

## 11.1

### Library and Learning/Information Resources

The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission.

#### Judgment

Compliant  Non-Compliant  Not Applicable

#### Narrative

The University of South Carolina Columbia's [primary mission](#) is the "education of the state's citizens through teaching, research, creative activity, and community engagement. The mission of the University Libraries directly supports these goals via [its mission](#) to provide a center for learning, research, and discovery available to students, faculty, staff, and the wider South Carolina community. As the primary provider of learning resources to a R1 university (very high research activity) that offers associate's, bachelor's, master's, doctoral, and professional degrees, the University Libraries house a wide variety of collections and provide services that meet the needs of students and faculty at all levels of engagement. The Libraries' 2019 [Blueprint for Academic Excellence](#) aligns the vision, values, and goals of the libraries with that of the wider university community, including the University's [strategic plan](#).

Learning and information resources at the University of South Carolina Columbia are available in the [University Libraries](#), comprised of seven collections housed in six library facilities. These six libraries include the [Thomas Cooper Library \(TCL\)](#), the [Hollings Special Collections Library](#) (which houses the [Irvin Department of Rare Books and Special Collections](#), [Digital Collections](#), and the [South Carolina Political Collections \(SCPC\)](#)), the [Library Annex](#), the [Moving Image Research Collections \(MIRC\)](#), the [Music Library](#), and the [South Caroliniana Library \(SCL\)](#). The Hollings Library is an addition to the Thomas Cooper Library. The SCL, MIRC and Library Annex are free-standing buildings with their own collections, hours, and services. The Music Library is housed in the School of Music building.

#### Thomas Cooper Library

Many of the learning and information resources offered by the University Libraries are housed in the main library, the Thomas Cooper Library (TCL). Built in 1959 and expanded in 1976, it meets the teaching, learning, and research needs of the undergraduate and graduate students and faculty in all the university's academic units. The Thomas Cooper Library is a 290,000 square foot facility with seating for 2,308.. The Thomas Cooper Library has four classrooms, four conference rooms, 45 group study rooms, a Technology Lounge, academic faculty offices, 272 silent study carrels, and a Starbucks location. A detailed description of the physical facilities can be found in Standard [13.7 Physical resources](#).

During the fall and spring semesters, the Thomas Cooper Library is open 24 hours Monday - Friday, and from 8:00 am - midnight on Saturday and Sunday to students, faculty, and staff with a University of South Carolina ID. The library is open on an abbreviated schedule during the summer session. The library is open to community members without a University of South Carolina ID between the hours of 8:00 am to 9:00 pm Monday - Friday and from 8:00 am to 7:00 pm on weekends. When class is not in session (for example, over the winter break), the library is open Monday - Thursday 8:00 am to 6:00 pm, closed on Saturdays, and open on Sunday 1:00 pm to 5:00 pm. The library is open on an abbreviated schedule during the summer session: Monday - Thursday 7:30 am to 10:00 pm, Friday 7:30 am to 6:00 pm, Saturday 10:00 am to 6:00 pm and Sunday 1:00 pm to 10:00 pm. During the 2018-2019 academic year, the library received nearly 1.5 million visitors.

Year	Library Visitors	% Change	F.T.E. Columbia Campus	% Change
2002-03	481,224	N/A	21,508	8.43%
2003-04	517,367	6.99%	21,970	2.15%
2004-05	513,017	-0.85%	22,557	3.07%
2005-06	528,788	2.98%	23,565	4.47%
2006-07	640,461	17.44%	23,767	0.86%
2007-08 <sup>1</sup>	673,844	4.95%	24,190	1.78%
2008-09 <sup>2</sup>	784,377	14.09%	25,077	3.67%
2009-10 <sup>3</sup>	890,485	13.52%	25,939	3.44%
2010-11 <sup>4</sup>	904,097	1.52%	27,149	4.66%
2011-12	1,150,140	27.21%	28,084	3.44%
2012-13	1,083,753	-5.77%	28,781	2.48%
2013-14	1,317,623	17.75%	29,765	3.42%
2014-15 <sup>5</sup>	1,458,212	9.64%	30,729	3.15%
2015-16 <sup>6</sup>	1,386,283	-4.93%	31,485	2.47%
2016-17 <sup>7</sup>	1,287,226	-7.15%	31,774	0.92%
2017-18	1,350,829	4.94%	32,426	2.05%
2018-19	1,464,859	8.44%	32,677	0.77%

1 Library hours started at 24/5 in 2007, then went to 24/7 permanently in fall 2009

2 Student Success Center relocated into Thomas Cooper Library in fall 2008

3 Fifth floor computer lab was closed for renovation in summer and fall 2009 and reopened as the Cooper Technology Lounge in spring 2010

4 Hollings Special Collections Library opened in summer 2010

5 Career Center relocated into Thomas Cooper Library in fall 2014

6 Columbia experienced historic flooding in October 2015 and classes were cancelled for a week

7 South Caroliniana Library relocated to Thomas Cooper Library during renovation in May 2017

Departments in the library include Circulation, Acquisitions, Collection Development, Digital Research Collections, [Digital Collections](#), Library and Information Technology, [Educational Films](#), [Government Information and Maps](#), [Interlibrary Loan](#), Research and Instruction, and Reserves. The [Center for Civil Rights History and Research](#), and the [Institute for African American Research](#) also make their home in the Thomas Cooper Library.

## Services

The University Libraries provide a variety of collections and services to students, faculty, staff, and the surrounding community. Columbia students and faculty, as well as distributed learning (online) students, have access to library materials through on-site collections and remote access to electronic resources via proxy server. All libraries provide reference and information services via a traditional service desk, telephone, and e-mail. Live chat services are offered through the Thomas Cooper Library. TCL Research & Instruction Librarians answered approximately 49,065 reference questions in 2017/2018 in-person and via email and chat. Chat, telephone, and e-mail reference services particularly meet the needs of distributed learning (online) students. A detailed description of how students, faculty, staff, and community members access library collections and services can be found in Standard [11.3 Library and learning/information access](#). The Thomas Cooper Library is the home of several academic and service partners that provide additional information resources and services, including the [Student Success Center](#), the [Center for Teaching Excellence](#), the [Career Center](#), the [University of South Carolina testing center](#), and [Equal Opportunity Programs Student Intake](#). A description of these services can be found in Standard [12.1 Academic and Student Support Services](#), along descriptions of university-wide computer labs, the [Writing Center](#), and a description of technology used to support student learning such as the Blackboard (the university's learning management system), Carolina Tech Zone (technology support), software availability, and network connections.

### Off-Campus Access

Distributed learning (online) students have access to a full range of services from the Libraries. Students may access the library's online collections via the [electronic resources database](#) and find print materials held by the library through the [online catalog](#). The [Interlibrary Loan Department](#) will scan and electronically deliver journal articles and book chapters from print journals and books held by Columbia campus libraries through the [Scan and Deliver](#) service to students at a distance. The [Circulation Department](#), via the distance education [book delivery service](#), will mail books from the circulating collection to students who live outside of the two local counties (Richland County and Lexington County). Research assistance is available through the [online reference service](#), [online tutorials](#), [online course and subject guides](#) and the [ask-a-librarian service](#) to ensure that students at a distance are using the library resources appropriately and to their best advantage.

### Ask a Librarian

The [Ask a Librarian](#) service includes phone, email, chat and Instant Message responses to inquiries from students, faculty, staff and the general public. Online chat services is available according to the following schedule:

	Monday – Friday	Saturday	Sunday
<b>Regular semesters</b>	8:00am – 6:00pm	1:00pm – 5:00pm	2:00pm – 8:00pm
<b>Summer semesters</b>	8:00am – 6:00pm		

Email reference questions are handled continuously throughout the work week and often on the weekends. An online pop-up box prompt on selected library web pages connects users with Ask a Librarian chat service. The variety of different reference service options are particularly helpful to distance learning students who may have need for both synchronous and asynchronous support during non-typical service hours.

#### *Borrower Services*

The library allows current University of South Carolina students, faculty, and staff to [borrow](#) an unlimited number of most materials, including books and films, via the use of their Carolina Card. The library also [provides a variety of technological equipment](#) for loan, including, ipads, multimedia equipment (such as digital cameras, camcorders, and voice recorders), chargers, headphones, adapters, keyboards, and calculators. Students and faculty also have 24-hour access to over [300 electronic databases](#), which include both [print and e-journals](#), e-books, [streaming music and video](#), government information, maps, [newspapers](#), company profiles, [dissertations](#), and more. Online content is searched via a multi-search discovery tool and full-text content can be viewed online or downloaded. University Libraries makes all our online materials available to [off-campus University of South Columbia faculty and students](#) through an ezproxy server.

#### *Paging and Recall*

Need a book, but need it in a hurry? Patrons can request by phone (during Circulation's hours of operation) that it be held for you at the Circulation Desk. If a library book is checked out, patrons may place a recall on the book. The book will be due 2 weeks from the date recalled, unless the original due date is earlier. When the book is returned, the Circulation Department holds the book and notifies the patron. Recalls may also be placed via an email request.

#### *Technology*

The [Thomas Cooper Library Technology Lounge](#) is a collaborative computer lab that provides access to 139 Windows/Mac desktops, scanners, printers, and laptops, tablets and iPads for student checkout. The Technology Lounge offers assistance for users with disabilities including screen-reader technology. Additionally, TCL provides access to 86 computer workstations located in Reference and two multimedia classrooms with 30 computers in each room. TCL also has a laptop convertible classroom with 20 laptops available for instruction and an interactive classroom with seats and laptops to accommodate 40 students. This means that a total of over 300 computers are available for use in the library. As of this academic year, patrons can also make use of a Data Visualization Lab and the Cooper Production Studio, which houses audio and video production and editing suites. Wireless printing is available as well as self-service scanners. All University Libraries facilities have both Ethernet and wireless internet connectivity.

#### *Study and Reading Rooms*

The Thomas Cooper Library offers 45 study rooms and 272 silent study carrels. Students can enter vacant study rooms at any time, or they can reserve rooms using an [online reservation system](#). Several study rooms are equipped with large monitors that students may connect to their laptops.

#### *Workshops*

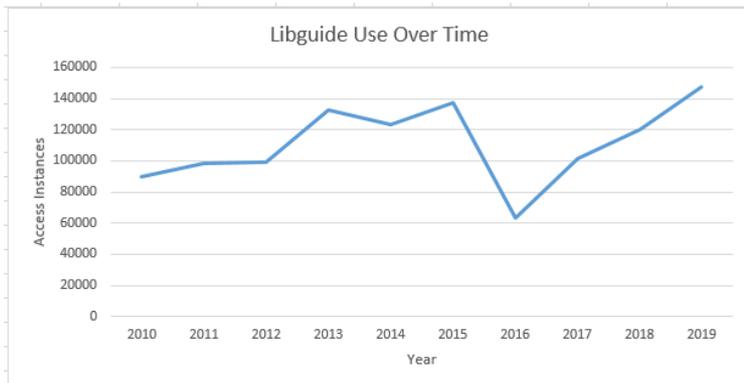
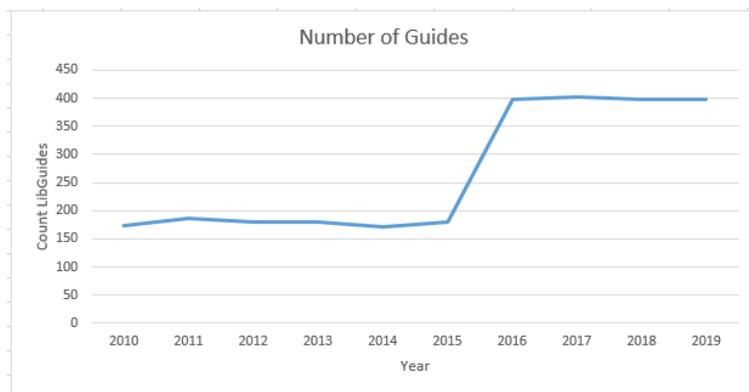
University Libraries [offers a variety of free workshops](#) to support research and teaching at the university. Workshops are taught by faculty librarians and include such topics as copyright issues, open educational resources, journal publication, data management, data visualization, [digital research services](#), and citation management. Groups are encouraged to contact the Reference and Instruction department to schedule these classes.

#### *Teaching Support*

The Libraries' support teaching and research at all levels through its [faculty and instructor services](#). Support topics include [course materials support](#), [scheduled library instruction](#), and [library classroom reservation](#). The library supports specific courses through its reserves program. Teaching faculty can request that readings for their course be reserved in the library or posted electronically to their course through the course management system. Faculty provide a copy of their syllabus and librarians make sure that necessary readings are available electronically and they either meet fair use standards or have copyright permission. This program supports distributed learning (online) students as well as on-campus students. The library also has a textbook reserve program aimed at decreasing the burden of textbook costs for students. The library purchases a copy of the textbook for every course that has more than 100 students. These books are placed on reserve and students can check them out for limited time periods. When available, the library purchases an electronic version of the textbook for distance education students. Faculty members can also request that library materials be mailed directly to their campus office. Each college, school, or department also has an assigned librarian who functions as a liaison between faculty/instructors and the library. Teaching faculty can work with [Subject Librarians](#) to create library instruction sessions aimed to help students do research in a particular subject area and/or a particular project. In addition to working on these library instruction courses, these Subject Librarians select materials to add to the collection, assist faculty members with their own research, and offer two multi-media classrooms that instructors can reserve on a limited basis.

#### *Research and Instruction*

Faculty and students are invited to make appointments for [private research consultation sessions](#) with librarians specializing in specific subject areas. Subject Librarians provide an average of 150 of these sessions per year. Online tutorials and tours are provided for those students and faculty who prefer the self-guided approach. [Online subject guides](#) have been developed as research tools for students and faculty learning about library resources in a particular subject area. In addition, librarians have created [online guides for specific courses](#) to supplement course instruction sessions. These online tutorials and research guides are particularly useful in support of distributed learning (online) students. Both the number of guides and use of guides has continued to [increase since 2010](#):



Each of the libraries and special collection units provide instruction for their users for the freshman level up through the doctoral level. In the 2017-2018 academic year librarians taught 652 library instruction sessions to 13,369 students. Such library instruction and orientation sessions are also available for distance learning programs and online classes.

