A GUIDE TO PCC SE LIBRARY
Leads you to success
Talented Writers, ESOL L8 2015
A GUIDE TO PCC SE LIBRARY
Leads You to Success
A Guide to PCC SE Library: Leads You to Success
Published 2015 by Talented Writers, ESOL L8 2015

A Guide To PCC SE Library: Leads You to Success is an academic ESOL student-produced project. The project had three objectives: to engage in experiential learning; to practice 21st Century skills; and to collaborate and promote the Portland Community College Southeast Campus Library. Ten Writing 8 students did the project in three phases in 8 weeks in Summer 2015. They worked in two teams to brainstorm, to host feedback sessions with librarians, and to vote on their author name and book title.

SPECIAL THANKS:
Dean Julie Kopet
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Project questions can be emailed to nicole.morales@pcc.edu
Library questions should be directed to the library at www.pcc.edu/library/about/people/contact/
Dedication

This book is written for ESOL students from level 4 to level 8 at Portland Community College. However, everyone can read this book because it is all about the library and it guides people to know how to use the library at PCC Southeast Campus.

Also, this book is really useful for students who attend Portland Community College Southeast Campus their first year because it helps them know how to get benefits from the library and helps them become successful students at Portland Community College Southeast Campus.

The Talented Writers and their instructor hold up parts of their book, A Guide to PCC SE Library.

(photo by Jae Reh, ESOL student)
## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>8</td>
</tr>
<tr>
<td>Meet the Authors</td>
<td>10</td>
</tr>
<tr>
<td>Preface</td>
<td>14</td>
</tr>
<tr>
<td><strong>Chapter 1:</strong> Library Design</td>
<td>15</td>
</tr>
<tr>
<td><strong>Chapter 2:</strong> Technology Components</td>
<td>24</td>
</tr>
<tr>
<td>1. Computer lab</td>
<td>25</td>
</tr>
<tr>
<td>2. Printers</td>
<td>26</td>
</tr>
<tr>
<td>3. How much does it cost?</td>
<td>26</td>
</tr>
<tr>
<td>4. Computer lab hours</td>
<td>27</td>
</tr>
<tr>
<td>5. Account Activation</td>
<td>27</td>
</tr>
<tr>
<td>**Online Library</td>
<td>29</td>
</tr>
<tr>
<td>1. The online library services</td>
<td>30</td>
</tr>
<tr>
<td>2. How to contact librarians</td>
<td>31</td>
</tr>
<tr>
<td>3. How to read books online</td>
<td>33</td>
</tr>
<tr>
<td>**Library Internet Policies</td>
<td>37</td>
</tr>
<tr>
<td>1. Policies</td>
<td>38</td>
</tr>
<tr>
<td>2. Can students watch everything?</td>
<td>39</td>
</tr>
<tr>
<td>3. Keep your information secure</td>
<td>40</td>
</tr>
<tr>
<td>4. Summary</td>
<td>40</td>
</tr>
<tr>
<td><strong>Chapter 3:</strong> Library Offline Services</td>
<td>41</td>
</tr>
<tr>
<td>1. Tutoring services</td>
<td>42</td>
</tr>
<tr>
<td>2. Check in and check out books</td>
<td>43</td>
</tr>
<tr>
<td>3. Another way to check in a book</td>
<td>44</td>
</tr>
<tr>
<td>4. Student computing center</td>
<td>45</td>
</tr>
<tr>
<td>5. Self check out</td>
<td>46</td>
</tr>
<tr>
<td>6. Machine check out and check in</td>
<td>47</td>
</tr>
<tr>
<td>**Return Policies</td>
<td>48</td>
</tr>
<tr>
<td><strong>Chapter 4:</strong> The Great Tutoring Center</td>
<td>50</td>
</tr>
<tr>
<td>1. The Student Learning Center</td>
<td>51</td>
</tr>
<tr>
<td>2. How to sign up for a tutor</td>
<td>52</td>
</tr>
<tr>
<td><strong>Chapter 5:</strong> Workshops</td>
<td>54</td>
</tr>
<tr>
<td><strong>Chapter 6:</strong> Food Policy</td>
<td>59</td>
</tr>
<tr>
<td><strong>Appendices</strong></td>
<td>62</td>
</tr>
<tr>
<td><strong>Works Cited</strong></td>
<td>76</td>
</tr>
</tbody>
</table>

*A Guide to PCC SE Library*  
*Leads You to Success*
Foreword

Julie Kopet, PhD
Division Dean

I am very proud of the ESOL students who worked so hard on this great resource. They organized the information in a way that is easy to follow and detailed. The class had very little time to get this very large project completed in addition to their other coursework. I hope that many students will be able to use A Guide to PCC SE Library to access the many services that the library offers our community.
Dean Julie Kopet meets with the Talented Writers to organize the chapters in the book.
Meet the Authors

Find out more about the students behind this book. From pizzas to PhDs and traveling around to taking up technology, these 10 writers have diverse interests. However, they do have one thing in common: putting this book together for you.

