



## **Library Support Plan for Distance Learning**

### **Statement of Purpose**

Library resources and services must meet the needs of all faculty, staff and students regardless of where they are located. The Athens State University Library's faculty and staff strive to ensure the delivery of equal Library services to everyone on campus, off campus, and online.

### **Services**

Due to the number of unique environments where educational opportunities are offered at Athens State University (on campus, off campus, blended, and online, Library services are made available no matter where the "classroom" may be.

#### **A. Essential Services:**

- Reference assistance;
- Online instructional and informational services;
- Reliable, rapid, secure access to online resources;
- Consultation services;
- Library user instruction;
- Reciprocal or contractual borrowing, or interlibrary loan services using broadest application of fair use of copyrighted materials;
- Access to reserve materials in accordance with copyright fair use policies or permissions;
- Promotion of Library services to the distance learning community;
- Prompt delivery to users of items obtained from the institution's collections, or through interlibrary loan agreement via courier; and
- Point of use assistance with and instruction in the use of non-print media.

#### **B. Athens State University Services:**

- Reference Assistance is available in person at the reference desk, on the phone, by e-mail, as well as via Blackboard discussion boards.
- There is an on-line tutorial as well as digitized handouts. PowerPoint slideshows and online demonstrations are also available asynchronously through Tegrity.
- Ebook accounts for students and employees are available to access eBooks. Electronic databases are available to access at anytime, anywhere for students and employees. Electronic databases are only available to community members on site. AVL cards are always appropriate for community users, as well as students.
- Consultation services are available in person at the reference desk, on the phone, by e-mail, as well as via Blackboard discussion boards. There is also the synchronous method of using Blackboard Collaborate to communicate real time with a class.
- Library user instruction is available in person as well as on-line through digitized hand-outs, tutorials, Blackboard discussion boards, Tegrity sessions and Blackboard Collaborate sessions, as well as university center visits.
- ILL is traditionally delivered to and picked up at the physical Library; however, ILL can be delivered to a university center via courier or mailed directly to the student's home. ILL is facilitated through the interlibrary loan staff. Reserve materials are coordinated through the Library technical services staff.
- Promotion of Library services happens on campus, on site, and on-line. The Library offers LI (Library Instruction) in class face-to-face, in class asynchronously on-line and in class synchronously on-line. LI as well as the Electronically Embedded Librarian

- program promote Library services.
- Prompt delivery is always in mind for traditional as well as site and on-line students and employees.
- Point of use assistance is available in person, on the phone, by e-mail or discussion boards.

### **Modes of Service**

Includes one or more of the following:

- Group instruction in traditional or electronic classrooms (on campus, at a University Center, or online)
- Web tutorial
- Electronic and/or print instruction aids
- Asynchronous modes of instruction (Athens State University e-mail, Blackboard discussion boards, Tegrity sessions)
- Synchronous modes of instruction (in person, on the phone, Blackboard Collaborate live classroom session)
- Electronically Embedded Librarian within the course management software (Blackboard)

Service may also include:

- Individual instruction during the reference interview process
- Personal appointments with a Reference Librarian for in-depth research consultation

### **Documentation & Assessment**

- User guides, on paper and digitized
- Statistics on Library use, in print and on-line
- Statistics on collections, in print and electronic formats
- Librarian involvement in curriculum development and planning
- Input from Library liaisons for College of Arts & Sciences, College of Business, and the College of Education
- Data on Electronically Embedded Librarian program
- Formal, written agreements
- Library evaluations: The Library currently uses several different forms of assessment. Direct assessment of instructional effectiveness is conducted through:
  - Student and faculty feedback
  - Information literacy pre-tests and post-tests
- Further assessments occur through the Library's formal assessment process, which include:
  - Focus groups
  - In-house surveys
  - LibQual+ surveys

### **Works Consulted**

"Guidelines for Distance Learning Library Services." Approved by the board of Directors, ACRL, July 1, 2008. <http://www.ala.org/acrl/standards/guidelinesdistancelearning>