

The Library will email articles if they are in electronic format already. Patrons must complete a Distance Education Materials Request Form in order to receive articles. Please note, however, that we will not do research for patrons.

The loan period for distance education learners is three weeks. Returned books must be received by the library on the due date in order to avoid overdue charges. Books may be renewed by telephoning the JBCL Circulation Dept. at 936.261.1542 by the due date.

If desired materials are not located at the Coleman Library, they will be requested from another library and sent to the student free of charge.

#### **4 - TexShare and HARLiC CARDS**

<http://www.pvamu.edu/pages/3693.asp> ( Online Application Form)

PVAMU students, faculty, and staff are eligible for **TexShare** library cards, which give onsite borrowing privileges at public academic libraries throughout Texas. For more information on the TexShare card, inquire at the Circulation Desk.

Graduate students, faculty, and staff of PVAMU are eligible for **HARLiC** (Houston Area Research Library Consortium) cards, which give onsite borrowing privileges at any of the seven other member libraries: Houston Public Library, Rice University, Texas A&M University, Texas Southern University, University of Houston, HAM-TMC, and UTMB Galveston. For more information about the HARLiC card, inquire at the Circulation Desk.

#### **5 – REMOTE ACCESS TO DATABASES**

The John B. Coleman Library has many databases which due to licensing restrictions limit access to campus IP addresses only. The Library currently has a “proxy server” to provide Prairie View A&M University students and staff with remote access to these resources. This machine authenticates users against a database, forwards requests for web resources, and serves as a “proxy” between your machine and the resource server.

To use this service, you must have a valid PVAMU ID and a library barcode number. Barcodes are available at the Library’s Circulation Desk. **STUDENTS MUST UPDATE THEIR PERSONAL INFORMATION EVERY SEMESTER, INCLUDING SUMMER SESSIONS, AT THE CIRCULATION DESK TO STAY VALID!** Faculty and staff remain in the system and do not need re-verification. If you already have an updated ID and barcode number, you are ready to configure your browser. Distance Education students should work with their professors to ensure they have access to the system.

##### **a. ACCESS FROM HOME**

<http://www.pvamu.edu/pages/3622.asp>

### *Instructions*

Go directly to the Library's webpage and choose article collections by subject or from an A to Z list. After you click on a link for an article collection, you will be asked to login to EZproxy. Use your last name as a Username and your university ID number as a password. Not all resources require logging in to EZProxy.

Examples: Students | for Faculty and Staff |

### *For Students*

User Name: Smith

Password: (your Panthertracks number) 10XXXXXX

For hyphenated names, use a space instead of a hyphen

For example John Smith-Jones : smith jones

### *For Faculty and Staff*

User Name: John Smith-Jones : jones

Password: (your Leavetraq number) XXXXXXXX

## **b. TROUBLESHOOTING**

Things to Check:

- "Losing" authorization: If you close your browser or if your browser crashes, then you'll need to login to EZProxy again.
- "Cookies" must be activated in your browser settings for this service to work.
- JavaScript should be enabled to access the full range of resources.
- "Page cannot be found" error message.
- If you have an error message about the EZProxy administrator
- If you have a forbidden error that says I don't have permission to view ezauth.php.
- If a journal you have bookmarked in your browser, the publisher asks you for a password and won't let you in.
- I seem to be able to access everything except the full text of one journal
- I used the Library's resources from off-campus prior to Jan. 10, 2005

Call the Reference Department at 936 261-1535 or email ([askalibrarian@pvamu.edu](mailto:askalibrarian@pvamu.edu)) for assistance.

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I used the Library's resources from off-campus prior to Jan. 10, 2005

**1) Before you start, be sure that previous proxy settings have been removed. (depending on your browser settings, you may not have to do anything).**

If you have previously set your browser to use the library proxy server, remove these settings.