Chau Nguyen
I am a ESOL student, and I love studying at PCC southeast campus. I like listening to music in the morning, and before I go to sleep. I also like eating ice cream in the winter.

Adrián Benítez is a 34 years-old geek from Barcelona, Spain. He loves the outdoor sports, playing guitar, traveling to new places, and tasting new flavors. On the long winter afternoons he likes to learn new technology skills in his workshop-basement.
Jamshid Sediqi is from Herat, Afghanistan. He immigrated to USA July 2014 and started school with PCC April 2015. Jamshid is a vegetarian and 27 years old. He likes hiking, traveling around, and playing chess. He also likes to improve his knowledge with learning more about computers and internet technology.

Duy Trinh, ESOL student.
He loves studying at PCC Southeast Campus.
He also loves traveling, volunteering, and watching movies.
**Rwayda Hassan**, **ESOL student at PCC Southeast Campus.**
She has PhD in mathematics and computer applications.
She loves learning and teaching at the same time.

**Tan Truong** is a small Asian man. He likes to play soccer with his friend on the weekend. He also likes to eat pizza and chicken.

**Jun Ogawa** is a PCC international student. He is from Saitama, Japan. Jun likes to eat Japanese food and Chinese food and loves to play basketball.
Natalia Najeeb is an ESOL student. She has been studying in Portland Community College for two years. Her dream is to get a PhD degree in genetic engineering.

Thanh Truong is a Vietnamese person. He loves to play soccer with his team. Also he likes to travel around the worlds with his family and his friends. He likes to drink coffee every morning, and his favorite food is Beef Noodle.

Son Dinh is a student at PCC; he comes from Vietnam. He loves sports, and he usually plays tennis and soccer when he has free time. He wants to become an architect in the US.
Preface

"Education is the key to unlock the golden door of freedom."
- George Washington Carver, peanut researcher and plant doctor

U N D E R S T A N D I N G the value of education and knowledge, we want to contribute to our college library a guidebook to help students know and understand about the library easily.

This book is written by ESOL 262 (Writing 8) students for everyone who is interested in the PCC Southeast Campus Library. This book covers everything about our lovely PCC Southeast Campus Library and how to use the library such as checking out and returning books, doing research, using the computer lab, and using the tutoring center. By reading this book you will understand how the library works, and how to reserve a book from other campuses. Also, reading this book from page to page, you will discover how useful and helpful the library is for you. This guidebook also provides a lot of photos and lovely signals, such as drawing, information photos, and direction information to make sure you will know the library easier.

While making this book, we faced many problems. For example, we had to do a lot of research and surveys about how much information students knew about the library. We also had to finish the project while doing homework and assignments from other classes at the same time. However, by working together, solving problems together, and thinking about the benefits to you, our readers, we finally overcame all of those issues to publish this guidebook. We have been working really hard for 56 days to give you the best guidebook ever published by students in ESOL at Southeast Campus. We’ve made sure the concepts of this book are interesting, helpful, and fun by using simple words, by using a lot of photos and examples, and by using the experiences of ESOL students. We expect this guidebook will help you a lot in your studies. We hope it will guide you to success.

-Talented Writers, ESOL L8 2015, PCC ESOL Program, Southeast Campus

Note: This book does not reflect any PCC library changes made after August 2015.
Chapter 1
Library Design
The PCC Southeast Campus Library's design is one of the winning projects according to IIDA (International Interior Design Association) for 2014. People voted online through People's Choice Award. This program was cast over 3,471 votes from locations spanning the entire United States. The winning project received 1,418 votes. Our PCC library location is 2305 SE 82nd Avenue in Portland, Oregon, 97216.

In general its location is a strategy. The PCC Southeast Campus Library is on 82nd Avenue which is a very important street. The PCC Southeast Campus Library is also for people who live in the South East of Portland. Specifically, PCC Southeast Campus Library is located perfectly according to the campus design. The library building is isolated from other buildings, and it's near the parking and the Old School Coffee cafe. The library is surrounded by beautiful small gardens which give students comfort.
The PCC Southeast Campus Library is divided into three floors according to quietness and function. The first floor is the less quiet floor, and its function is services. It has the tutoring center, information desk, checkout books desk, computers, printers, and study rooms.
The PCC Southeast Campus Library has three kinds of rooms which may be reserved by both groups or individuals. There are study rooms, dedicated library instruction labs, and meeting rooms. The first floor has four study rooms and one meeting room.
The second floor is quieter than the first floor. It has dedicated library instruction labs, four study rooms, and one meeting room. The main function for this floor is it has many book aisles, and it has a space for studying.
PCC Southeast Campus Library, Second Floor, Book Aisles (photo by Natalia Najeeb)

PCC Southeast Campus Library Second Floor Study Rooms (photo by Natalia Najeeb)
The third floor is the quietest. It has books aisles and individuals chairs and desks for individual studying. The important thing is the lights and the paint of the library.

