

Riverland Library Services

Librarians: Kathleen Nelson (Austin and Owatonna) knelson@riverland.edu and Angie Schaper aschaper@riverland.edu (Albert Lea and Owatonna)

Library Staff: Jeannie Kearney jkearney@riverland.edu and Elfie Klingfus eklingfu@riverland.edu (Austin), Gerry Steene gsteene@riverland.edu (Albert Lea)

Austin Campus Library: 507-433-0533 **Albert Lea Campus Library:** 507-379-3368 **Library e-mail:** library@riverland.edu

Services Provided:	Access Procedures:	Back-up Contact:	Where provided:	Additional Information:
Maintain library collection of books, videos, audiobooks, periodicals, etc.	Collection development is based on patron requests and specific needs we see as librarians. Our patrons can request specific items in both print and non-print formats.	Recommendations can be made to either librarian.	Austin, Albert Lea	Every effort is made to maintain unique collections in Albert Lea and Austin and share materials whenever possible.
Library Cards	Staff and students obtain an ID card from student services which serves as a library card.	In an emergency, a temporary card is available by calling one of the libraries.	Austin, Albert Lea, Owatonna	Library cards can be used at all sites and provide access to our catalog and all databases from home computers.
Library Skills Instruction	Librarians can be contacted via phone or email to schedule instruction time.	Either librarian can provide instruction on any campus.	Austin, Albert Lea, Owatonna	In Owatonna, librarians share this service based on scheduling availability.
Photocopying	Austin and Albert Lea have self-service coin operated copiers in the library.	Karen Richter (Albert Lea) Student Services Desk (Austin) Bev Groh, Copy Center, Austin West.	Austin, Albert Lea, Owatonna	Transparencies and color copies are done in copy center, Austin West Building. Coin operated machine also available near copy center in west building. Faculty photocopiers are provided in faculty suites and faculty is provided with copier codes at the beginning of each semester.

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Reserve materials	Reserve forms are available at library circulation desks. Contact the Austin library for more information about Owatonna reserves.	Any library staff member can help.	Austin, Albert Lea, Owatonna	Depending on the length of the loan period, items may be shared between libraries. Owatonna students can request reserve materials from Austin and they will be sent to Owatonna front desk for pickup/return. Materials that can be photocopied can be sent with a \$.10 per page charge to the student.
Interlibrary Loan	Done by our patrons on the web via MnPALS.	Any library staff member can help.	Austin, Albert Lea, Owatonna	Materials can be sent to Owatonna for pickup at the front desk.
Library materials provided through intercampus mail	Items owned by Austin or Albert Lea libraries can be sent to the front desk for pickup in Owatonna or at the circulation desks in Albert Lea and Austin.	Any library staff member can help.	Owatonna, Albert Lea, Austin	Libraries share materials with each other.
Reference questions answered	Reference questions can be answered by phone or by email to library@riverland.edu	Any library staff member can help or direct questions to a librarian.	Austin, Albert Lea, (Owatonna reference service provided via e-mail or phone)	All library staff has access to the library email box.
Online databases with full-text magazine and newspaper articles	Available from library computers or any computer on any of the three campuses.	Any library staff member can help or direct questions to a librarian.	Austin, Albert Lea, Owatonna	All databases are available off campus and require a library card for access.
Access to the Riverland <u>library catalog</u> .	Available from library computers or any computer on any of the three campuses.	Any library staff member or direct questions to a librarian.	Austin, Albert Lea, Owatonna	The computers on the first floor of the Austin library do not have access applications software.
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Books and materials for distance students.	Patrons can request materials from our libraries be mailed to them. See Course Quickstart section of this document.	Any library staff member can help or direct questions to a librarian.	Austin, Albert Lea,	Materials can be mailed to patrons but return will be their expense. Faculty encouraged to use online resources as much as possible.
Library website provides information, access to services and hours of operation.	Library website can be accessed at http://www.riverland.edu/library	Any library staff member can help or direct questions to a librarian.	Austin, Albert Lea, Owatonna	Library webpage includes more information about the library as well as providing access to our online information.
Study rooms	Available for use by students or staff.	Any library staff member can help.	Albert Lea, Austin	In Austin, groups are given priority to use study rooms. In Albert Lea and Austin, rooms are available on first come, first served basis.
Course Quickstart	Available for use by students or staff. Linked on the library website at http://www.riverland.edu/library/research.cfm Faculty can contact their campus librarian to have a page created for their course.	Either librarian can be contacted to create a page.	Austin, Albert Lea, Owatonna	Course Quickstart pages can be linked in D2L to offer students electronic access to resources including electronic journals, newspaper, ebooks and electronic reference books.