

Frequently Asked Questions

Q: When trying to access electronic resources I get an error message that states “The Login information you provided was incorrect. Please try again.”

Make sure to enter the last 4 numbers of your 9 digit USCID and your last name in lowercase letters. If you continue to have problems, consult the EZProxy FAQ at:
<http://www.sc.edu/library/ezproxyfaq.html>

Q: How do I gain access to a book that is available at the Thomas Cooper Library?

The Thomas Cooper Library’s Circulation Department will mail books from the circulating collection to you! You must be registered for a distance education class through the USC Department of Distance Education and live outside of Richland or Lexington counties. For more information on this service please see the University Libraries’ Resources and Services for Distance Education webpage at
<http://www.sc.edu/library/pubserv/disted.html>

Q: How can I access a journal article or book chapter that is available only in hardcopy at USC Columbia?

You can use a service called *Scan and Deliver*. If you are registered for a distance education class through the USC Department of Distance Education, and you live outside of Richland or Lexington counties, the Interlibrary Loan Department will send an electronic copy of an article or book chapter. For more information on this service please see the University Libraries’ Resources and Services for Distance Education webpage at
<http://www.sc.edu/library/pubserv/disted.html>

Contact Us

By Phone:

Reference Desk: (803) 777-4866
Circulation: (803) 777-3145
Interlibrary Loan: (803) 777-2805

By Email: usceref@sc.edu

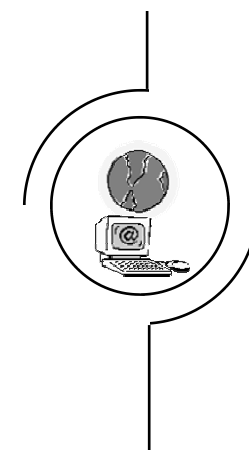
Chat Reference: Chat live with a reference librarian! For hours and to access this service, go to <http://www.sc.edu/library/ask.html>

By Mail:

Thomas Cooper Library
1322 Greene Street
University of South Carolina
Columbia, SC 29208

University of South Carolina

Library Resources & Services for Distance Education



University Libraries

<http://www.sc.edu/library/>

WHAT DO THE UNIVERSITY LIBRARIES OFFER DISTANT LEARNERS?

LIBRARY CATALOG

The online library catalog allows you to search all of the USC campus libraries' holdings. You can access the catalog from the University Libraries homepage or from <http://www.sc.edu/library/catalog>

You can also renew your books via the library catalog by using the "My Account" button unless your account is blocked due to fines or overdue books. Please note that this not does include Interlibrary Loan (ILL) items.

ARTICLE DATABASES & MORE

If you are a registered USC Columbia student, faculty, or staff member, you can connect directly to the library's campus-wide electronic databases from off campus via EZProxy.

Access instructions are available online at: <http://www.sc.edu/library/proxy/proxy.html>

For a complete list of the University Libraries Electronic Resources go to the University Libraries homepage and select INDEXES from the bar at the top or go to

<http://www.sc.edu/library/er/>

Non-USC Columbia students should access the electronic resources through their USC campus library.

E-JOURNALS

USC Columbia students, faculty, and staff are able to access the library's electronic journal subscriptions via TDNet, which serves as a catalog of USC Columbia's electronic journals. To access it, select E-JOURNALS from the bar at the top of the University Libraries homepage.

INTERLIBRARY LOAN

You can place requests for materials not held by the USC Columbia campus, check the status of your requests, renew ILL materials, and communicate with the Interlibrary Loan Office. To do so, go to: <http://ill2.tcl.sc.edu/default.html>

Interlibrary loaned material will not be mailed to students. Non-USC Columbia campus students should use the Interlibrary Loan services of their local USC campus library or of a public library.

SUBJECT GUIDES

For online guides, including APA, MLA, Chicago, and Turabian style guides, refer to the Subject Guides at

<http://www.sc.edu/library/libguides.html>

GUIDES ESPECIALLY FOR DISTANCE EDUCATION

The Reference Department at the Thomas Cooper Library has prepared a collection of Web pages intended to make research from a distance easier. Go to:

Resources and Services for Distance Education <http://www.sc.edu/library/pubserv/disted.html>

Suggested Internet Resources <http://www.sc.edu/library/suggested.html>

EMAIL & CHAT REFERENCE

The Thomas Cooper Library's Reference Department offers an email reference service that is ideal for simple, short-answer questions. Send your questions to: usceref@sc.edu

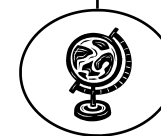
An online chat reference service is also available.

For hours and instructions, go to: <http://www.sc.edu/library/ask.html>

CIRCULATION

The Circulation Department offers services such as book recall and paging. For more information, go to:

<http://www.sc.edu/library/pubserv/circ.html>



LIBRARY INSTRUCTION

Faculty who teach classes at a distance may contact the Reference Department to arrange for library orientation and/or instruction during a class on-site visit. Librarians can also come to a studio classroom for a televised library session. More information and an online request form is available at:

<http://www.sc.edu/library/training.html>

LINKING TO LIBRARY RESOURCES VIA BLACKBOARD

If you are teaching a class and would like to link to the library's electronic journal subscriptions from Blackboard, you will need to add a prefix to the URL which will allow for the connection to the library's EZProxy server from off-campus. It is not recommended to link to specific indexes, as these links often change. Instead of linking to a specific index, please link to the library's Electronic Resources page at

<http://www.sc.edu/library/er/>

For more information and directions for using the prefix, go to:

<http://www.sc.edu/library/linking.html>