The library has white bright lights which make students read and study in concentration. Also the library's windows are big which give students a comfortable view. The paint of the library is white, and some walls are painted with a colorful yellow, blue, pink, and green.

PCC Southeast Campus Library Walls (photo by Natalie Najoob)
Also, the furniture pieces are comfortable and beautiful. There are many shapes of tables: big rectangle tables for big group studying and a small rectangle and circle tables for small groups or for individuals. There are gray-orange chairs and different kinds of sofas with different beautiful colors. There are also corner desks to help students to sit separately.

The library supports students to study as groups by putting whiteboards in the study rooms and on the second and third floors. The library has an amazing interior design which is a tube of white columns extending from the roof of the third floor to the second floor which allows for the passage of sunlight through library’s floors.

PCC Southeast Campus Library Interior Design (photo by Natalia Najeeb)
Chapter 2

Technology Components
Computer lab:

According to my research, this computer lab on the first floor of the SE Campus Library has 62 PC computers and 6 Macs which are available for students to use.
Printers:

There are 3 black and white printers and 1 color printer.

How much does it cost?

Each term, PCC students get $10.00 for printing. The $10.00 goes into their GoPrint account. According to the PCC SE campus website, there are a few different types of printing and costs. As of Summer 2015, here are the prices for printing:

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Double-sided pages (B&amp;W)</td>
<td>$0.10</td>
</tr>
<tr>
<td>Single-sided pages (B&amp;W)</td>
<td>$0.07</td>
</tr>
<tr>
<td>Color pages (per side, where available)</td>
<td>$0.25</td>
</tr>
</tbody>
</table>
Computer lab hours:

There is also a schedule for the computer lab for Fall, Winter, and Spring.

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am-</td>
<td>7:30am-</td>
<td>7:30am-</td>
<td>7:30am-</td>
<td>8:30am-</td>
<td>8:30am-</td>
<td>Closed</td>
</tr>
<tr>
<td>9:00pm</td>
<td>9:00pm</td>
<td>9:00pm</td>
<td>9:00pm</td>
<td>5:00pm</td>
<td>3:00pm</td>
<td></td>
</tr>
</tbody>
</table>

However, students have to look on the Portland Community Southeast Campus website because the schedule above may change.

Account activation:

According to Southeast Campus Computer Resource Center (CRC), students need to do an online orientation on any computer at the CRC or PCC library to get a lab login. Student will also use the lab login for GoPrint printing.

Each term, students will need to restart their accounts using the "Update Account" button on the computer's screen. After restarting, the PCC account will work for PCC at any PCC campus for the term.

There are a few steps that you can “Update Account” at PCC SE Campus:

- First, when you open a computer you will see a picture like this picture below.

- Then “Click” on “Update Account” at the bottom on the right corner.
After you “Click” on that, you will see this picture.

Finally, type your User Name and G number, then “Click” on Update and you are finished.
One of the amazing beneficial services that are available in our library is the online library. The community college can access to the online library by the college website under the link of library (http://www.pcc.edu/library/).

When students are on campus, any PCC campus, they can use the PCC online library. A student only needs to enter their MyPCC username and password to access the library and get all the benefits available on the online website.
The online library services:

There are a lot of services that students can use on the the online library like:

- They can search for books and reserve it online.
- They can try to search and find the book in another library if it isn’t available on this campus.
- They can check their accounts all the time to see how many books they can borrow or to check their time for borrowing books.
- They can use the How Do I...? page to get specific help. Go to http://www.pcc.edu/library/how-do-i/
How to contact librarians:

One of the main services that the online library offers is the diversity of the ways which people can contact the librarian to get help.

There are four ways to contact the people in the library, including Chat, Online, Phone, and In Person.
• **Chat** is one of the fastest ways that students can connect to the librarian to get help. The students can start chat with librarian by using the link (http://www.pcc.edu/library/about/people/contact/), and then using the chat window to communicate with the librarian.

• **Online services** is the way that student can ask the librarian for help by sending email, which is set in the following link: (http://www.pcc.edu/library/about/people/contact/).

Moreover, the students can use the contact form to report login problems, which has some information that students must fill out to solve a login problem issue.

• There are phone numbers for all the checkout desks and research help desks. Also, there is a list of contact people in the online library that people can call for general help with things like acquisitions and collection development and film schedules. Student can find all phone numbers in this link: (http://www.pcc.edu/library/about/people/contact/).

• **In Person** services is the link where students can know all of the things about library schedules in all campuses and the addresses for all these campuses.
How to read books online:

Some books are available to be read online through the website of the library. This gives you access to a huge variety of material from the comfort of your home. Isn’t that wonderful? Lots of items are ready for you to read right now without having to checkout!

Here we explain how to access this type of content. Do you know about Don Quixote? He’s a fiction character by Miguel de Cervantes. “Don Quixote of La Mancha” is considered the first modern novel and a very good comedy. What if you could read it for free online? Let’s do it!

