

March 30, 2020

Dear Campus Community,

Per guidance from the California State University Chancellor's Office for all CSU libraries, we will be closing the Henry Madden Library effective at 5 p.m. today (March 30) through the end of the spring semester. While we regret having to close the library temporarily, we are pleased to announce that several of the core services housed in the building – including reference services and expanded online collections, as well as the DISCOVERe Hub – will continue to empower our students and faculty to keep focused on successfully finishing their semester.

We encourage you to read the entire message below to be aware of the services that you may continue relying on through the end of the spring semester (May 22). If you need a service that is not listed, please [contact the Madden Library](#); we will do our best to work with students and faculty who have specialized requests on a case-by-case basis.

The Madden Library has many virtual services up and running for students and faculty. To connect with librarians and services, call **559.278.2551** or visit library.fresnostate.edu.

What library services are available online?

Please see our [COVID-19 continuity resources page](#) for a full list of virtual services available to students and faculty to support delivery of virtual instruction. These services include phone inquiries and consultation, email, Zoom consultation and instruction, and 24/7 chat.

How can I work with a librarian without the library being open?

We have a number of ways you can consult with a librarian remotely during this time. Librarians can help you navigate our many online and e-resources and help you find the information you need to be successful.

- Reach a librarian for **reference and research help remotely**
 - [Via chat reference](#): Fresno State librarians monitor chat from 9 a.m. to 5 p.m. Monday through Friday and from noon to 5 p.m. Saturday and Sunday. A worldwide network of librarians are available 24/7 to answer

your questions and help find online resources.

- Via phone: 559.278.2551 to reach a librarian who can help you from 9 a.m. to 5 p.m. Monday through Friday and noon to 5 p.m. Saturday and Sunday.
 - Via Email: emailref@mail.fresnostate.edu.
 - Or, [contact your subject librarian directly](#).
- To reach **Madden Library circulation directly about due dates or other questions:**
 - Due dates for books will be adjusted to Aug. 31, 2020, and due dates for other materials have also been extended. No fines will be assessed for overdue items during this period.
 - Email: HMLCIRCULATION@listserv.csufresno.edu.

What if I need a textbook from the course reserves in the library?

If you are in need of a textbook but unable to purchase, many online versions of textbooks and other books have been made available to students and faculty **for free** during this time. Please consult our [LibGuide regarding free course resources](#) to see if your book is available from one of the outlets listed. (This page is being updated frequently with new information about course reserves and free resources.) There is also a [form you can fill out to ask for help from a librarian to find your textbook or any other book you may need](#).

If a free, online alternative is not available to you, [email your subject librarian](#) who can work with you and your instructor to find solutions.

What if I need to check out a book or other materials?

Some library resources are not available during this period. Because the library is closed, we can provide access to print books only by appointment and on a limited basis to support virtual instruction. Most of our technology lending collection of laptops, cameras, etc., have already been checked out to students, so Technology Lending is closed. If you need assistance, contact circulation [via email](#), and we will do what we can to help.

What about the other services housed in the library?

Our [Patron Connect page](#) has the contact info to other services housed in the library, including DISCOVERe, Center for Faculty Excellence, Services for Students with Disabilities and more. Please contact these services directly to find out about times and appointments.

What about iPads, mobile high-speed internet hotspots, DISCOVERe and technology support for students?

Appointments for equipment pickup – iPads and mobile high-speed internet hotspots

- To request a device (subject to availability) or to pick up a reserved device, visit the website to make an appointment:
<https://devicereservation.as.me/schedule.php?calendarID=676474>.
- Hours: 10 a.m. to 5 p.m., Monday through Friday (week of March 30 – April 3)
- At your scheduled appointment time, proceed to the main entrance of the [McKee Fisk building](#), where the temporary pop-up DISCOVERe Hub will be located outside the front doors of the building, under a large canopy.
 - Once you arrive, you will meet one of our DISCOVERe guides who will provide you with the device you had requested (hotspot or iPad).
 - Please respect social-distancing guidelines by remaining 6 feet apart, when possible.
- To contact the DISCOVERe Hub to modify or cancel an appointment, or if you are unable to locate the McKee Fisk building where we are temporarily located, contact us at 559.278.1812 or by email at discovere@mail.fresnostate.edu.
- Beginning the week of April 6 through the end of the spring semester, students who need assistance should first schedule an appointment by phone 559.278.1812 or by email at discovere@mail.fresnostate.edu.

Technical Support for students

- Remote student-support options
 - Hours: 10 a.m. to 5 p.m., Monday through Friday.
 - Zoom: <https://fresnostate.zoom.us/j/288368243>.
 - Phone: 559.278.1812.

What if I need to print documents?

Limited printing through our pay-for-print system is available to students for educational purposes only at the Student Housing office computer lab (Atrium building), from 8 a.m. to 5 p.m., Monday through Friday. For more information, please contact the

24-hour Student Housing line at 559.278.2345, Option No. 1. (Technical support is available through the DISCOVERe Hub by phone at 559.278.1812 or by email at discovere@mail.fresnostate.edu.)

We want to sincerely thank the leadership of the Library and its staff for having kept the Library open during the week we transitioned to virtual delivery of instruction. Their dedication and focus to the success of our students and faculty is deeply appreciated.

We are thankful to everyone for their understanding and support as we come together to maintain the academic excellence that characterizes Fresno State.

Sincerely,

Saúl Jiménez-Sandoval, Ph.D.

Provost and Vice President for Academic Affairs

Carolyn Coon, Ph.D.

Dean of Students and Acting Vice President for Student Affairs and Enrollment Management