The University Libraries' participation in the First Year Experience program, known as [University 101](#), is extensive. Librarians offer a one-hour introduction to the libraries and information literacy session as part of the course. Each year, an average of 94 U101 instructors bring their classes to visit the library for this session. Students are taught how to use the library and how to find and evaluate information sources. In the past 10 years librarians have taught 943 sessions reaching more than 16,000 students. Such library instruction and orientation sessions are also available for distance learning programs and online classes. The library has gathered feedback from both instructors and students on these sessions and the results of this data is highlighted via the *Assessment* section of this standard.

LIBR101, a one-credit hour course on Information Literacy, has been taught by Research & Instruction Librarians since 2004. LIBR101 was designed following the Association of College and Research Libraries Information Literacy [Information Literacy Competency Standards for Higher Education](#). In 2013, Information Literacy became a core component of the University's [general education curriculum](#) and LIBR101 was adopted as a *foundational course*. Since that time, librarians have taught an average of 68 sections of LIBR101 each year in a distributed learning (online) format. In addition, librarians teach an average of 2-3 in-person sections of the course each year for specific disciplines including science, business and journalism. Students are assessed via the activities related to Carolina Core (General Education) Assessment; the results can be found in Standard 8.2b *Student Outcomes: General Education*.

#### Interlibrary Loan

[Interlibrary loan](#) is a free service for accessing books, articles and research materials from other libraries. Currently enrolled University of South Carolina Columbia students, University of South Carolina Columbia faculty and staff, Thomas Cooper Society members, and My Carolina Alumni Association members can request items from the collection of member libraries. Staff in the department will search for the items in libraries across the country, and the world, to borrow needed items or obtain scanned copies of articles. **SEC member libraries have a reciprocal agreement not to charge each other for interlibrary loans and to prioritize and expedite the fulfillment of ILL requests within the conference.**

#### Scan and Deliver

University of South Carolina Columbia students, faculty and staff—both those on campus and those learning at a distance—can [request electronic copies of articles and book chapters](#) in the library's print collection. Patrons can also request scanned copies of certain microfilm and microfiche items. Scans are delivered in PDF format and are typically available within two business days. Files remain accessible for 30 days.

#### Suggest a Purchase

The library encourages [recommendations and requests](#) from its patrons regarding library purchases. These requests help information acquisition decisions and ensure that the collection continues to meet the needs of the university community.

#### Visitor and Alumni Services

The University Libraries also provides [services for visitors and alumni](#). The library is open to visitors while school is in session and during intersession; guest hours are posted on the library's website and are specific to each location. For the main library, guest hours are typically from 8:00 am to 9:00 pm Monday-Friday and from 8:00 am to 7:00 pm on the weekend. Community patrons have off-campus access to the library catalog and can make advanced request to have items delivered on campus for a visit. Patrons requiring access to a large amount of material can request items be held at one of the Library Annex reading rooms. Visitors can also request PDF scans of articles or book chapters from the Library Annex delivered via email. Once on campus, visitors have access to all our print and electronic resources. The University's [computer use policy](#) outlines specific provisions for the use of university computers by guests. Visitors can print, scan and photocopy materials via a [visitor print card](#).

#### Accreditation Support

Support for program (re)accreditation: The University of South Carolina Libraries support the establishment of new academic programs and the re-accreditation

of current programs by providing reports and data by request. Collaborating with academic departments to prepare these reports gives the Libraries insight into current teaching and research priorities and helps the Libraries' develop and maintain relevant collections and services. Departments that have received this service recently include [Sport and Entertainment Management](#) and [Exercise Science](#).

## Other Related Learning Resources

### *Exhibits and Lectures*

The University Libraries have a strong exhibition program. Many recent exhibitions have been collaborative initiatives between faculty, scholars, students, and special collections curators. In 2019, special collections collaborated with the University's Civil Rights Center for "Justice for All: South Carolina and American Civil Rights," the first full library exhibition using all exhibit spaces in Thomas Cooper Library and the Ernest F. Hollings Library. Major exhibitions held over the course of the past four years include: "First Folio! The Book that Gave Us Shakespeare," "Defining Botany: The Culture and Science of Plants," "Weird Science: A History of Human Knowledge," "Frankenstein: 1818-2018," and "Four Color Fantasies: The Gary Lee Watson Comic Book Collection." Smaller exhibitions over the same period include exhibits commemorating the eclipse, the anniversary of lunar landing, Meso-American history and culture, Catawba pottery, World War I, and the influenza of 1918. In addition, the University Libraries host exhibit openings with speakers and guided gallery tours, including monthly Open Gallery events in the Hollings Library. Each spring, the South Caroliniana Society Luncheon features a lecture by a prominent historian or author related to the history of South Carolina.

Thomas Cooper Library is also home to "TCoop" talks, fun and short conversations with experts that touch on topics explored in current events or open exhibits.

### *Fall Literary Festival*

2019 marked the 20th anniversary of the [Fall Literary Festival](#), a series co-sponsored by the University Libraries and Department of English Languages and Literatures, free and open to the public. Authors who have participated include Terrance Hayes, Anita Lobel, Li-Young Lee, Joyce Hansen, Billy Collins, Susan Orlean, etc.

### *Donor Recognition*

The University Libraries Fall Dinner recognizes major donors to the University Libraries. The range of guest speakers includes James Ellroy, Anita Lobel, Kathleen Parker, Nathalie Dupree, David Shields, etc.

The Thomas Cooper Society, a friends' group, traditionally sponsored a [Spring Dinner](#). The range of guest speakers included Major General Charles Bolden, Joyce Carol Oates, Norman Mailer, Janette Turner Hospital, Henry Lewis Gates, Larry McMurtry, etc. The University Libraries has just consolidated two support groups, the Thomas Cooper Society and the Ex Libris Society, to form the Friends of the University of South Carolina Libraries. The new Society, which had its kickoff in January 2020, with a program featuring comic book authors Roy and Dann Thomas.

### *Campus Events*

The University Libraries work with other units on campus to celebrate important recurring events such as Geography Day/Geography Week, Leadership Week, Constitution Day, etc. The library also hosts a variety of special events, including tours, [welcome back events](#), [finals celebrations](#), and special interest talks featuring such topics as [mental health](#).

### *Level 4 Project*

In August 2019, the Libraries partnered with Student Government to meet a challenge from the university president to transform a floor of the library before the start of the 2020 spring term. The project evaluated over 200,000 items shelved on the floor and moved close to half of them, mostly bound journal volumes, into offsite storage, where they remain available by request. This cleared over 10,000 square feet of space to be filled with state-of-the-art furniture, selected by students, to encourage both individual and group study. Since opening in mid-January 2020, the renewed Level 4 has received rave reviews from students, who have made comments such as "Great pods for working together! Love! Love! Love!" and "Such an improvement for studying in quiet spaces - Thank you!"

### *University Libraries Award for Undergraduate Research*

The [University Libraries Award for Undergraduate Research](#) recognizes and rewards excellence in scholarly and creative projects that incorporate the use of University Libraries collections, resources and services. Students submit an assignment they completed during the academic year along with a letter of support from a faculty member and an essay describing their research process and use of library collection, resources and services. Each year in April, the library awards up to five students with cash prizes up to \$500.

## Collections

### *Collection Development*

The Collection Development Department, consisting of two Librarians and one Library Specialist, is responsible for selecting materials in a wide variety of formats to align the Libraries' collection with University priorities and meet emerging needs for resources such as streaming video and datasets. The department works closely with the Collection Assessment Librarian, a position created in 2019 to address the growing need to monitor and evaluate collections and ensure responsible stewardship of library resources. In addition, 12 librarians from the Research and Instruction Department have responsibility as liaisons between the Libraries and specific academic departments. These librarians assist in selecting materials, provide subject specific research support, and instruct students and faculty on relevant library resources. The University of South Carolina Libraries are in the process of creating a [Collection Development Policy](#) that documents the purpose of the Libraries' general collections and collection development decision-making considerations and priorities. The [draft policy, included here](#), has been reviewed by the Libraries' Associate Dean for Collections, the Collection Development Department, and the cross-departmental Collection Development Team, and it will go through additional review and affirmation steps in the coming months.

Before codifying collection priorities in a formal policy, University Libraries developed and maintained a consistent process for making purchase and cancellation decisions for library materials and resources. By way of library liaisons, in conjunction with Collection Development librarians, requests for new resources are added to a working list, which includes continuing cost electronic resources (e.g., databases and e-journals) as well as one-time purchases (e.g., digitized archives and journal backfiles). Items added to this list are either directly requested by faculty, students, or staff, or are suggested by librarians.

Each item on the list is evaluated as thoroughly as possible, using an [evaluation template \(see attached example\)](#), with a focus on content in relation to cost. As part of this process, the Collection Development and Acquisitions departments gather pricing and licensing information for each product as well as setting up trial access (if applicable). If a trial is established, access instructions are sent to relevant campus stakeholders by the appropriate subject liaisons. Feedback on those trials is also solicited and sent to Collection Development librarians. In the past this has mostly been done via email; however, as of the fall 2019 semester, trial feedback is being solicited via publicly available feedback surveys embedded as a link along with the access link to each product. That feedback is sent directly to the Collection Assessment Librarian who collects and organizes the completed survey forms. In addition to patron feedback, library liaisons and Collection Development librarians investigate each requested or suggested resource. They look thoroughly at the content available versus what is advertised, technical aspects of the product, user experience elements, and any other details that can help determine the product's potential to support campus research and teaching needs. This detailed evaluation allows responsible decision-making in relation to a resource's value to relevant disciplines and to the university at large. Once an item is

thoroughly evaluated, an acquisition decision is made in collaboration with the Collection Development Team.

Additionally, purchase decisions cannot be made without a keen eye on the library's collection budget. With continuing costs consuming most of the annual collections budget, decisions for new purchases must be made very carefully. To help manage budget constraints, library subscriptions are periodically reviewed for current value and potential replacement by more appropriate resources that have been requested or suggested. These assessments are done using an [evaluation template](#) (see attached example) and are carried out by relevant library liaisons as well as Collection Development librarians. These evaluations include content and usage analysis as well as cost-per-use analysis. If a resource is deemed superfluous and designated for cancellation, communication is made with campus stakeholders. This level of assessment allows University Libraries to ensure resource coverage on campus in a way that is balanced against the library collections budget and allows for strong justifications for new acquisitions. This process also helps to inform coverage of campus programs, which in turn assists in compiling library resource reports for program accreditation reviews. Attached you will find an [example of resources and services the library provided for the School of the Earth, Ocean, and Environment](#) to assist with their program's [Academic Program Review \(ACAF 2.20\)](#), a comprehensive periodic review managed by the university's Academic Affairs Division.

In addition to these assessment and evaluation activities, the Collection Development Department maintains current awareness of campus academic programs to ensure that collections support the teaching and research needs of the University. The department works closely with faculty members to evaluate and prioritize journal subscriptions. Continuing costs comprise about 95% of the materials budget, so it is vital the Library demonstrate the importance of each subscription. The department maintains a list of faculty requests for new subscriptions. This list is valuable in helping the department build collections effectively by addressing specific needs and helps the library respond quickly if collections funds are available.

In addition to journals and databases, faculty members also need books to support their teaching and research. The library makes annual allocations for book purchases requested by academic units. In addition to those allocations, the Library asks new faculty members in the first year of appointment to request books specifically in their areas of interest. Faculty members (and all library patrons) can submit requests for books to the Library through [eRequest](#), an online request system. These faculty requests provide valuable information about faculty interests and help build collections in areas not previously collected. More information about collection use and costs of print materials can be extracted from the Library's integrated library system collection development reports (see attached working document [evaluating print journals in the sciences](#)). These reports allow the department to correlate expenditures, collection size, and use of the collection. All of these are vital pieces of information in assessing the collection.

#### General Collections

Library resources are available to University of South Carolina students, faculty, and staff in physical and electronic formats. General collections are housed in the Thomas Cooper Library, the Music Library, and in a remote storage facility known as the Library Annex. These resources broadly support the teaching and research needs of the University's students and faculty and include materials ranging from undergraduate reserve materials to specialized research journals.

Students, faculty, and staff have borrowing privileges at each of these libraries. The latest fiscal year, general collections numbered 3,393,066 volumes. In addition to print materials, general collections include many e-books and e-book collections, including Oxford Reference Premium, AccessPharmacy, Sage Reference Online (Handbooks), and Gale Virtual Reference Library. University Libraries maintains over 3600 individual journal subscriptions and provides online access to over 70,000 additional titles through publisher packages, databases, and aggregators.

General collections also include government documents and maps, which provide a wealth of current and historical materials. University Libraries is designated as a Regional Federal Depository Library for U.S. government information and South Carolina's only European Union depository library. The collection contains approximately 1 million volumes, including congressional publications and census reports, as well as many reference works to help users identify and find research materials.

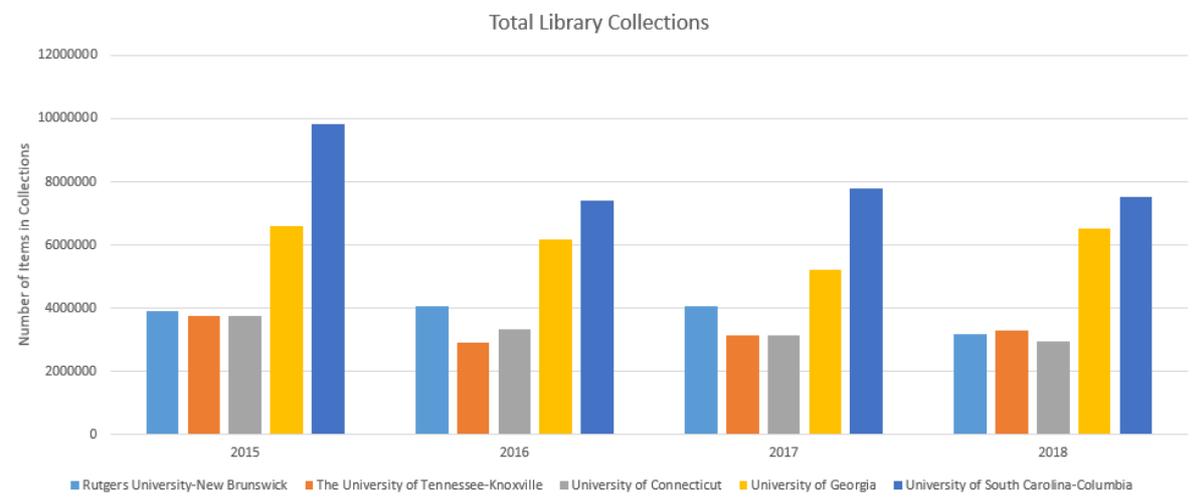
The Library Annex is an off-site storage facility that houses materials of lasting research value that are less frequently used. The Annex has the capacity to house 1.5 million items which are cataloged and searchable in the library catalog. Most items housed in the Library Annex are available for checkout within 24 hours and many journal articles can be digitally delivered to faculty, students, and staff.