- First of all you’ll need to log in to the system. Remember the link? (http://www.pcc.edu/library/).
- Type “Don Quixote” as your search keyword in the search box in the top middle of the page.
• After obtaining the results for your search look at the left side of the screen. Under the option “Refine My Results” you will see that you have the possibility to choose the format under “Format.”

• The option that interests us is “ebooks.” Click on it. The page will refresh with the filter applied.

• Once you have loaded the page, see the description of the items. A green circle with the text "available online" appears under the ebooks that you can read online.
Choose one of them and click on “View it.”

A square will pop-up with a message like “Full text available at “ebrary Academic Complete.”

Click on that link “ebrary Academic Complete.”
Then it will open a new tab on your web browser containing the detail web page of the book. From there you can review the bibliographic details, table of contents and much more.

Now, you just have to click "start reading" to start enjoying your reading!
Library Internet Policies

The library internet is available for students to use while they are on campus. It can be used through the library computers, personal computers, any wireless laptop, tablet, or smartphone like an iPhone. Students are required to enter their PCC student ID and password in order to access the library internet.

As per internet speed, check this website: www.speedtest.net. Here’s a speed test for PCC. It has a good speed.

![Speedtest.net](image)

Figure 1: PCC internet speed check snapshot on www.speedtest.net (SPEEDTEST2015).
The library has four main policies or rules for using the internet: connecting to internet, policy of personal belongings, video and sound policy, and sharing policy.

**Policy of connecting to the internet:**

This policy is the first stage to learn when students need to go the library.

Students need to have their PCC username and password in order to access the internet. Students who do not have a PCC username and password can check with the library help desk to get access to the computers.

First-time users at the library need to do a quick orientation or guidance on library computers before accessing the internet.

Once a student puts their ID in the computer, it validates the person's identity and records it in the servers. Later, if any questions arise during any time frame the computers were used, the servers can generate a report on who used what computer.

So the policy of connecting to the internet is very important. The systems will not allow students to use the internet until they enter their ID. All other students are required to enter their user ID each time they use library computers.

**Policy of personal equipment:**

As with the policy of connecting to the internet, connecting to the internet from personal belongings such as computers, cell phones, or iPads has some rules.

Students need to connect their electronic equipment to Wi-Fi in order to access the internet. The Wi-Fi user ID and passcode can be the student's PCC user ID and G number.

The servers can generate reports of computers and people who used the internet.
each day. The servers also remember the username and student’s G number for future use. So if students go to the PCC library for a 2nd and 3rd time, they can enjoy using internet without entering their username repeatedly.

![Password Page](image)

Figure 2: PCC Wi-Fi username and password page on cell phones.

**Can students watch everything?**

Students who connect to the internet from library equipment or from personal belongings should be considerate to others using the library.

If students are watching movies, they need to make sure they wear headsets so they don’t disturb other students. With headphones, they can increase the volume as much as they want.
Students should not use library computers or internet to view illegal content including obscenity or child pornography. Students should be able to access all legal content on library computers.

**Keep your information secure:**

Besides the internet connection and personal belonging policies, there is a sharing policy, too.

Students should not share their internet with others. It can be risky and can result in someone being accused of something that the student did not do. For instance, if you share with someone and they watch adult content videos, that information is connected to your account and identity.

Your PCC username and password need to be private. You can change your password often to avoid someone using it. Also, while using library computers, students need to sign out when they are done with their job to avoid someone using their identity.

**Summary:**

The library internet has good speed and is very useful for students. All internet policies make a good and secure educational environment for all students. It can track the internet time that each student used and can record each student’s identity. If someone tries to do illegal things through the internet library, they can be found easily.
**Library Offline Services**

In our library, there are offline services that don’t use the internet. The offline services like tutoring can help students, too. Students can use them any time the library is open.

**Tutoring services:**

This computer is where students can sign up for tutoring. (photo by Thanh Truong)

The Tutoring Services desktop computer is on the first floor of the Southeast Campus Library. Students have to login with their PCC user ID to look for a tutor, to get help, or to find staff. Another way students can get help is to write their name on the whiteboard at the Tutoring Center. After, they wait for the tutor.
Check out and check in services:

This is where students can check out or check in a book. (photo by Thanh Truong)

Students can bring a book and their student ID to the Check Out desk on the first floor. If they don’t have their student ID, they can bring their G number and another picture ID like a drivers license. Then the service staff will let the students know how long they can borrow the book and return it.

When students have to return the book, they come to the same place and just give them the book. That’s all students need to do when they check out and check in a book.
Another way to check in a book:

This is the Book Drop where students can drop off a book when the library is closed.
(photo by Thanh Truong)

This is another way students can check in a book they borrowed from the library. When the library is closed, students can come in front of the library. They can see the Book Drop box by the front doors.

Students open the box and drop off the books they need to check in. The service staff will pick up the books and check them in the books. That's all students need to know about the Book Drop box.
Student computing center:

This is where students can ask about their computer login or the printers.

