library and is not transferable.*