The general collections are heavily used.

Year	Total Circulation
2009-2010	284,252
2010-2011	280,252
2011-2012	264,658
2012-2013	224,828
2013-2014	216,656
2014-2015	198,253
2015-2016	169,442
2016-2017	148,598
2017-2018	139,200
2018-2019	128,474

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
<b># of Successful Full-Text Article Requests</b>	5,553,737	3,437,011	1,467,285	1,827,752	2,469,815	2,005,595	2,018,824	2,826,586

Comparisons with libraries at peer-institutions (data from the 2015-2018 IPEDS surveys) shows the University of South Carolina Columbia to be a leader in collection size and scope:



Faculty also rate the Libraries' resources as effective in meeting their research and/or teaching needs; 95% answered "yes" or "somewhat" to the question *Are the Libraries' resources effective in meeting your research and/or teaching needs?* via the [2018 Faculty Survey](#).

#### Special Collections

In addition to the general library collections, users have access to unique research collections in the [South Caroliniana Library](#), [South Carolina Political Collections](#), [Irvin Department of Rare Books and Special Collections](#), [Moving Image Research Collections](#), the [Music Library](#), [Digital Collections](#), and the [Department of Oral History](#). Materials kept in these libraries are available for on-site use. Many online resources from these collections are freely available through the work of the Digital Collections department.

The historic [South Caroliniana Library](#) holds one of the nation's most important Southern history collections. Its holdings are essential to the understanding of South Carolina and Southern culture over the last three hundred years. When its construction was completed in 1840, the South Caroliniana Library became the first freestanding college library building in the United States. It housed what was generally regarded as one of the finest book collections in the nation. During the 1930s the University of South Carolina formally began to collect manuscripts, published materials, and visual materials documenting South Carolina's social, political, literary and cultural heritage as well as the history of the University itself. After the construction of a larger main library in 1940, the original library building became the South Caroliniana Library, dedicated to acquiring, preserving, and making available for research the growing collection of historic materials. In addition to serving the research and curriculum needs of a wide variety of faculty and undergraduate and graduate students, the Caroliniana attracts scholars from across the nation and the world. The South Caroliniana Library also houses the University Archives. Established in 1991, [South Carolina Political Collections \(SCPC\)](#) collects, preserves, and encourages research in private papers documenting South Carolinians and their government at the national and state levels in the post-World War II era. SCPC collections include records of South Carolina's leaders in Congress and the General Assembly, the state's political parties, and other individuals and organizations playing substantive roles in politics and government. SCPC's oral history program supplements the collected documentary record.

The heart of the University's [Irvin Department of Rare Book and Special Collections](#) remains the library of the original South Carolina College Collection, books purchased or donated during the early nineteenth century. This library was particularly strong in general and classical literature, modern history, travel books, and natural history. With later additions, these core collections illustrate the history of the printed book and its cultural role from the invention of printing to the twentieth century. There are significant holdings for most major British writers from the Renaissance onwards, especially the Robert J. Wickenheiser Collection of John Milton and the G. Ross Roy Collection of Burnsiana & Scottish Literature. American Literature holdings include most major American writers of the nineteenth and twentieth centuries, highlighted by the Matthew J. & Arlyn Brucoli Collection of F. Scott Fitzgerald, the Speiser and Easterling-Hallman Foundation Collection of Ernest Hemingway, and the Michael Broomfield Collection of William Faulkner. Recent additions of literary archives, early works of science, and a significant popular culture collection that includes comic books have broadened the scope of the University Libraries special collections holdings.

[Moving Image Research Collections \(MIRC\)](#) preserves films and videos produced outside the American feature film industry to make them available to present and future audiences. MIRC began in 1980 with the gift of the Fox Movietone News Collection. Since then, archival holdings have increased to over 10,000 hours of footage in five main collecting areas: the Chinese Film Collection, Newsfilm Collections, Regional Film Collections, Science and Nature Films and Military Films Collections. Materials include local television news and commercials, home movies, cinemicroscopy nature films, [the United States Marine Corps Repository](#), and fiction and documentary films from the People's Republic of China.

#### Music Library

Housed within the University of South Carolina School of Music, the [Music Library's](#) lending collection contains books, scores, print journals, audio and video recordings, and offers access to numerous music-related databases. The library's [archival collections](#) can be viewed by appointment. In addition to its collection, the Music Library provides access to course material and steaming audio reserves for faculty within the School of Music. A variety of video recorders and accessories are also available for loan through the Music Library.

#### Digital Collections

The [University Libraries Digital Collections Department](#) serves library units including special collections, music, and government information and maps, as well as the department of Southern Studies, the School of Music, McKissick Museum, the A.C. Moore Herbarium, the English and History departments, and the Center for Civil Rights. The department also works very closely with University faculty and students in order to: enhance scholarship and research; increase open access to its holdings; support the teaching and learning activities of faculty and students; provide professional training and experience for diverse and engaged undergraduate and graduate students; and promote lifelong learning by the citizens of South Carolina and the public at large. Digitization of historic research materials not only provides improved access and increased use of the materials, it also helps preserve delicate originals by providing detailed, faithful and high-resolution digital surrogates. To date, Digital Collections has created and maintained over half a million digital items, which includes but is not limited to historic newspapers, photographs, slides, and negatives, manuscript archives, sheet music and recitals, rare books and manuscripts, political archives, government records and maps, botanical specimens, and historic posters, graphics and related ephemera. Our growing Digital Collections are openly available, for free, to anyone who wishes to browse or research digitized University holdings.

University Libraries' Digital Collections provided the leadership and initial funding for the development and implementation of the South Carolina Digital Library

(SCDL). The SCDL is a cooperative venture between the University of South Carolina, College of Charleston and Clemson University to digitally harvest, aggregate, and provide central online access to all South Carolina digital collections. In this effort, partnerships are formed with other colleges and universities, public libraries and museums, and historic societies, to digitize, share, and preserve the rare and valuable materials across the state. Currently the SCDL has over 200,000 digital items from sixty institutions that can be accessed from a single search interface.

Formally organized in 2005, the [Department of Oral History](#) preserves and makes available to researchers over 3,000 sound recordings documenting the people, places and events in South Carolina history. There are significant collections exploring [women's history](#), Rosenwald schools, LGBTQ, civil rights and university history. New collections include oral histories of a historically black high school in Fairfield County and an award-winning collection of interviews with South Carolina veterans.

## Cooperative Agreements and Consortia

Through cooperative agreements and consortia, University Libraries can increase the number and variety of resources available to users at a better cost. The eight campuses of the University of South Carolina share a library catalog and materials. Negotiations for new resources at the Columbia campus routinely involve obtaining price quotes and consortia agreements for additional campuses to join in each acquisition. University Libraries also supports the work of the four two-year University of South Carolina system campuses by administering a shared electronic resources fund.

### *Pascal*

All University of South Carolina campuses belong to the [Partnership Among South Carolina Academic Libraries \(PASCAL\)](#), a unit of the [South Carolina Commission on Higher Education \(CHE\)](#). PASCAL facilitates sharing of resources among its 57 members through a union catalog and the [PASCAL Delivers](#) service, which provides quick, reciprocal borrowing and lending between partner institutions. The original PASCAL MOU was [signed in 2008](#), and the contact was [renewed in 2018](#). PASCAL also pays for member access to online resources from EBSCO, ProQuest, and Gale. PASCAL serves as a coordinator of group purchases of online resources such as SciFinder, Nexis Uni, and MLA International Bibliography. The University of South Carolina played an important role in the founding of PASCAL and many librarians continue to serve on PASCAL committees. The University of South Carolina is participating in PASCAL's implementation of a shared library services platform, a state-of-the-art online discovery and access tool for library resources, which will be available to all library patrons in June 2020.

PASCAL provides members with annual cost avoidance reports, comparing the amount a library has paid for resources acquired through PASCAL to the market price of those resources. The University of South Carolina has consistently saved hundreds of thousands of dollars over list prices every year, and the cost avoided has increased from just under \$340,000 in FY13-14 to [nearly \\$1,150,000 in FY18-19](#). In addition, the University of South Carolina has opted to participate in PASCAL's new Statewide Shared Library Services Platform program, which will provide vital systems infrastructure for an overall cost of approximately half the market price for implementation and maintenance for a library this size.

### *Discus*

The University of South Carolina also benefits from the South Carolina State Library's [DISCUS](#) program. DISCUS provides access to online resources to all school, public, and academic libraries in South Carolina. Thanks to DISCUS, University Libraries provide access to Expanded Academic ASAP, Business and Company Resource Center, Biography Resource Center, and several other resources.

### *ASERL*

The University Libraries in Columbia belong to The [Association of Southeastern Research Libraries \(ASERL\)](#). ASERL provides a union catalog and reciprocal borrowing privileges among member institutions, allowing University Libraries patrons access to more than 30 million volumes in the KUDZU catalog. [Kudzu Resource Sharing Program Policies and Processes](#) were updated in 2017.

### *HathiTrust*

The University of South Carolina is a member of HathiTrust, an international partnership founded in 2008 with a mission "to contribute to research, scholarship, and the common good by collaboratively collecting, organizing, preserving, communicating, and sharing the record of human knowledge." As a HathiTrust member, the University of South Carolina can offer its faculty, students, and staff enhanced access to digitized texts from libraries around the United States and the world, and benefit from state-of-the-art preservation of digital content it contributes to the HathiTrust corpus. Per [the contractual agreement](#), HathiTrust provides a variety of resources and services, including long-term preservation of deposited materials, including bit-level preservation and migration; management of rights information associated with the deposited materials; provision of bibliographic data for content held in HathiTrust that can aid institutions in loading bibliographic records for this content into local discovery systems; ingest services for digital content; and large-scale search capabilities over bibliographic records for content held in HathiTrust. Because of the University of South Carolina's HathiTrust membership, faculty, staff, and students can download high-quality files of digitized public domain books to be used in teaching and research.

### *CRL*

University Libraries is also a member of the [Center for Research Libraries \(CRL\)](#). CRL holdings include over four million newspapers, journals, dissertations, archives, government publications and other traditional and digital resources for research and teaching. These materials are available to University of South Carolina Columbia faculty, students, and staff. Often CRL materials can be borrowed for extended periods to allow for in-depth research.

### *Interlibrary Loan*

In addition to working closely with PASCAL Delivers and Kudzu, the Interlibrary Loan Department borrows and lends items for faculty and students. ILL also provides [desktop delivery](#) of articles from within the University of South Carolina's collection to faculty and students.

University Libraries participate in joint purchases of online resources through the [Carolina Consortium](#). The Carolina Consortium "enables academic libraries in North Carolina and South Carolina to use their bulk purchasing power to obtain favorable pricing on a variety of electronic resources that are of significant interest to the scholarly community." The University of South Carolina benefits directly by participating in these arrangements with online providers for reduced subscription costs to important resources such as journal packages from Springer and Mary Ann Liebert.

### *SOLINET*

The organizational meeting of SOLINET was held at the University of South Carolina in 1973. Today, its successor organization, [LyraSIS](#), offers members the benefits of increased purchasing power, as well as consulting services and access to preservation and digitization services. The University's contact with SOLINET was [renewed in 2020](#).

## Assessment

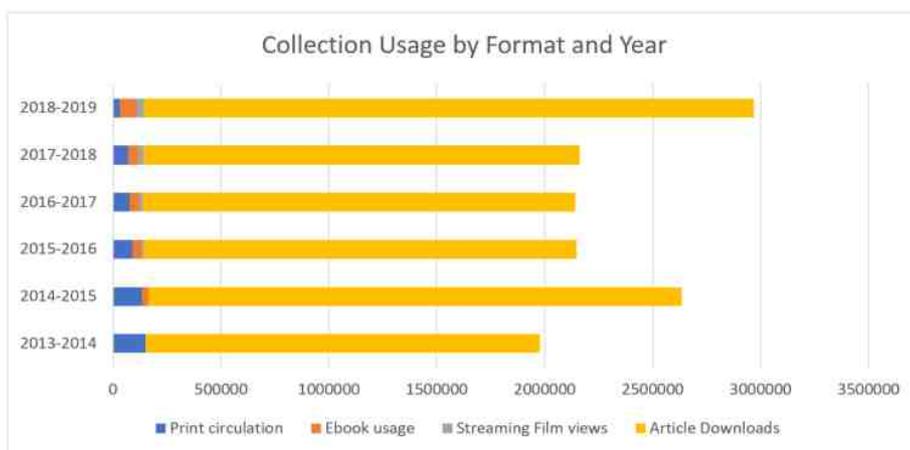
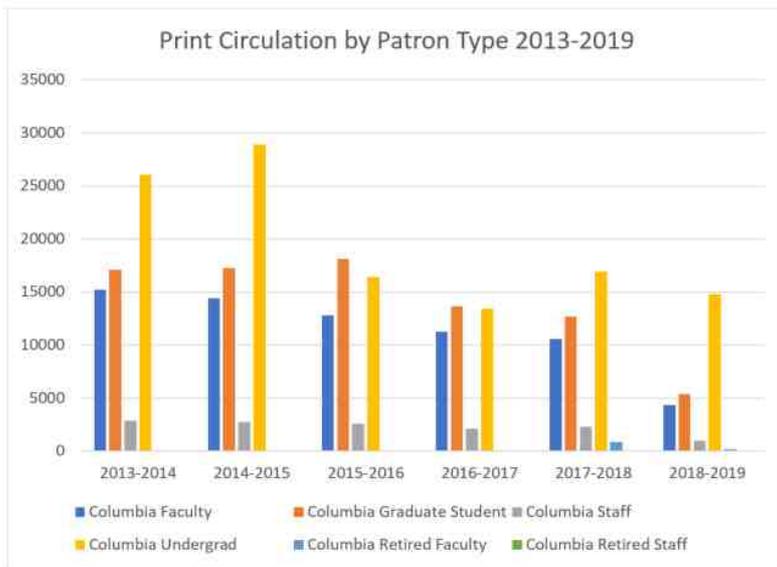
The University Libraries conduct assessments and evaluations to ensure collections, spaces and services continue to support students and faculty. Assessment activities are based on the principles outlined by the Association of College and Research Librarians (a division of the American Library Association) in [Standards for Libraries in Higher Education](#) (updated in 2018). The Law and Medical libraries are assessed as separate units.