(photo by Thanh Truong)

If the students have any problems with logging in on the computer in the library, they can come to the front of the Student Computing Center and ask them about their problem. Or the students can ask about printer problems. The service staff are always able to help. They are really friendly in the PCC Southeast Campus Library.
Self check out:

This is the Self Check Out where students can check in or out by themselves.

(photo by Thanh Truong)

This place is in front of the library center on the first floor. Also, students can pick up new books by themselves and check out any time they want. After the students choose the book, they can scan the book number and their student ID in the machine next to the Self Check Out.
Machine check out and check in:

This is the machine where students can check in or check out a books by themselves.
(photo by Thanh Truong)

This machine is usually helpful for students who don’t have much time to talk with the service staff. Students can bring the book they want to borrow and scan their ID and the book. This is easy for students who want to do it by themselves.

A Guide to PCC SE Library

Leads You to Success
Return Policies

The PCC library has many items or things to help students succeed in school. Students can borrow what items they want, but they have to know about the return policies or rules.
When students borrow items from the library, they should return them on time. They will have to pay money if an item like a book is kept out longer than its due date. This is called a fine.

The Table of Return Policies in the appendix will show students about:

- What items or things students can borrow.
- How long they can check out or have the item.
- The number of items they can borrow.
- How many times they can renew or check out a book again.
- The penalty or money they have to pay if they turn in an item late.
Chapter 4
Great Tutoring Center
The Student Learning Center

The Student Learning Center or Tutoring Center is a useful place for every student. The classes at PCC have high quality teaching with professional and enthusiastic teachers, but sometimes students are not clear about something with their lessons. However, the teachers don’t have enough time to explain for all students, so the students go to the Tutoring Center to get help.

Students may meet difficulties in their homework or assignment, and the tutors help them resolve problems in their studying. The tutoring center is a great place that supports students to get good results in school.

This is Student Learning Center or Tutoring in the PCC Southeast Campus Library.

(all photos in Chapter 4 by Chau Nguyen)
How to sign up for a tutor:

It is easy to meet a tutor. There are four simple steps:

1. Sign in at the computer.

2. Write your name on the board and wait until someone calls you.
3. Meet the tutor and get help.

4. Sign out at the computer.

The Tutoring Center is very useful, and students learn many things from the tutors.
Chapter 5
Workshops
Workshops

Workshops are short time classes for students and instructors. It is created upon requested from students or offered by instructors. Most of the workshops are located in the study rooms, but location depends on the topics. PCC will provide the best facility for students.

PCC Southeast Campus Library has a lot of workshops with different topics and majors. There are a lot of parts to the library. Workshops are one tiny but very interesting part of the library.

At PCC, there are a lot of workshops open during every term. Last term, there were workshops about internet security and writing. For more information, students simply visit the PCC website or walk in the library. They will see the workshops board easily.

First, find the workshops by walking in:

Every time PCC Southeast Campus has a workshop, they will write information on the announcement board and put it in front of the doors and in front of the main hall, which is in front of the information desk. So, it will catch students' attentions.
Second, students can also look for paid workshops or non-credit classes called Community Ed classes in the PCC Communities magazine that is located by the main door:

PCC’s website screenshots (photo by Duy Trinh)
Third, there are easy steps to find the workshops on the PCC website:

On the PCC homepage, go to “College News” and click “more news” to see the news and workshops that are going to happen.

In another way, you can use “Search” to find:

Click the “Search” icon at the home page – type “workshops” at the search box – Click “Search Website.”
One more very interesting thing about PCC’s workshops is most of workshops are FREE. Some of the academic workshops such as counseling or business require the student’s G numbers. However, that is not common. No tuition is required. Anyone who is interested in any workshop can simply save the date and time and come to the class on time. That’s it. PCC students and Non-PCC students can join. It has never been easier for people who want to spend their free time to learn more knowledge. In my experience, I joined the internet security workshop during the spring term in 2015. I learned a lot. I know how to stop people from tracking me on the internet now. That class was so useful, so join them if you have time.
Food Policy 6

Chapter
Food Policy

The PCC Southeast Campus Library has a food policy.

Basically, students can eat or drink anywhere in the library.

Food Drawings by Jun Ogawa

1st floor - Students can eat or drink.
2nd floor - Students can eat or drink.
3rd floor - Student can eat or drink.
However, there are some places where students are not allowed to eat or drink. Around the computer lab area on the first floor, you cannot eat or drink because there are many computers and it is mechanical. The computers are broken so easily, if you spill food or drink.

![No Food, Drink, Smoking](image)

A No Food sign in a computer lab at PCC Southeast Campus (photo by Jun Ogawa)

Computer lab on the 1st floor - Students cannot eat or drink.

Computer lab on the 2nd floor - Students cannot eat or drink.