- In Internet Explorer go to Tools > Internet Options > Connections > LAN Settings (or Settings) > uncheck the Use a proxy server box. Also click on the Advanced button and erase the proxy address and port information in the HTTP section.
  - In Netscape or Mozilla go to Edit > Preferences > Advanced > Proxies > and then select the Direct connection to the Internet radio button. Also erase the proxy address and port information in the HTTP section.
  - In Opera 7., go to Tools > quick preferences > Enable proxy server (if check mark displays, click on that line; if no check displays on that line, you're OK).
  - In Mozilla Firefox 1, (new, different from Mozilla 1.x/Netscape 7.x) go to Tools > Options > General: Connection: Connection settings (button) > select "Direct connection to the Internet" > click OK to exit.
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**2) Cookies must be enabled. Depending on your browser settings, you may not have to do anything.**

- In Internet Explorer 6, go to Tools > Internet Options > Privacy > then set the privacy slider to Medium or lower or select Advanced for additional cookie control.
  - In Internet Explorer 5, go to Tools > Internet Options > Security > Internet > Custom Level > Cookies > Enable.
  - In Netscape 7 or Mozilla, go to Edit > Preferences > Privacy & Security > Cookies > Enable all cookies.
  - In Netscape 4, go to Edit > Preferences > Advanced > Accept all cookies.
  - In Opera 7., go to Tools > Quick preferences > check "Enable Javascript" and "Enable cookies."
  - In Mozilla Firefox 1., go to: Tools > Options > Privacy: > click on "Cookies" and check box to "Allow sites to Set Cookies" and then select Web Features from left column and check box to "Enable Javascript" These are probably set on by default. Click OK to exit.
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**3) JavaScript must be enabled. Depending on your browser settings, you may not have to do anything.**

- In Internet Explorer 6, go on Tools > Internet Options > Security > Custom Level.
  - In Netscape 7, or Mozilla go on Edit > Preferences > Advanced > Scripts & Plugins and select Enable JavaScript for Navigator.
  - In Netscape 4, go to Edit > Preferences > Advanced > Enable JavaScript.
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**4) Now, you are ready to log in to search for articles. Go to the Library's webpage where you choose article collections by subject or from an A to Z list. After you click on a link for an article collection, you will be asked to login to EZproxy. Use your last name as a Username and your university ID number as a password. Not all resources listed on this page require logging in to EZProxy.**

- EZProxy administrator error message: If you click on a resource link and receive a message similar to:
  - To allow /login?url=http://some-database.com/ to work, your Ezproxy administrator must first authorize this within the ezproxy.cfg file.
  - This occurs when the database vendor changes the database's domain name. Please email the EZProxy administrator (asalibrarian@pvamu.edu) and report this problem.
  - "Cookies" must be activated in your browser settings for this service to work.
  - JavaScript should be enabled to access the full range of resources.
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**"Page cannot be found" error message.**

Your local network may be rejecting traffic from the proxy server, which helps off-campus users to connect to databases and online journals. If you administer your own personal firewall, then you will have to make an exception for:

**<http://www.pvamu.edu/pages/3585.asp>**

**port 2048**

Windows XP users: Windows XP comes with its own firewall, and Microsoft recommends that you activate this feature to secure your computer. Read these instructions to open up port 2048.

If you are at a place of work with a local area network, then you should talk to your help desk or network administrator about how your network is configured.

*I get a forbidden error that says I don't have permission to view ezauth.php.*

You are not a current student, faculty or staff member, or your EID does not reflect your role as a current student, faculty or staff member. This often happens at the beginning of the semester if you have registered late for classes, or if you have taken a leave of absence from the University.

*When I go to a journal I've bookmarked in my browser, the publisher asks me for a password and won't let me in.*

The system that we use for off-campus access uses encoded links. Your bookmarks probably do not have the right encoding to enable off-campus access. To fix this, edit your bookmarks and paste this prefix in front of each URL that requires authentication via EID: **http://pv-ezproxy.tamu.edu:2048/login?url=**

From then on, when you choose that bookmark, it will pass you first to our proxy server where you can enter your University ID number, then pass you on to the publisher's site.

*I seem to be able to access everything except the full text of one journal.*

Occasionally there are mix-ups with renewing a library subscription, or a vendor's server is down, or a journal may not be providing full access to all of PVAMU's IP range. Please report these types of problems to the library staff so that we can contact the vendor as soon as possible.

For assistance, or to report problems, please call 936-261-1535 or email the EZProxy administrator ([askalibrarian@pvamu.edu](mailto:askalibrarian@pvamu.edu)).