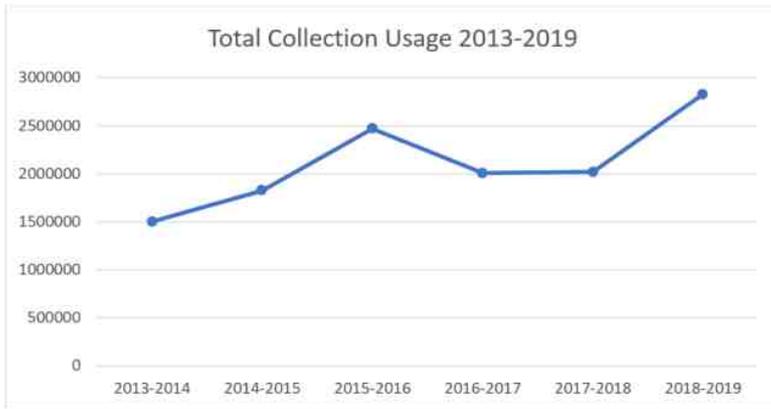
The Assessment Librarian, a full-time faculty position, coordinates these activities with the help of an Assessment Team. The Assessment Team is responsible for collecting and organizing data, coordinating and consulting on assessment projects, reporting findings in an appropriate and timely manner and making recommendations to Administration. Assessment efforts are outlined via an [assessment plan](#) and align with goals highlighted in the Libraries' [2019 Blueprint for Academic Excellence](#). The University Libraries conduct assessments and evaluations to ensure collections, spaces and services continue to support students and faculty. The Assessment Librarian, a full-time faculty position, coordinates these activities with the help of an Assessment Team. The Assessment Team is responsible for collecting and organizing data, coordinating and consulting on assessment projects, reporting findings in an appropriate and timely manner and making recommendations to Administration. Methods used include surveys, observation, focus groups, and user experience studies. The Collection Assessment Librarian leads the Libraries' efforts to strategically develop and implement assessment activities across its print, electronic, and new media collections.

Evaluation of the appropriateness and effectiveness of library services has been primarily measured through usage statistics and survey data. Each library department reports usage data and metrics via the Libraries' [online repository](#) of assessment statistics. These data help the library determine what types of resources to buy or how to best staff services. Examples of statistical data collected by the library include but are not limited to: use of collections, service desk interactions, and library instructions sessions. These exemplar data are highlighted below.

*Collections and Services*

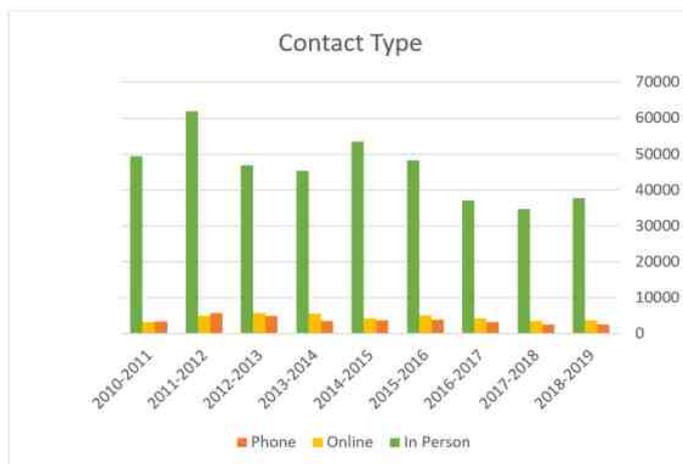
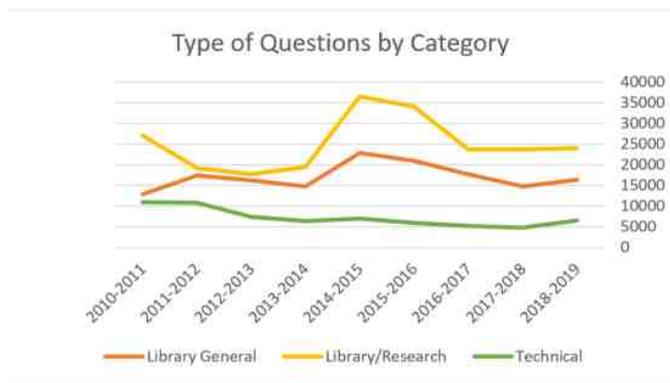
The library uses information gathered about collections to help determine what types of materials to buy and compares data across multiple format and years to make decisions regarding purchases and format. Below, charts highlight print circulation by student type, collection uses by format and year, and total collection usage by year. Although circulation statistics for print materials alone indicates that the use of library collections is declining, usage data for online collections shows that collection use is growing and has shifted to online/digital formats.





### Service Desk

The library uses information collected by the service desk to make decisions about staffing service desks and online support. Questions asked at service desks are logged after the interaction is complete. The chart below, *Type of Questions by Category*, categorizes questions received at the service desk into three main "categories:" general, research, and technical. Questions such as "What are the library hours?" and "Where is the elevator" fall into *general*; questions such as "How do I find articles on zoo accreditation?" and "Who was Cleopatra" are considered *research*; and questions such as "How do I print my paper?" and "How do I connect to the wifi?" are considered *technical*. Also below is a chart showcasing interactions at the service desk categories by type (over the phone, online, or in person).

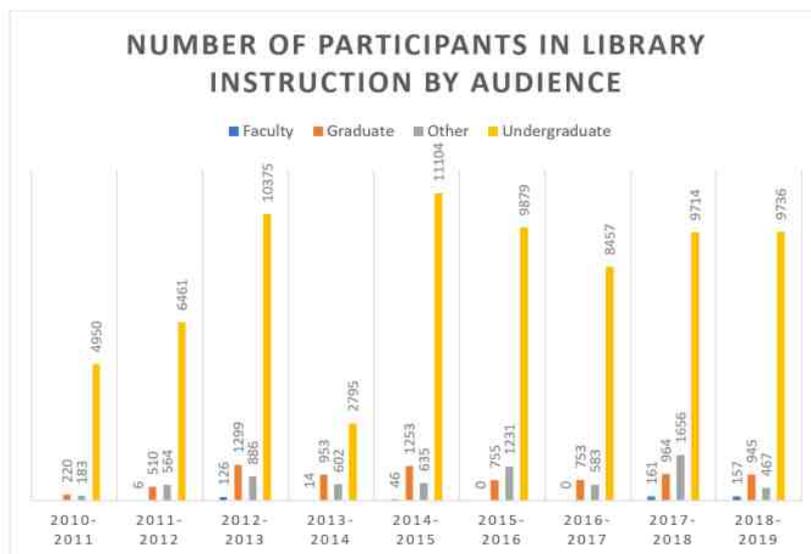
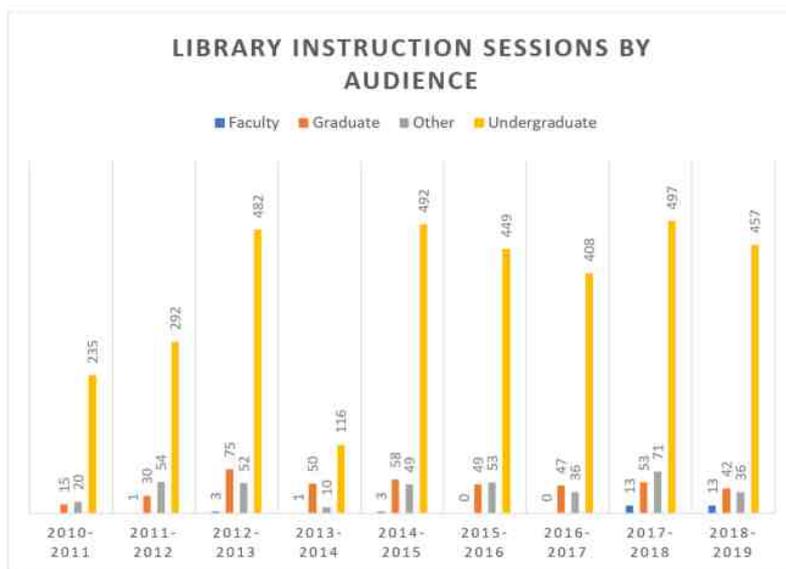


For research questions that are more in-depth, patrons may request a consultation with a librarian through the *Book a Librarian* service. These sessions require the student to submit information on their research question ahead of time. Librarians determine which sources, print or electronic, and what skills students

may need training on prior to meeting with the student. Librarians invest a significant amount of time in these sessions, which can involve several meetings with the student. This is a relatively new service that grows each year.

Academic year	Number of Book a Librarian sessions
2019-2020	374
2018-2019	304
2017-2018	238

Library instruction sessions are tracked by audience type, number of attendees and academic discipline. The first chart describe the number of unique instruction sessions offered and whether those sections were oriented toward faculty, graduate students, undergraduate students, or other patrons. Sessions geared toward undergraduate student make up the majority of sessions, and, as shown via the second chart, number of participants in instruction sessions.



Large-scale surveys of [faculty](#) and [students](#) are administered in alternating years. The Libraries have an [online suggestion box](#) and several suggestion boxes throughout the library. Suggestions from students and other patrons are taken seriously. Improvements to library services and spaces have been made in response to suggestions in recent years, such as, providing updated laptops and iPads for check-out, designating silent study zones, and improving seating.

In 2016, the library administered the [Ithaca S+R Faculty Survey](#) to better understand information needs and practices of faculty; this is the only time we have administered the Ithaca S+R Faculty Survey. The Ithaca S+R Faculty Survey is used to understand the needs and habits of faculty as they relate to finding and using information sources. The questionnaire covers topics in several key areas, including: how faculty members discover and access materials for research; faculty members' usage of scholarly communication services; faculty members' research practices, including data preservation and management behaviors and needs; and faculty members' teaching practices. Administered in 2016 and sent to 2,698 faculty member, the library received 216 completed surveys. The results have helped inform development of collections and research services for faculty. The survey described faculty as increasingly comfortable with electronic versions of journals and supported the library's plan to transfer more subscriptions from print to electronic. The Digital Research Services department was developed in response to survey recognition of faculty's growing need for help with data management and digital research as well as scholarly communication support. This survey is to recognize trends in how faculty interact with information sources and is not intended to be administered on an annual basis, but rather to get a snapshot.

In October 2018, the library sent a survey out to 3,145 faculty members on campus via email. Opportunity to complete the survey on an iPad was made available at the October Faculty Senate meeting. There were 297 completed submissions. In the [2018-2019 Faculty Survey](#), 78% of faculty respondents answered "yes" to the question: [Are the Libraries' services effective in meeting your research and/or teaching needs?](#) Another 20% answered "somewhat." In the [2017 Student Survey](#), over 90% of the respondents reported overall satisfaction ("satisfied" or "very satisfied") with the Library. In the same survey, we found that 60% of students are [satisfied with our collections](#). In other areas of library services and spaces more than 70% of students were [satisfied](#), except for access to electrical outlets (69.7%), accuracy and timeliness of reshelving (52.5%), and spaces for group study (65.2%). The renovations on Level 4 should increase the satisfaction with group study rooms and access to electrical outlets.

For the 2017 Student Survey, 92% of respondents identified as undergraduate, while 8% identified as graduate students. In planning for our 2020 student survey, we reached out to the Graduate Student Association to assist in distributing the survey link via their online newsletter. We also posted promotional material in the Graduate Student Study area of the library. The library has sought input from graduate students in other ways. In 2012, the Library Dean and Associate Dean for Public Services began regular meetings with the President of the Graduate Student Association (GSA) and his/her cabinet to hear suggestions from the graduate student population. In 2014, the library identified a space that could be designated as a graduate student study. With help of the GSA, the [library surveyed graduate students](#) to determine what kind of space they wanted. Since the Graduate Student Study opened in 2015, the library has maintained a suggestion box in the space and responded to requests as able. Suggestions implemented have included, adding a computer with SPSS software, adding lockers for students, and adding whiteboards. Senior leadership of the library still meets with the GSA president each year, however, input from graduate students is now focused on their participation in the University Libraries' Student Advisory Council.

Since 2016, the library has [gathered feedback](#) regarding the quality of its research and instruction from both students and faculty. Instruction librarians are provided with feedback from UNIV 101 and ENGL 102 both mid-semester and at the conclusion. They use the information to inform and improve pedagogical approaches, the material covered, and interactive activities and exercises, as a department and individually. For example, student and faculty feedback led to a well-received change in both the technology used for an interactive learning game about library services and in a hands on activity introducing students to college level research in the UNIV 101 program.

A University Libraries [Student Advisory Council](#) is convened each year. The goal of the Council is to provide a formal channel of communication between students and library administration, to assist with organizing the student voice in the libraries, and to facilitate improvement to our collections, services, and spaces. The Council is composed of undergraduate and graduate students representing a variety of academic fields. In addition, Library Administration meets with members of Student Government and Graduate Student Association each year to hear their suggestions and collaborate on initiatives that support the student body. Some of these initiatives have included offering iPads and other technology for circulation, the textbook reserve program and the creation of a graduate student study in the library. Example of meeting minutes ([11/2018](#) and [05/2019](#)) of the Student Advisory Council have also been included.