According to Library Service Staff member Kalen, “Students can have food in the library unless they make a mess. You can eat anywhere or any floor in the library. However, you cannot eat something around computer on the first floor and second floor to keep computers safe and clean. After you eat something, please clean up by yourselves so that everyone can use and enjoy afterward” (July 2015).
Appendices

1. Appendix 1: Group Study Rooms

2. Appendix 2: Relaxing Spaces

3. Appendix 3: Library floors structure

4. Appendix 4: *Table of Return Policies*

5. Appendix 5: Writing 6 *How-to* essays (PCC SE ESOL, Fall Term 2014)
   a. “How to Tell a Suggestion for the Library” by Luma Alazawi
   b. “How to Add More Money to *My GoPrint* Account” by Sa Hudin
   c. “How to Get a PCC Library ID Card” by Solomon Gelesu
   d. “How to Print a Color Paper” by Tuan V. Nguyen
   e. “How to Reserve a Study Room in the Library” by Yu, Wing Kwan
Appendix 1

Group Study Rooms

There are some group study rooms in the Southeast Campus Library. They are called group study rooms, but you can study by yourself, too.

You need to make a reservation. You can be in the room for only two hours per day. You can’t reserve the group study room multiple times in one day.

If you want to know more about the group study room, there is a website. It will tell you more specific details. Here’s the website information:

http://www.pcc.edu/library/about/spaces/library-rooms/
Appendix 2

Relaxing Spaces

Study can make students get stress very easily. Understanding the relaxing demand of students, PCC Southeast Campus Library provides more spaces and facilities for students to take a break from studying.

The computer lab has more than 60 computers with fast Wi-Fi internet coverage all over campus.

The computer lab at PCC Southeast Campus Library (photo by Duy Trinh)
There are designer couches and sofas on every floor of the library. They provide students a comfortable place to stay during their break. In my experience, I used to take a nap in a study room before my noon class, and it was so awesome.

According to PCC student Liz Sturgill, “I love spending my free time in the library because they provide very good services such as private zone, air conditioning, and the best Wi-Fi network” (Sturgill, July 2015). By that, the library is the friendliest way that brings school and home closer.
Even better, the coffee shop named Old School Coffee is located inside the library which is more convenient for students to have a good time with friends.

I used to have a good time with teachers and friends here.
Here are the current menus of our friendly Old School Coffee:

The menus at Old School Coffee in Summer 2015 (photo by Duy Trinh)

I usually get the Vietnamese coffee every morning. It keeps me focused in the rest of my day. I recommend also the Thai Tea with bubble. You will never forget its taste.
Appendix 3

This is the structure of the PCC Southeast Campus Library floors.
Appendix 4

This is the Table of Return Policies for borrowing items from the PCC Library.
<table>
<thead>
<tr>
<th>No.</th>
<th>Item</th>
<th>Loan Duration</th>
<th>Item Limit</th>
<th>Renewal</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Books or audio books</td>
<td>21 days</td>
<td>50 items</td>
<td>2 times</td>
<td>$.25 per day</td>
</tr>
<tr>
<td>2</td>
<td>Calculator (basic)</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$.25 per day</td>
</tr>
<tr>
<td>3</td>
<td>Calculator (graphing)</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>4</td>
<td>Digital cameras</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>5</td>
<td>Digital video recorder</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>6</td>
<td>Digital voice recorder</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>7</td>
<td>DSLR camera (high quality)</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>8</td>
<td>DVDs &amp; videos</td>
<td>1 week</td>
<td>7 items</td>
<td>2 times</td>
<td>$.25 per day</td>
</tr>
<tr>
<td>9</td>
<td>iPad</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>10</td>
<td>Laptop</td>
<td>4 hours</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>11</td>
<td>Laptop</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>12</td>
<td>Magazines</td>
<td>21 days</td>
<td>50 items</td>
<td>No renewals</td>
<td>$.25 per day</td>
</tr>
<tr>
<td>13</td>
<td>Museum Passes</td>
<td>3 days</td>
<td>1 per type</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>14</td>
<td>Music CDs</td>
<td>1 week</td>
<td>20 items</td>
<td>2 times</td>
<td>$.25 per day</td>
</tr>
<tr>
<td>15</td>
<td>Newspapers</td>
<td>no check out, library use only</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>16</td>
<td>Projectors</td>
<td>1 week</td>
<td>1 item</td>
<td>No renewals</td>
<td>$10 per day</td>
</tr>
<tr>
<td>17</td>
<td>Reserves</td>
<td>varies by item</td>
<td>3 items and 1 video</td>
<td>1 time (if another copy is available)</td>
<td>$.25 per hour</td>
</tr>
</tbody>
</table>

Note: If A Guide to PCC SE Library Leads You to Success 70
another copy is not available, the item must be returned for a minimum of 15 minutes

| 18 | Summit items | weeks or 6 days (short-term loan) | 50 items | No renewals | $0.50 per day for most items, $1.00 per day for short loan items (DVDs, videos, CDs). Lost materials: $90 replacement fee. |
| 19 | Interlibrary loan (ILL) items | weeks or 6 days (short-term loan) | 50 items | Renewals allowed | $0.50 per day. Lost or damaged materials: replacement cost determined by the library that loaned the ILL item, plus a $15 service charge. |

**Appendix 5a: Writing 6 How-to Essays**

“How to Tell a Suggestion for the Library”
At last, I perfected how to tell a librarian a suggestion for the library. Previously, I always thought it would be difficult, but I discovered the opposite. Now I can give you my suggestion with pleasure. It seems to me giving the librarian a suggestion is something that deserves to be learned and heard. This is because it will serve everyone in the library. If you don’t know how to tell a librarian your suggestion for the library, you certainly need to follow these five steps.

First of all, there are two steps that you should follow. First, you have to go to the library. There are numerous sections in each library, so you need to talk with the librarian who is in charge of that section. Then the second step is that before you talk to the librarian, you have to be sure that he or she is not busy; however, you can take a walk and have a look to be sure about that. Indeed, I prefer you do this because I want you to take your time when you talk to him or her.

Next, there are another two steps to follow. Here is the first that you should do. You have to be clear and specific even though you present your suggestion. Don’t be confused or shy; you have to be polite, serious, and effective. For example, you can say, “Excuse me, if you allow me, I have a suggestion for this library.” It is good to talk like that. The second step, explain your suggestion smoothly and easily although bring to light the features of your suggestion. For example, you can say, “I think this suggestion will be useful, successful, and helpful because of this and this.”

After he or she listens to your suggestion, you have to thank the librarian for his or her patience and cooperation with you. It is nice to be grateful to him or her. Don’t let the smile leave your face or your soul. Remember the smile always opens all the closed doors. Then you commend all librarians for their efforts to make this library the best. Finally, you wish the librarian who helps you a happy day in hopes of meeting him or her again.

These easy five steps will certainly be useful for you if you want to know how to tell a librarian a suggestion. Since you learn these steps, you will be able to give your suggestions easily. Maybe the first time, you will face some difficulties, but you will pass it soon. I have success as I follow these steps. In the end, learning something new is good, and the better is to share that thing with the others.

Appendix 5b: Writing 6 How-to Essays

“How to Add More Money to My GoPrint Account”

A Guide to PCC SE Library
Leads You to Success
Having money is always important. GoPrint is one of the most basic tools for PCC students. In fact, all students usually need to print their homework, or they might need to print their essay. That is why you always need more money on your GoPrint account. You should learn how to add more money to your GoPrint account, which is good for you in the future. If you follow these ten steps, you can easily add more money to your GoPrint account.

First, you need to find the [Student] Commons Building. Then, you need to find the business office. When you find the business office, you have to talk with the business office advisor. For example, the office advisor might ask you a question like “[How] many I help you?” After that, tell her you want to add more money to your GoPrint account. Before you add more money to your GoPrint account just make sure that you follow these couple of steps.

Second, you always have to bring your “G” number or Oregon photo ID with you because the advisor will know who you are and then the business advisor will continue what she needs to do. Before you add more money to your GoPrint account, the advisor will explain more information. Then, you can add as much as you want to add, but they only accept cash at the [Student] Commons Building. When it is done, the advisor will give you a receipt. Now, you can walk out of the building, so don’t forget to say “Thanks” before you leave.

Finally you need to go back to the library. When you get there, you have to look for the Student Computing Center because someone is always there to help you. Also, they might ask for your “G” number, PCC photo ID, or Oregon ID. In addition, you need to show them the receipt that you got from the business office. Before you add more money to your GoPrint account, someone who is working at [the] Student Computing Center will explain another way to add more money online; however, you may use your credit card. Also, if you want to [...] use your credit card, you have to go http://einstein.pcc.edu/orientation/forms/goprint.htm. You have to [log in] to your GoPrint account. You just need to type the amount you want to add online and then click continue. After that, you will have to type your credit card information on the website. You just need to look carefully, read carefully, and follow step by step.

Adding more isn’t difficult on your account if you follow my advice. PCC students should have extra money in their account. If you don’t have any money in your account, you can go to the [Student] Commons Building. I bet you might already know how to add more money after you read this essay. I hope that it [helps] you a lot.

Appendix 5c: Writing 6 How-to Essays
“How to Get a PCC Library ID Card”
The library is one of my favorite places that I like to spend my spare time. Some people really want to go to the library, but they don’t have enough time. I have learned how to use the Portland Community College (PCC) library three years ago. I also have a PCC library ID card. I have borrowed books, magazines, videos, and documentary movies from the PCC library. If you follow these six steps, it would be very easy to get a PCC library ID card.

The best thing is to use the library to improve your knowledge. When you need a library card, you can go to any PCC campus business office. All the buildings have different names. However, it’s not hard to find. Bring your G number with you that shows who you are and that shows you take classes at PCC. They will help you to get library services.

It is the best way to read English in the library for someone who is an ESOL student. When you have completed the above two steps, get your picture taken by the librarian. Then you will have a new ID card. After that, you can use your new picture ID to borrow books. You can also use your new ID card at the self-checkout machine. The librarian will help you even though you do not know how to use the machine. In my view, the librarians have amazing experience helping students and providing services you want to get in the library.