## Law Library

The [School of Law Library](#) Mission Statement reads as follows:

*The primary mission of the School of Law Library is to support the instructional, research, and service needs of the University of South Carolina School of Law faculty and students, specifically, and those of the University community, generally.*

Subject to resource limitations and School of Law academic priorities, the Library's secondary mission is to provide access to its collections and services to South Carolina's legal, government, business, and academic communities, and to other citizens in need of legal information.

This mission statement explicitly recognizes the law library's role as the *de facto* state law library of South Carolina. While the library is no longer the only academic law library in the state, it is the most comprehensive legal research library in the state of South Carolina. The library is regularly used by members of the bar, government officials, and the general public seeking legal information. The personnel of the library take seriously their role in serving the state's legal research needs.

## Services

The law library provides a range of services to support the school's curriculum and faculty scholarship. Law library faculty members actively participate in the curriculum by teaching the Legal Research, Analysis & Writing program to first-year students. The reference librarians also offer instructional sessions to enhance the research skills of journal staffers, professors' research assistants, and graduating students who will be entering practice. In addition, the reference librarians provide research assistance at the reference desk in the library, through a central reference email account, and via an online chat service. The reference desk is staffed during the academic year Monday through Friday from 8:30 am – 5:00 pm. The law library website offers maps to the [location](#) of books and services, and a [video tour](#).

Law faculty and students who need an item that is owned neither by the library nor any other library on the Columbia campus can request that the item be borrowed from another library. The law library is a member of several consortia that assist in filling [ILL requests](#), including the Consortium of Southeastern Law Libraries and PASCAL (Partnership Among South Carolina Academic Libraries).

The law library is also a retrieval point for books requested from the main university library. Books requested from the shared catalog will be delivered to the circulation desk the next day, thus avoiding the need for the patron to physically retrieve the item from across campus. For faculty, the main library will deliver items directly to a faculty mail box if requested. Law library staff regularly delivers requested items to faculty mailboxes in the law school. The law library also offers a document delivery service to attorneys, government officials and judges in South Carolina. For a nominal fee, the library will deliver copies of requested documents.

The law library has a microfiche reader/printer that allows patrons to access, print, and digitize items from the library's collection of microfiche materials. CD's and DVD's can also be played on public computers in the library. Additionally, the law library has a BookEye Scanner and a copier that has scanning capabilities that patrons may use to email scanned documents for free.

Public terminals are available throughout the library allowing access to electronic databases and the Internet.

## Collections

The School of Law Library provides all the information called for in the core collection prescribed in the American Bar Association [accreditation standards](#). The law library purchases information in print, microform, audio-visual, and electronic formats. The law library also provides access to significantly more information than required by the minimum standard. As of June 30, 2019, the collection held 416,237 volumes and volume equivalents. The law library holds 263,919 titles. The library currently has approximately 2,487 volumes, mainly rare books, housed in the University's offsite storage facility. Items may be requested online, with requests typically being filled within twenty-four hours. The offsite storage facility has proved vital for the housing of the physical collection. Most of the items stored off-site are items published more than 100 years ago.

In addition, the law library provides access to numerous electronic databases, including Westlaw, Lexis, Bloomberg Law, Wolters Kluwer Academic Legal Professional Library, LLMC Digital, Hein Online, ProQuest Congressional (including Digital Hearings, Committee Prints, and the Congressional Record) and Legislative Insight, and other databases listed on the [Electronic Resources](#) page of the library's website. Students and faculty of the Law School have access to all of the databases that the law library subscribes to from off-campus through a proxy server. The Law Library maintains several [special collections](#). The largest is the South Carolina Legal History Collection, which contains more than 2,000 volumes, manuscripts, and archival material relating to the legal history of South Carolina and is housed in a dedicated space in the law library.

Since 2002, the law library's collection has been tailored to meet faculty and student needs through a regular weeding process in which duplicate copies, damaged, and outdated items were discarded, and duplicate subscriptions were cancelled. Prior to the move into the new building in 2017, the librarians conducted an intensive review of the entire collection with the goal of weeding outdated, out of scope and physically deteriorating items. In addition to the weeding project, the law library's serials collection is regularly reviewed and cancellations are routinely made which has resulted in savings that have been used to purchase titles more closely matching faculty and curricular needs. While the library carefully manages duplicate copies, the library regularly purchases duplicate copies of materials heavily used by faculty and students – typically reference works and South Carolina legal materials.

The law library's [collection development policy](#) was last revised in 2015. The latest policy review had the following goals: to determine how the collection is meeting the educational and research needs of the law faculty and students; to revise the collection development policy as needed; to develop an orderly plan for cancellations in an environment of flat acquisitions budgets; and to redirect acquisition monies to higher usage materials and unmet needs. The library personnel began this process by gathering various inputs (for example, interlibrary loan statistics and circulation data) on both the collection and the services the library provides. Librarians then analyzed the data to identify trends in the usage of the library. The collection development policy will be reviewed in a preliminary manner each year by the Director and Associate Directors.

## Assessment of the Collection & Services

Student satisfaction with library services is considerable, as demonstrated by the results from the 2019 Law School Survey of Student Engagement which showed that the University of South Carolina law students are more satisfied with their library than students at other schools to a significant degree. More than eighty percent of the University of South Carolina law students surveyed were satisfied or very satisfied with the law library's services. Ninety percent of the University of South Carolina law students were satisfied or very satisfied with the law library as a study space. The Law School regularly participates in this national survey of law school students' satisfaction with all aspects of their legal education. Additionally, through conversations with law students and meeting with the Student Bar Association, the law library implemented changes to ensure the law library would be a quiet study space during the law school's exam periods.

Law Library personnel regularly seek feedback from law faculty and students regarding the Law Library's collection and services. The Law Library Director is an *ex-officio* member of the law school's Advisory Committee (giving faculty members an opportunity to provide advice and counsel on library policy and programs). Librarians serve on the Curriculum Committee (in which library support for curricular offerings can be evaluated). As a senior member of the law school's administration, the Director also participates in weekly meetings with senior administrators during which information is exchanged concerning library activities and law school priorities. The Library Committee consists of five law faculty members and one legal writing instructor and meets each the academic year to advise on library policies and serve as a feedback mechanism on the type and quality of library service. The Director serves as an *ex-officio* member of the Library Committee.

The Associate Director for Faculty Services and Administration coordinates library services for law faculty. In addition to supporting faculty scholarly research, the librarian in this position regularly interacts with the faculty and serves as an important liaison with the faculty regarding library services. In addition, the law library faculty members who hold a J.D. degree actively participate in the curriculum by teaching the required Legal Research, Analysis & Writing program to first-year students because of their regular interaction with students, librarians also recommend improvements to the library's collection and services to better serve law student information needs.

Furthermore, the Director of the Law Library and the Associate Directors regularly review library operation statistics for ILL, circulation, reference, ILS (integrated library system) to gauge usage and to evaluate if adjustments need to be made to the collection and services.

## School of Medicine Library

The [School of Medicine Library](#) Mission Statement reads as follows:

*The mission of the University of South Carolina School of Medicine (SOM) Library is to provide exemplary library and information services to support the education, research and patient care programs of the School of Medicine, and to provide high quality health information to the people of South Carolina.*

## Services

The Library maintains an active library liaison program which actively supports the faculty and staff of the medical school and fosters communication between the Library and medical school departments. Librarians are assigned to the basic science and clinical departments and to the graduate programs and provide group or one-on-one instruction, database and literature searching, reference services, participation in journal clubs, and assistance navigating the library's resources and services.

Reference librarians are available from 8:00 am to 4:00 pm, Monday – Friday, to offer assistance to faculty, staff, students, and local health care practitioners. Reference requests are accepted in-person, by telephone, or online via an "Ask-A-Librarian" form. Librarians also provide literature searching services upon request, via the online "Literature Search Request Form." Additional Reference and Information Services include:

- Answers to factual questions where no interpretation of information is required.
- Assistance in locating materials.
- Assistance in identifying authoritative web sites with quality content.
- Instruction in the use of databases.
- Computerized bibliographic search services.
- Assistance in verification of citations for bibliographies and for interlibrary loan requests.
- Orientation tours for individuals and groups; class presentations.

Interlibrary loan service is available to library users. Users may request items via ILL Express! by registering for an ILL Express! account. ILL Express! is the Interlibrary Loan ordering system for the School of Medicine Library. The library is a member of several consortia that assist in filling ILL requests, including the Consortium of Southern Biomedical Libraries and PASCAL (Partnership Among South Carolina Academic Libraries).

The Library offers a series of on-demand classes for faculty and students on Photoshop, Current Awareness Tools, PubMed, Ovid, evidence-based medicine resources, etc. Librarians also offer course-integrated instruction. These sessions are designed to meet the specific needs of the students in order to optimize their research and information literacy skills. Numerous online tutorials are available to provide an overview of an e-resource and can help users improve their searching skills. A Computer Classroom with ten workstations and an instructor's workstation is available for instructional purposes.

The Library first floor includes an Information Commons. This area facilitates communication and collaboration among students and faculty, and includes ten public workstations, two laser printers, one color printer, one copier, a scanning station, four 40" flat screen televisions which display high definition television channels with closed captioning, comfortable seating, current medical journals, newspapers, and popular magazines. Students may use their laptops to access the library's resources from anywhere in the Library via the wireless network.

### Collection

The Library's electronic collections provide strong support for School of Medicine educational programs, research, and patient care. The Library serves as the School of Medicine's information gateway to over 1,300 electronic textbooks, 85 biomedical databases, a diagnostic decision support system (DxPLAIN), consumer health information, an online catalog, and PASCAL, South Carolina's state-wide academic electronic library. As a result of resource sharing collaboration with the University Libraries, more than 700,000 e-journals are available via the e-journal system. The Library's print collection consists of 70,334 volumes which are available onsite on the Library's first and second floors. Engagement in consortial purchase of electronic information resources with University Libraries and other academic libraries in South Carolina has expanded the Library's electronic collections. School of Medicine students, faculty, and staff are able to access electronic resources onsite or remotely via a proxy server. The Medline database may be accessed via PubMed or Ovid. Other databases available via the Library website include: AccessMedicine, ClinicalKey, CINAHL, Cochrane Evidence-Based Medicine, Essential Evidence Plus, Micromedex, PsychiatryOnline, and Web of Science Core Collection.

Special collections include the Center for Disability Resources Library and the Charles S. Bryan History of Medicine Room. The Center for Disability Resources (CDR) Library provides exemplary and easily accessible information services for South Carolina professionals and family members, focusing on developmental disabilities. Information services include literature searches, access to printed and electronic materials, and presentations and exhibits at local and regional conferences. With a developmental disability-focused collection of over 5,000 items, including books, videos, and pamphlets, the CDR Library is one of the largest collections of its kind in the United States, all of which may be checked out, free of charge, via phone and email. Patrons may request items, which are then mailed to their home or office for borrowing, allowing even remote regions of the state to have access to quality, up-to-date information resources. In 2018, over 1,600 professionals and family members benefited from the information services offered by the CDR Library. Moreover, the CDR Library also maintains InfoAble Portal, a web site that provides quick access to quality disability and health information that is freely available from the CDR Library and the National Library of Medicine. In 2018, over 500 virtual library sessions were logged through the InfoAble Portal.

The School of Medicine Library's collection of over 900 rare medical books and pamphlets, which cover many aspects of medicine and medical history is housed in the Charles S. Bryan History of Medicine Room. Broad subject categories include pharmacy, anatomy, physiology, public health, the practice of medicine, human bodily systems (respiratory, digestive, cardiovascular, etc.), medical specialties (gynecology, surgery, obstetrics, pediatrics, geriatrics), and history of medicine. Most volumes have pre-1900 copyright dates, with many dating from the middle of the 19th century. These books have been generously donated to the library over the years by the friends and families of physicians who practiced medicine or resided in the state of South Carolina.

The Library strives to support the School of Medicine's educational, clinical, and research programs by collecting high-quality published biomedical materials in both print and electronic format. The Library has a formal collection development policy. Comprehensiveness and currency in the health sciences is an aim of the collection. The availability of resources locally and regionally are considered also in the selection process. Subject areas that fall within the National Library of Medicine Classification Scheme are given primary consideration for purchase. The Library utilizes Doody's Core Titles in the Health Sciences, an annually published core title collection development resource that provides the collective judgment of approximately 200 content specialists and librarians distilled into a comprehensive list covering 121 specialties. Additions to the Library's collections are also based on faculty and student purchase recommendations.

### Assessment of the Collection & Services

To ensure that its collections and support the School of Medicine's educational, research, and patient care enterprises, the Library solicits feedback from its users via the Library Committee, School of Medicine committees and task forces, an online resource recommendation form, an online suggestion box, the aforementioned Library Liaison program, and user assessments.

The charge of the Library Committee is to advise the Director of Library Services on policy matters, especially relating to the collection and staffing of the School of Medicine Library. The committee consists of seven elected faculty members, two medical students, a graduate students, and the Assistant Dean for Information Technology and Chief Information Officer. The Director of Library Services serves as an ex-officio member of the committee.

As active participants on School of Medicine committees and task forces and regular interaction with departments, the library faculty seek and obtain regular feedback from faculty and students regarding the library's collection and services. As a member of the School of Medicine Executive Committee, Curriculum Committee, and Dean's Council, the Assistant Dean for Executive Affairs and Director of Library Services ensures that library collections and services are considered when new educational, research, and patient care initiatives are undertaken.

A review of the *Association of American Medical Colleges Medical Student 2019 Graduation Questionnaire Supplementary Benchmarking School Report* that compares institutional data from 142 U.S. medical schools indicates that student level of satisfaction with the School of Medicine Library was high with 94% of the class responding that they were very satisfied or satisfied placing it in the 75<sup>th</sup> percentile of medical school respondents.

### Regional Palmetto College Campuses

The four regional campuses of the University of South Carolina (Lancaster, Salkehatchie, Sumter, and Union) fall under the authority of the Columbia campus and reside in a central administrative unit known as Palmetto College, headed by a Chancellor and Associate Provost. These campuses are referred to as regional Palmetto College campuses. The campuses exist as part of the University of South Carolina System as denoted in [Board of Trustees Bylaws](#) (p.2). The administrative unit also houses the academic unit of the University of South Carolina Palmetto College Columbia, which offers courses on the Columbia campus and in the metropolitan Columbia area as well as AA/AS programs and courses at Ft. Jackson. This unit also provides instruction, guidance and support for the delivery of the University's undergraduate online degree completion programs.

The regional Palmetto College campus libraries all provide standard services such as reference/search/research, circulation, instruction, interlibrary loan, database access for students and faculty (as well as deliveries by [PASCAL-Partnership Among South Carolina Academic Libraries](#), study rooms, Internet access and online reference services). These services will be described below. Before reviewing, it is important to denote that the libraries of the University of South Carolina System are significantly integrated and linked. All campuses of the University of South Carolina share a [library catalog](#). The catalog allows users to view all items held throughout the University of South Carolina system or can be easily changed to allow users to only view items held at a specific campus. The catalog can be accessed from terminals in the library, on campus, or from off-campus via the Internet. Therefore, the descriptions below will reveal how each campus library assists patrons navigate and access the resources needed by using the physical, virtual, and expertise components of each entity as well as the library resources of the entire system.

Assessment as to the effectiveness of the libraries may be found, in part, in the [Regional Palmetto College Campuses Survey](#), a multi-year, combined-campus compilation of students' assessment of the impact of their collective experiences at a regional Palmetto College campus. It should be noted that the highest rated services were the libraries (4.56 out of 5) and the computer labs (4.55 out of 5).

## Lancaster

Lancaster is an Associate's degree awarding institution that prides itself on the ability to admit all students who show promise of academic success. Most of the college's students are first-generation college students from rural areas, small towns, and cities across the central Piedmont area of the Carolinas. Lancaster's [primary mission](#) is to provide higher education and intellectual leadership to constituents within its primary service area. At the heart of this mission is a body of teaching faculty of high quality dedicated to excellence in instruction. Lancaster's [Medford Library](#) serves supports the mission of the university with its [own mission](#) to provide services and collections that meet the curricular, scholarly, and pedagogical needs of Lancaster students, faculty, and members of the community.

Conveniently located in the heart of campus, Medford Library offers resources, spaces and programs designed to support academic work, promote scholarship, and enhance lifelong learning. Medford Library is open 52 hours per week for all users during the regular academic school year, and closes on most University-recognized holidays, and during University-sanctioned intercessions and/or other breaks. Hours also vary during intercessions and during the summer months and generally are as follows:

Regular operating hours: Monday through Thursday: 8AM – 8PM and Friday: 8AM – 12PM

Summer operating hours: Monday through Thursday: 8AM – 6PM and Friday: 8AM – 12PM

Intercession hours: Monday through Thursday: 8AM – 4:30PM and Friday: 8AM – 12PM

During the Spring and Summer 2020 during the novel coronavirus COVID-19 outbreak, the Medford Library physically closed, as did all university facilities, but librarians remained available to provide a full array of online services, as well as support for students and faculty for consultations, particularly but not exclusively through [Book-A-Librarian](#).

Lancaster's [Medford Library](#) serves faculty, staff, and students with core library functions, welcoming meeting and study spaces, and a variety of programs and events. The Library acquires, organizes, and maintains information resources in traditional and contemporary formats and strives to utilize technological and pedagogical innovations to educate users about information services, resources, or access. In addition to providing access to information and services required for intellectual, professional, and personal development, the Library offers an environment conducive to learning, reading, and collaborative community building. The Library promotes these efforts with a commitment to excellent and ethical service to all users.

### *Interlibrary Loan (ILL)*

Additionally, Lancaster affiliates make use of [Interlibrary Loan \(ILL\) services](#) to access materials not available locally from other University of South Carolina system libraries, as well as from other libraries around the country. Book chapter and journal articles are scanned and delivered digitally, while books may be checked out at the Medford Library circulations desk once received. Students, faculty, and staff also may borrow books from [PASCAL Delivers](#), a statewide consortium of academic library collections, to request materials not owned by the library. Lancaster affiliates may search the [PASCAL catalog](#) to request materials.

### *Reference Desk and Book-a-Librarian Services*

The Medford Library reference desk is staff with library employees who offer point-of-need assistance with general questions, referrals, or directional/technological assistance/support. [Book-a-Librarian](#) services provide individual research consultations with library faculty to any users. Library patrons book appointments online, choosing from a menu of consultation options including but not limited to Finding resources, Figuring out a topic, and Technology Assistance. These intensive one-on-one meetings focus on a user's specific and in-depth research or scholarship need. Appointments may be in person or virtual.

### *24/7 Video Tutorials*

Lancaster librarians have created several [Open 24/7 video tutorials](#) to assist with resource access, using screen-capture technology and social media platforms to enhance and/or support distance-learning modules.

### *Borrower Services*

By university policy, current students, faculty and staff can borrow an unlimited number of most materials by checking out items with a CarolinaCard ID at the Medford Library circulation desk.

### *Library of Things*

In 2016, Medford faculty librarians conceptualized and implemented a [Library of Things \(LoT\)](#). LoTs offer items that fall outside of the usual resources libraries provide (e.g., books, audiovisual resources). Currently, LoT items include academic support items (e.g., e-readers, presentation clickers), nursing simulation support items (e.g., stethoscopes, blood pressure reading cuffs), technology support (e.g., HDMI cables and charging units), and games/arts and craft items. The LoT has its own collection development [policy](#), which is also a working document. Lancaster affiliates may borrow these items, which have differing circulation periods depending on the item.

### *Research and Instruction Support*

Information and instructional technology resources are vital to the success of Lancaster students and essential for faculty and staff for classroom instruction and administration. Library faculty encourage faculty and staff to request information literacy instruction for their classes to ensure that students are able to find, access, navigate, and ethically utilize the library's print and electronic resources. Medford Library faculty offer [library orientations, tours, and information literacy instruction](#) upon request of the teaching faculty. Typically 45 minutes long, orientations and tours offer attendees a general overview of the library building and a brief introduction to navigating the library's website. Librarians also provide "one-shot" instruction sessions on request by course instructors, designed to support specific projects and assignments or address the instructor's pedagogical goals.

### *Faculty and Staff Support Resources*

Additional [faculty and staff support resources](#) include [Tools for Teaching and Learning](#), [Tools for Tracking Tenure and Promotion](#), and [Online Resources](#) for faculty and staff research.

### [Research Guides](#)

Over 20 subject-specific research guides are available to Lancaster affiliates. The guides offer curated resources, including links to books, databases, and websites.

### [Course Reserves](#)

Medford Library supports also classroom instruction through providing course reserves through which faculty may [place library materials and personal items on reserve](#) for students. Course reserves often include textbook reserves aimed at decreasing the burden of textbook costs for students. Course instructors specify the loan period and whether materials may be checked out of the library or used only within the library.

### [Lancer Scholar Square](#)

Scholars Square is a local online repository of Lancaster student and faculty ephemeral scholarship (e.g., posters, presentations).

### [Study Rooms, Carrels, and Meeting Rooms](#)

Medford Library has five Group Study Rooms available for student use, which may be booked through the library's [online reservation system](#). All Study Rooms have a table, chairs, a whiteboard, markers, and a whiteboard eraser. Group Project Study Rooms 1 and 2 also have a DVD player and a device-compatible monitor. Students may also reserve individual study carrels within the library. The Medford Library Conference Room may be reserved for use by Lancaster faculty/staff and non-profit community groups.

### [Photocopying, scanning, printing and faxing services](#)

Photocopying services are available at two machines in the library at a cost of ten cents a page to all library patrons.

### [Technology](#)

Technology resources available through the Medford Library include instructional and open computer laboratories for student use, wireless network for students with personal notebook computers, library databases and internet research resources, video conference classrooms, Adobe Connect conference technology, multimedia classrooms, and the Blackboard course-management software. 36 computers are available for student use during open hours. The Library also serves as a hub for student computer use, with open access fully equipped computer stations with printer access, as well as a computer lab with twenty-four student stations, one instructor station, and a data/video projector and screen. This space serves as an open computer lab for students and can also be reserved for one-time class use by faculty members.

### [Programs and Events](#)

Medford Library hosts a wide range of program and events to create a lively and engaging intellectual environment and to contribute to a welcoming and inclusive space for all community members in the library and on campus. This program includes regularly recurring events such as [Mindful Mondays @ Medford](#), a [Pop-Up Tea Shop](#), showcase [Shelf Exhibits](#), and [Creative Ventures](#), a MakerSpace program series where participants exercise their artistic and creative talents. The library hosts a Fall welcome week, [WonderCon](#), with movies and games, and offers [Study Snacks](#) during Reading Periods for final exams. Medford Library also hosts periodical faculty and staff presentations, such as a [Faculty Colloquium Series](#) and the [Show What You Know Series](#), where volunteers share and discuss a technology or process that they use. Finally, the library hosts [author talks and readings](#), often in conjunction with special campus events or classes.

## **Dual Enrollment Access**

All Lancaster students may make use of these facilities, including dual enrollment students and distributed learning (online) students. Many dual enrollment students attend classes on campus, and those students who attend on their high school campus have full access to their home institution's library and technology resources in addition to the Medford Library electronic resources. Dual enrollment students have both district-issued personal computers and access to their high school's computing facilities. Students enrolled at Lancaster's Indian Land location also have access to Medford Library online resources, and may also access public library resources at the Del Webb Library, within two miles of the site.

## **Community Access**

Medford Library offers residents of Lancaster's service region counties (Lancaster, Chester, Kershaw, Union and York) access to two community computers, which allow on-campus access to all electronic resources. Community users may also obtain a community user card. The card, which is free upon residence verification, allows the holder to check out three print items.

## **Off-campus access**

Access to services and collections when the library is closed and from off-campus by traditional students at the Lancaster campus and the Indian Land site, as well as by dual enrollment and distance education students, is described in depth in Standard 11.3 Library and Learning Information/Access; however, many of our services are designed with off-campus access in mind. Library collections may be accessed by Lancaster affiliates on-campus or off-campus via proxy server authentication. Students may place physical materials on hold at Medford Library, where they may check out items with their Carolina Card, but printed materials are supplemented by over 170,000 electronic resources. The library also provides provide access to over 190 general and specialized research databases, and the full library catalog is available electronically. Services that can be accessed off-campus described above include:

- Electronic books via the online library catalog
- Online library catalog
- Electronic databases (via the list or via subject-specific research guides)
- PASCAL Delivers catalog
- Interlibrary Loan services
- Book-a-Librarian (research consultations)
- Library Instruction
- Access and Orientation to Services

Lancaster ensures student knowledge of access and user privileges to learning and information resources such as the Medford Library and Blackboard, among others, by presentations at New Student Orientation, in course instruction, particularly UNIV 101, and in the campus student newsletter. All new students receive information on accessing instructional technology in the course registration process; those students who bring laptops to campus must report to the Lancaster IT Department for initial WiFi access, where IT staff reinforce already presented information on learning/information resources as they complete the network encryption and validation process. Medford Library's faculty librarians support New Student Orientation actively and participate in many Student Life events throughout the year as well, ensuring that students have regular contact with librarians, who reinforce information about student access in these venues.

## Faculty

Faculty access to and support of learning and information resources is available both locally, with specific Lancaster-campus Medford Library resources, and in the larger University of South Carolina system, where faculty may access databases through the Columbia campus Thomas Cooper Library. New faculty are oriented to these resources at the University of South Carolina University Orientation, as well as in the onboarding process by Human Resources and the Office of the Dean of Academic and Student Affairs. Faculty are provided information about training and resources regularly by the Lancaster IT Department, University of South Carolina Columbia's Division of Information Technology, and the University of South Carolina Columbia Center for Teaching Excellence. The Lancaster Faculty Organization also organizes workshops for faculty support; recent workshops include instruction on Blackboard Collaborate and creating accessible course resources. In addition, two Lancaster librarians are faculty and are members of the Faculty Organization; the library regularly reports to the Faculty Organization and participates in faculty development, training, and governance, which ensures all faculty are aware of learning/information resources.

## Collections

Lancaster's Medford Library's collections includes 59,000 physical materials, including print books, DVDs, CDs, and bound periodicals. Printed materials are supplemented by over 170,000 electronic resources and over 700 microform items. Currently the library also provides access to over 190 general and specialized research databases. All Lancaster affiliates including students, faculty, and staff, may search print and electronic books in the [online catalog](#). Users also may search, discover, access, and read magazine and journal articles by topic from the library's [list of electronic resources](#) or via subject-specific [research guides](#). These library collections may be accessed by Lancaster affiliates on-campus or off-campus via proxy server authentication. Librarians are available to assist students and faculty with the use of online resources, and their contact information is readily available on the Medford Library [main page](#). Community members may also make use of these services while on campus. [Medford Library is a selective Federal Depository Library](#), providing residents with free access to publications printed by the U.S. Government Printing Office. New publications are added to the collection often, and much also can be accessed over the Internet.

### *Native American Studies Archive*

Lancaster's [Native American Studies Archive](#), including among many others the [Thomas John Blumer Collection on the Catawba Nation, 1756 – Present](#), is a large collection of print, audio, and photographic materials documenting the life, work, techniques, and products of the Catawba Indian potters, an increasingly important group of artisans. The archive is designed to promote a better understanding of local and state Native American history and culture and supports the Lancaster Native American Studies program. Established in August of 2012, this comprehensive center for the study of South Carolina's Native American peoples, their histories, and their cultures offers visitors the opportunity to view the single largest collection of Catawba Indian pottery in existence; study primary and secondary texts on Native Americans in the Southeast; participate in educational classes and programs; and observe archaeology, language, and folklore and oral history labs. The Medford Library catalog also includes records of items owned and housed in the Native American Studies Center Archive.