In addition to the self-checkout machine, you may also be asked to show or enter your G number. If you need more information, you can go to the library front desk. The PCC library card is one of the cheapest ways to learn and have fun. You can research things you like in the PCC library. It’s a place that is free; you can read there or take the book home. Once you have a PCC library card, you can use it at any PCC campus.

In conclusion, if you follow the above important six simple steps, it could be very smooth to get a PCC library ID card. Having a library ID card will give you chances to get resources from the PCC library. The library is a great place to spend your time; so many people use it. Remember to always bring your ID card with you when you go to the library.

Appendix 5d: Writing 6 How-to Essays

"How to Print on a Color Paper"
by Tuan V. Nguyen  
Writing 6 - December 2014

There are many things students should learn how to use at PCC. One of the many things you should know is printing color paper. Printing a cool color paper isn’t easy for all people. Color paper is helpful to do homework. We also use it to print some beautiful pictures that we like. If you also want to print the cool papers, you can follow these eight steps below.

Preparing everything is very helpful when you do these things. The first, you should open your folder to check things you will print. If you see the mistakes, this is the good time to fix it. It will be hard and wasteful when you don’t like your color paper and throw it away. You have to pay 25 cents to print a color paper.

There are four most important steps to print the color papers. You need to press “Ctrl” and “p” at the same time to open the printer window. You can also click on “file” to find “print” letter or the printer signal. You can see “file” on the top of the left in your files. After that, you will see the printer window. It is difficult to set up information before you print. This step is difficult because there are many things on your screen such as the printer signal, setting box, and account box. You have to find “secrq-color” in the setting box and choose it. After that, click the printer signal again to open the account window and login to your account. Next, you need to check the papers you want to print and click on “print to pay” box. Getting how to print a color paper isn’t very difficult if you read carefully these steps.

The two last steps are easy to do. You just come to the printer station and take your paper. There are a lot of people who use the printer in the computer center. It is normal to take wrong papers although we have the name on each paper. You need to look on the computer to know where the printer station is that you computer prints to. You should quickly go there and wait for your paper after you click “print to pay.” You also have to make a line if there are many people there.

I showed you eight basic steps to print a beautiful paper. I think printing the color papers is not difficult if you follow my advice. I hope these steps will be helpful for you, for it helped me very much. You can also go to the library to ask the helpers, and they will show you very clearly. They are always friendly when they help you. If you know another way to print color papers, please share it with me and your friends. I also want to know many ways to print color papers.

Appendix 5e: Writing 6 How-to Essays
“How to Reserve a Study Room in the Library”
by Yu, Wing Kwan

A Guide to PCC SE Library

Leads You to Success
I find a big castle in our school that is a library. I know you will lose your way when you walk inside the castle. Also, there are a lot of facilities we can use. Moreover, I know how to reserve for free. I can teach you for free, too. If you follow these nine steps, you can reserve a private and quiet room for group study in the library.

Following me is easy to get a start. First of all, we need to surf on the PCC library website (www.pcc.edu/library/). Then for the second steps, you can click on library rooms, which is under the services column. After this, you will see there are four campuses for students and staff. For the next step, you can choose student and Southeast Campus. Be careful to choose the campus because there are different places at the college. Even though you can cancel the reservations, I hope you don't need to do that.

Then you should know how many people you have which can help you get a room. You need to know because you can reserve different rooms for different the number of people. Moreover, the library can be reserved by current PCC students, staff, teachers, and visitors, so you need to reserve early. The next step is you can choose one of the rooms you need and click on “reserve now.” Now, you need to wait because it might take a minute for the next page.

On this page, you will see it has some information, but it is [not important]. You just need to click on “submit an event.” It is on the top of the right hand side, it has red-colored words. After you click in, you will see four types of information: the date, event title, your name, and your email. Then you can submit the event after you filled out all the information. Finally, you will get an email from PCC, and it is a confirmation mail.

Reserving a big and clean room for group study is possible only if you follow these nine steps. You can reserve a room for study, or you can also reserve for a meeting. I hope you can have a wonderful time with your groupmates in the library room; in addition, I wish my advice is useful and easy to understand. Then you will not lose you way in the castle. Finally, if you have any questions, you can search on the PCC library website.

Works Cited


Ookla. “Speedtest.net by Ookla - The Global Broadband Speed Test.”


“I hope that many students will be able to use A Guide to PCC SE Library to access the many services that the library offers our community.”

- Julie Kopet, Dean Liberal Arts & Pre College, SE Campus

“What a lovely publication - I’m impressed with all the work that went into this. Very Thorough and engaging!”

- Roberta Richards, PCC Librarian

“There’s more to the library than meets the eye. Discover things that your instructors, classmates, and even your best friends don’t know about the library yet. How? By reading this guide book!”

- Nicole Morales, ESOL Instructor

A Guide to PCC SE Library
Talented Writers, ESOL L8 2015