### *Collection Development and Assessment*

As noted above, Lancaster's Medford Library's collections includes 59,000 physical materials, including print books, DVDs, CDs, and bound periodicals. Printed materials are supplemented by over 170,000 electronic resources and over 700 microform items. Currently the library also provides access to over 190 general and specialized research databases; a [list of databases](#) is available online for review.

Collections are consistently assessed and developed to reflect the University of South Carolina, Lancaster, and Palmetto College curricula and to support the instruction and research needs of Lancaster affiliates. Additionally, items in the collections are consistently checked for currency and condition. Medford Library's [collection development policy](#) is a working document that is updated periodically to reflect parameters as new resources and formats are introduced to the world of bibliographic information dissemination. The policy also outlines protocols for the preservation, replacement or removal of deteriorating materials. Lancaster faculty members share the responsibility of evaluating areas of the collection to determine strengths and gaps and to identify materials that need to be added. Additional needs are identified through individual consultation. The Library of Things has its own collection development [policy](#), which is also a working document.

All faculty members recommend for purchase books and other materials to support their courses. Each academic division receives a percentage of the book budget based on such factors as enrollment, current and future course offerings, and previous circulation in that area. In addition, the library staff recommends purchases to maintain and support all academic areas. Materials are purchased on a priority basis to support the areas of growth and demand as funds permit.

To create a useful collection, Medford librarians mine research/subject bibliographies, perform catalog comparisons with other academic libraries with similar programs, consult book reviews in professional journals and popular magazines, and rely on faculty input. Moreover, they make selections from publisher's catalogs and various websites. The University of South Carolina system-generated reports supply quantitative data for evaluation in terms of collection age, usage, and number of titles per LC subclass.

Periodicals are selected and de-selected on the basis of curricular need, patron demand, cost, and electronic availability, and all collections are weeded for currency. Items determined to have little or no academic benefit are selected for possible removal. Control and dispensation of acquisitions funds remains a library responsibility. As is the case in libraries nationwide, one challenge the library faces is that of balancing the traditional demand for a core collection with the emerging demands for new electronic resources, especially during a period when the costs of books, and especially journals, are increasing at a rate well beyond the inflation rate for the general economy.

## Consortia and Contractual Agreements

By virtue of its affiliation with the University of South Carolina system, Lancaster belongs to the [Partnership Among South Carolina Academic Libraries \(PASCAL\)](#), a unit of the [South Carolina Commission on Higher Education \(CHE\)](#). PASCAL facilitates sharing of resources among its 57 members through a union catalog and the [PASCAL Delivers](#) service, which provides quick, reciprocal borrowing and lending between partner institutions. PASCAL also pays for member access to online resources from EBSCO, ProQuest, and Gale. PASCAL serves as a coordinator of group purchases of online resources such as SciFinder, Nexis Uni, and MLA International Bibliography.

## Services Assessment

Librarian teaching effectiveness is determined through evaluation of "one-shot" courses and research consultation feedback (performed immediately with the user following a session). Each librarian instructor has a student survey form for their personal use to receive feedback on their effectiveness as a teacher for their professional growth and promotion and tenure documentation. Librarians also collect informal feedback on programs and services via whiteboard polls, emails from library users, and suggestions offered during interactions and at points of service. Reference question tracking software is used to track types of questions, contact points, and length of time with patrons to inform staffing, training, resources, collection development, and hours of operation.

## Additional Campus Learning/Information Resources

### *Computer Laboratories*

Lancaster has three instructional twenty-four station computer labs in Hubbard Hall and two sixteen station computer labs in Bradley; these computer labs are first scheduled for classes and then available when free for student use. There is an additional twenty-four station open computer lab in the Medford Library, which may be booked for library or one-time classroom instruction, but which is generally available for student use, along with open computer workstations in the Medford Library. In addition, the [Opportunity Scholars Program](#) has a twenty-three station computer lab with sixteen additional laptop computers for student use. Instructional computer labs are on a regularly scheduled replacement cycle and software packages used to support instruction are kept current.

New students are provided with orientation each summer on the available technology resources on Lancaster campus.

#### *Campus Wireless Access*

Lancaster provides wireless network access for students, faculty and staff with laptop computers and handheld devices, proving for mobility and flexibility while accessing the Internet on the Lancaster campus. All academic buildings have wireless coverage, including the Native American Studies Center. Availability of Campus WIFI provides students with flexibility in completing research related tasks to reinforce classroom instruction.

#### *Smart Classrooms*

All campus classrooms are equipped with multimedia projection equipment, including Internet-enabled computers, Blu-ray players and ceiling-mounted projectors. These stations are also Adobe Connect/Breeze capable. In addition, the campus also has two multipoint/two-way video smart classrooms, fully equipped for distance education classes with real-time two-way or multipoint video capability.

#### *Faculty Offices and Computers*

All members of the full-time faculty, staff, and administration have a computer in their office. There are also workstations available for use by part-time faculty and staff in designated office areas. Under normal circumstances, faculty and staff also have access to a limited number of notebook computers, LCD projectors, and portable document cameras. During the late spring and summer COVID-19 novel coronavirus outbreak, the campus invested significantly in additional laptop computers to provide faculty and critical staff appropriate access to technology to work remotely, adding an additional 56 laptops and 14 tablets.

#### *Blackboard*

Blackboard learning management software is available for use by faculty and students. Students are given instructions on how to use Blackboard by the faculty who require its use as a part of the course. Student satisfaction with the use of technology in courses is assessed in each course as a part of the course evaluation survey, and the results are provided to both the faculty and administration.

#### *Additional Technology Requests*

Specialized faculty and staff technology needs (to include training) may be requested through the Director of Information Technology for consideration and approval. Major technology initiatives for student access may be initiated by the Director of Student Engagement and Success, by the Dean's Faculty Advisory Council, or by faculty through academic divisions or the Faculty Organization.

#### *Academic Success Center*

The Lancaster [Academic Success Center \(ASC\)](#) is on the second floor of the Medford Building, with its entrance accessible through the second floor of Medford Library. Designed to help Lancaster students attain academic success, the ASC provides students with a variety of resources to support their academic pursuits, including free one-on-one tutoring and Academic Coaching. The ASC Director and Coordinator also offer workshops for students to improve their abilities in areas such as time management, reading strategies, exam preparation, note taking, and general study skills.

## **Salkehatchie**

The [Salkehatchie Library](#) serves its students, staff, faculty, and community at two locations: Allendale (Salkehatchie West) and the Peden McLeod Library in Walterboro (Salkehatchie East). The current library building in Allendale opened its doors in July 1991 and the Peden McLeod Library moved to its current facilities in the summer of 1994. The library is open to all University of South Carolina students, faculty and staff, and to the general public of Salkehatchie's five-county service area. When classes are in session in the fall and spring, the libraries are open 60.5 hours a week with one full-time professional librarian in each location during daytime hours and a paraprofessional on duty at each location in the evening and on Sundays. Regular hours are 8 am to 8 pm Monday through Thursday, 8 am to 4:30 pm Friday and 3 pm to 7 pm Sunday. During the summer and during fall break, spring break and winter break, the library is open 8:30 am to 5 pm. The library is closed on university holidays, including the extended winter holiday.

Salkehatchie has as its [mission](#) to provide higher education and intellectual leadership for its service area. At the heart of this mission is a teaching faculty of high quality dedicated to excellence in instruction, scholarship, public and professional service and creative endeavor which enrich the classroom experience. The Salkehatchie regional Palmetto College campus offers a varied curriculum grounded in the liberal arts and focused on preparing students to continue their education in the University of South Carolina System and throughout life. The libraries support the Salkehatchie [mission](#) through their support of individual classes and programs for the students served, by supporting the educational needs of individual students and instructional needs of faculty, and by providing educational and cultural enrichment opportunities for its communities.

The mission of the [Salkehatchie Library](#) is: "The Salkehatchie libraries, located in Allendale and Walterboro, support the curricular information needs of students, faculty, staff and, where possible, the greater community Salkehatchie serves. The libraries provide books, periodicals, electronic information, computers, and other resources in support of curriculum and instruction. The libraries strive to give the highest quality of service possible. Library services, including electronic document delivery, database and catalog access, and interlibrary loan service, are offered to traditional and non-traditional students on and off campus." In short, then, the Salkehatchie libraries support curricular and extracurricular programs offered by the institution. The library provides learning/information resources appropriate to support teaching (such as books, journals, databases, computers, etc.), research (through an extensive network of electronic databases, a select collection of journals, and an efficient interlibrary-loan system), and service.

## **Services**

#### *Research and Instruction*

The librarians offer instruction on facilities and resources through class sessions, one-on-one instructions/consultation, and via phone/e-mail. Additionally, the librarians provide reference assistance to help the students locate and use the resources available in the libraries. The Salkehatchie librarians present a library orientation program to first-year English classes and to most sections of University 101. Instruction programs can also be arranged for classes or individuals whenever the need arises. Information on these services is available through an [Ask a Librarian](#) feature on the Salkehatchie Library's webpage. Because Salkehatchie is a small campus, the librarians and faculty members know one another and feel free to contact one another by telephone or email. Students sometimes contact the librarians by email or phone, and frequently visit the circulation desk to get information and assistance.

#### *Dual Enrollment*

All Salkehatchie library services are available to dual-enrollment students. These students access databases and e-books by entering their network username and network password. If they want assistance, they are encouraged to use the [Ask a Librarian](#) feature. They are welcome to come to the library, and some of them do, although transportation may be an issue when their dual-enrollment site is twenty or thirty miles from Walterboro or Allendale (although many on-campus students commute such distances). Dual-enrollment students may request books through the University of South Carolina [online catalog](#) and through [PASCAL Delivers](#) if they can pick up the books or make arrangements to have their instructor pick up their books for them. Salkehatchie librarians travel to the dual-enrollment sites to provide library instruction to English 102 classes. In all, dual-enrollment students have access to every resource and service on-campus students do.

#### *Interlibrary Borrowing and Lending*

An [Interlibrary Loan](#) borrowing service fills the gaps when an item is not available through the [online catalog](#) of the University of South Carolina libraries nor through the [PASCAL Delivers](#) service of academic libraries in South Carolina (see section on Consortia and Agreements under Catalog below). Through the Salkehatchie libraries, working in conjunction with the Interlibrary Loan department at the Thomas Cooper Library on the Columbia campus of the University of South Carolina, Salkehatchie faculty, staff and students, may borrow books and other library materials from academic libraries outside of South Carolina and even outside of the United States. In addition, items may be borrowed from public libraries and special-interest libraries around the world. Printed books and other physical media are sent by mail or delivery service, while journal articles are almost always delivered electronically. When the requested item is available on the web, a librarian sends the appropriate link to the borrowing patron. Interlibrary Loan also makes Salkehatchie resources available to the community by loaning books and other library materials to patrons of public libraries and special-interest libraries.

#### *Seating and Study Spaces*

To accommodate the varied needs and wants of patrons, the libraries have seating for 145 people at traditional tables and carrels, with additional seating for 9 at café tables, plus lounge seating, rockers, and floor rockers. There is a study room in Walterboro and a classroom in the Allendale library that can be used by students for group study unless a class is in session. The facilities provide different spaces for different preferences and needs.

#### *Computers and Technology*

The library serves as a hub for student computer use, offering fully equipped computer stations with printer access. In conjunction with the IT department, the library features computers with Internet capability as well as Microsoft Office and other software. The IT department also provides computer labs in locations other than the library in Walterboro and Allendale, and provides video projectors, screens, and other resources. Salkehatchie maintains wireless networks for students, faculty, staff, and guests in Walterboro and Allendale. Several video conference meeting spaces and video conference classrooms are available in Walterboro and Allendale.

#### *Printing*

The computers are linked to network printers; as part of their tuition and fees, students pay a technology fee to offset the cost of printing and there is no additional charge per page for printing.

#### *Copying and Scanning*

Photocopies are made for students and community members for ten cents per page. Scanning is provided on request at no charge.

#### *Televisions, DVD players and CD players*

Televisions with DVD players are available in designated rooms in the library, as are portable CD players.

#### *Reference Desk*

Library employees offer point-of-need assistance with general questions, referrals, or directional/technological assistance/support.

#### *Library Guides*

Guides to library resources supporting the curriculum are posted in the [LibGuides](#) section of the [Library Resources](#) webpage. Topics include: Art History, Citation Formats, Education, English 101, English 102, History, Nursing, Psychology, and University 101.

#### *24/7 Video Tutorials*

[Training videos](#) are posted in the [LibGuides](#) section of the [Library Resources](#) webpage covering topics including: library orientation; evaluating information/resources; information literacy; accessing electronic resources from off campus; accessing e-books from the online catalog; and "Library Databases vs the Web."

#### *Off-Campus Access*

Many of our services are designed with off-campus access in mind. Digital library collections may be accessed by Salkehatchie affiliates on-campus or off-campus via proxy server authentication. Salkehatchie offers more than 182,098 electronic books accessible from off campus through the [online catalog](#) of the University of South Carolina libraries. The library also provides links to more than 130 general and specialized research databases that may be accessed from off campus through an alphabetical menu titled [Databases](#) on the [Library Resources](#) webpage. Salkehatchie also offers a collection of digitized documentaries and other video materials that support the curriculum through a database named [Films on Demand](#). Most electronic resources are available on any device at any location.

#### *Community Access*

Residents of the Salkehatchie Region (Allendale, Bamberg, Barnwell, Colleton, and Hampton counties) may apply for a free Salkehatchie Community Library Card, which allows them to check out books from the Salkehatchie library collection. Information on these services is available through an [Ask a Librarian](#) feature on the Salkehatchie Library's webpage.

## **Catalog**

The Salkehatchie Library maintains scholarly print books, audiovisual items, and digital resources. The library's collection consists of more than 56,581 cataloged monographs, serial back files, and other hard-copy items, as well as more than 4,509 audiovisual items. More than 17,056 microform items remain in the collection, although they are rarely accessed. Salkehatchie's printed materials are supplemented by more than 182,098 electronic books. The Salkehatchie libraries subscribe to six print journals, three daily newspapers, and the five weekly newspapers published in the Salkehatchie service area. Electronic journals are available through the University of South Carolina system.

Salkehatchie shares the University of South Carolina [online catalog](#). When searching the catalog, the default for "All USC Libraries" can be changed to "Salkehatchie Campuses," "Salkehatchie East Library," or "Salkehatchie West Library." Books from other campuses are delivered to patrons in Allendale and Walterboro by a daily courier service. Through the [PASCAL Delivers](#) catalog, Salkehatchie patrons can have books delivered from any academic library in South Carolina to Walterboro or Allendale by courier.

The twenty-four most-used databases may be accessed through a menu titled [Article Resources](#) on the [Library Resources](#) webpage. Any of the databases provided by the Salkehatchie library may be accessed through an alphabetical menu titled [Databases](#) on the [Library Resources](#) webpage. Most electronic resources are available on any device at any location.

**Consortia and Agreements**

A comprehensive collection of bibliographic and full-text databases is made available through the University of South Carolina Palmetto College and the University of South Carolina libraries system.

Other databases and electronic books are acquired through the Partnership Among South Carolina Academic Libraries (PASCAL). This partnership also coordinates the [PASCAL Delivers](#) service, which provides for lending and borrowing books held by academic libraries in the state. The contact information is Richard H. Moul, PASCAL Executive Director, (803) 734-0910, [rmoul@pascalsc.org](mailto:rmoul@pascalsc.org),

Salkehatchie patrons also have access to Discuss, a virtual library provided by the South Carolina State Library; the contact information is Patricia Sinclair, MLIS, Electronic Resources Director, South Carolina State Library, 1500 Senate Street, Columbia, SC 29201, (803) 734-8851, [psinclair@statelibrary.sc.gov](mailto:psinclair@statelibrary.sc.gov). Through reference interviews, emails and other communication with students and instructors, these agreements are determined to be adequate/appropriate to the needs of our patrons.

**Assessment**

*Collection Assessment*

The library encourages faculty involvement in the selection of acquisitions/subscriptions. Individual faculty members or divisions may make recommendations for purchase to the librarian on either campus. Additionally, a Faculty Organization Library Committee evaluates the adequacy of library holdings. With input from faculty, the librarians assess the collections—books, periodicals, media, electronic resources—to provide library materials that support the curriculum. Database use is monitored. Monthly and annual reports are compiled showing circulation statistics. In addition, the Salkehatchie librarians work with other librarians in Palmetto College and the University of South Carolina libraries system to assess the collection; in particular, the Collection Development department and the Acquisitions department at the Thomas Cooper Library provide support for Salkehatchie. With a student body of about a thousand individuals, the campus is small enough that students and instructors get to know the librarians and feel comfortable making requests and suggestions. Librarians also learn about the students’ needs through reference interviews.

*Services Assessment*

Client-centered quantitative data in a variety of areas is also used for evaluating the library’s responsiveness to its users. Reference interviews with students show that the library is meeting their needs. Customer satisfaction surveys have been conducted occasionally. A survey was posted on the library’s webpage until the webpage was redesigned by an outside contractor; efforts are underway now to provide another type of electronic survey. The library communicates with its patrons through social media platforms including [Facebook](#), which gives them an opportunity to contact the library on Messenger.

Monthly and annual reports are compiled showing circulation statistics. A record is kept of the number of students attending presentations. The library’s gate count for 2017-2018 was 34,705, an average of 694 per week. The following table shows library statistics from 2011-2019:

<b>Patron Statistics</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
Circulation	2652	3409	2332	3246	2511	2293	2164	1616
Interlibrary loans to other libraries	418	416	366	334	270	240	236	314
Interlibrary loans received from other libraries	644	510	551	434	440	319	316	164
Hours of Service per week	64.5	64.5	64.5	64.5	64.5	64.5	64.5	60.5
Average gate count per week	1079	1061	946	990	857	727	694	638
Average reference transactions per week	62	63	61	60	59	55	53	50
Annual Presentations	22	27	22	21	26	20	20	10
Total attendance for presentations	326	523	330	343	430	345	302	190

Finally, to assure continued viability and responsiveness to those using the libraries, the [Salkehatchie Library Policy](#) outlines patron usage rules and responsibilities.

**Sumter**

Sumter is a regional Palmetto Campus that awards Associate of Arts and Associate of Science degrees to students who successfully complete one of the programs offered. The students, faculty and staff of Sumter have full access to all of the resources provided by [Anderson Library](#). Sumter’s [primary mission](#) is to provide higher education and intellectual leadership to students within its five-county service area. At the heart of this mission is a body of teaching faculty of high quality dedicated to excellence in instruction scholarship, public and professional service, and creative endeavor which enrich the classroom experience. Sumter’s Anderson Library supports the mission of the university with its [own mission](#) and endeavors to be responsive to students and their instructional needs, to faculty members and their teaching and research requirements, administrative personnel and their informational needs as well as the surrounding communities’ needs.

Anderson Library is open to all faculty members, enrolled students, and community members **8:30 am - 7:00 pm Monday - Thursday and 8:30 am – 1:00 pm Friday**. The library closes on most university recognized holidays but is open during fall break, spring break and all summer. The library is open 46.5 hours a week with two full time librarians and two paraprofessionals on staff.

**Services**

Anderson Library supports Palmetto College, curricular and extra-curricular programs offered by the institution. All services listed below are available to currently enrolled students, Early College students, dual enrollment students, distance education students, faculty and staff. Services are community patrons are limited. Community patrons have access to 4 public computers and they are able to reserve study rooms and the library conference room.

*Accommodations*

To accommodate the varied needs and wants of patrons, Anderson Library has seating for 150 people at traditional tables and carrels, additional seating in reading rooms and areas around the library for 75 people.

*Study Rooms and Classrooms*

The library also has 5 study rooms and a bibliographic classroom available that can be used by a professor for his/her class, by library personnel for University of South Carolina

bibliographic instruction, or by students for small group study. The library provides diverse spaces for patron needs.

### *Technology*

Anderson library also provides 28 computers with internet capability for currently enrolled students, faculty, and staff, of which 4 of those computers are designated for community patrons who may need computer access. A computer lab is located on the second floor of the library, providing 32 computers for University of South Carolina students, faculty and staff use only. All computers are linked to network printers and printing is free for University of South Carolina students, faculty and staff. The 4 community patron computers are not networked to a printer. Community patrons are encouraged to provide a device to save their work or use a cloud service or email for information storage and retrieval. Anderson Library also has a black and white copier, a microfilm reader-printer, DVD and VCR players with televisions, and video projectors with laptops to use for class presentations and/or conference presentations.

### *Tutoring Center*

The Sumter Tutoring Center is located on the first floor of the Anderson Library. The Tutoring Center provides free one-on-one tutoring to enrolled Sumter students, dual enrollment students and Early College students for all classes offered in each semester. The tutors also offer workshops for students to improve their abilities in areas such as note taking, writing skills, time management, and study skills.

### *Photocopying, scanning, printing and faxing services*

Students, faculty and staff have access to a printer, scanner, fax machine and photocopying machine free of charge for academic purposes. These services are not available to community patrons.

### *Room Reservations*

Students, faculty, and staff can reserve one of 6 study rooms, the library conference room or the Bibliographic Instruction classroom using the Sumter's online reservation system. Community patrons may call the library and reserve any of the spaces mentioned for no cost.

### *Test Proctoring*

Anderson Library offers a secure proctoring center to any student who needs remote testing. This service is available to all University of South Carolina students and our military personnel at Shaw Air Force Base. This service is free and is coordinated by a library paraprofessional. Distance learning students' testing is coordinated through the Distance Learning office in Columbia, SC. Proctoring services are offered during the [operating hours of Anderson Library](#).

## **Collections**

The library's collection consists of over 84,761 cataloged monographs, serial backfiles and other hard copy items, over 1,052 audiovisual items, and over 13,816 microform items (includes film and fiche). Our printed materials are supplemented by over 15,353 electronic books. The Anderson Library currently provides access to over 250 electronic journal titles and [full-text databases](#) and continues to grow each year. Access to the electronic books, journals, and databases is available through the libraries' [website](#). Most electronic resources are available to the students, faculty and staff off-campus through a centrally operated proxy server.

The institution's print and periodical collection, E-books, electronic journals, electronic databases, various library agreements, PASCAL Delivers, and [Interlibrary Loan services](#) give our students, faculty and staff access to a wealth of information to support their curricular studies, professional research, and personal research endeavors.

## **Consortia and Cooperative/Contractual Agreements**

The Sumter Anderson Library is a participating member of the Partnership Among South Carolina Academic Libraries (PASCAL). PASCAL provides member libraries with consortia pricing for online database subscriptions as well as collaborative professional collection development for library resources and collections. PASCAL Delivers is a rapid book delivery service for the patrons of all PASCAL member institutions. PASCAL Delivers begins with a single, web-based, unified catalog of library holdings. Library users search the PASCAL Catalog, locate books in any member-library, submit an electronic request for delivery of a book to their home institution, and receive those books within 2 – 4 business days. The PASCAL Delivers catalog is a combined, or "union" catalog—a listing of items owned by PASCAL member-libraries. The catalog includes books, journals and periodicals, audiovisual materials, sound recordings, electronic resources, government documents, archives and manuscripts, maps, and music scores. PASCAL Delivers is part of the State-wide Electronic Academic Library. This rapid delivery service allows the patrons of Anderson Library access to over 12 million volumes from academic libraries across South Carolina. This service has overwhelmingly replaced most patrons' need for the use of Interlibrary Loan within the state of South Carolina.

For materials borrowed outside the state of South Carolina or from public libraries within the state, Sumter faculty, staff, and currently enrolled students can utilize our Interlibrary Loan services through ILL Express. Generally, there are no fees for book requests within the University of South Carolina system. There may be fees associated with certain interlibrary loan activity, to include photocopying, postage, and a basic loan fee, depending on the lending libraries policies.

In order to accommodate the increased demands for access to resources, budget resources are applied to electronic resources when available and appropriate. We have the standard aggregated databases such as Academic Search Premier (made available through DISCUS and PASCAL), JSTOR, and Project Muse. The database collection also has specialized databases such as Dictionary of National Biography, CINAHL, and Access Science. The libraries currently offer access to over [240 general and specialized research databases](#).

## **Assessment**

### *Collection Assessment*

The library collection development policy is based upon the library's mission to "support the curricular information needs of students, faculty, staff, and, where possible, the greater community it serves. The library provides books, periodicals, electronic, computer, and other resources in support of curriculum and instruction.

- We acquire materials based on demonstrated need, anticipated use, and available funding.
- In selecting and retaining resources, we seek authoritative scholarship, quality and durability, accessibility, sustainable pricing, and acceptable licensing terms.
- We collect materials in the most useful format for the content and intended use, bearing in mind the institution's technical infrastructure and staff expertise available to support patron use of specialized resources.
- We participate in cooperative initiatives with other libraries to ensure the widest and most stable access to scholarly resources possible.

While we don't not have a specific collections policy, Anderson Library personnel are continually assessing the needs of the collection, and with the input from faculty, staff, and students, developing the collection in the areas that are needed for the curriculum and research, whether it is for printed materials, media, or electronic resources. Suggestions from the faculty and students can be made in writing using any full-time library employees email address.

In order to accommodate the increased demands for access to resources, budget resources are applied to electronic resources when available and appropriate. We have the standard aggregated databases such as Academic Search Premier (made available through DISCUS and PASCAL), JSTOR, and Project Muse. The database collection also has specialized databases such as Dictionary of National Biography, CINAHL, and Access Science. The libraries currently offer access to over 240 general and specialized research databases (<http://www.uscsunter.edu/index.php/databases.html>).

#### *Services Assessment*

The Sumter faculty organization Library Committee, working in concert with the Anderson Library Head Librarian, determines the appropriateness of facilities, services and learning/information resource. This committee contains elected members of the Faculty Organization and meets as needed when given a charge by either the Faculty Organization or the Head Librarian. Using the information provided by the committee, the library has been able to add more computers to the main lab, in the last few years, for student access based on requests from our faculty and students. The Tutoring Center was placed in the library 3 years ago and began using the peer tutoring model. Since 2019, the Tutoring Center has gone to a professional tutoring model. Tutors are available for more regular hours and have an extensive knowledge of the subjects they tutor. The library has also begun proctoring tests for distance learning students and students on our local campus who may have circumstances that require a proctor. Our testing coordinator works closely with faculty to ensure security and integrity. These services are free to all University of South Carolina students and Palmetto College students.

For Sumter Library annual statistics, please see official IPEDS reports: [PEDS 2017/18 USC Sumter Academic Library](#) | [IPEDS 2018/19 USC Sumter Academic Library](#) | [IPEDS 2019/20 USC Sumter Academic Library](#)

### **Union**

The [mission of the USC Union Library](#) is to support the educational goals of the campus while adhering to the overall [academic mission of the USC Union](#). The library accomplishes its mission in the following ways: by building and maintaining comprehensive collections of resources that support the academic offerings of the curriculum available to students, faculty, staff, and other patrons throughout Union County and the immediate area; by instructing students and library patrons in effective methods to locate and retrieve the information they seek; and by utilizing the most advanced technologies available to provide additional access to information needed to successfully meet the academic needs of Union and its community.

### **Merger**

The Union Library merged in Fall 2018 with the Union County Carnegie Library, located blocks from the center of campus, as part of a five-year pilot contract. This move was completed after consultation with library administration from the University of South Carolina Columbia campus library, and their subsequent approval. The benefits of this move for the Union campus and student body are numerous.

Prior to the merger, the campus library had one full-time librarian and shared one part-time staff person with the administrative offices, resulting in many times when no staff were present in the library. Additionally, the campus library was open 42.5 hours per week with no weekend hours, and the library did not host any programs or provide separate spaces for meetings or study groups. The on-campus library facilities were in need of repair, most notably suffering from an HVAC issue resulting in more than 60% of the campus collection needing to be discarded due to mold. Lastly, the campus library had not yet embraced diverse technology solutions for meeting student needs, including reference chat services.

Since merging, students now enjoy assistance from a larger staff of librarians and full-time employees at the Carnegie Library, with one of their full-time librarians being designated as the Union Academic Library Liaison. The Carnegie Library now has designated programs for Union students and has a Technology and Instructional Services Coordinator who provides training to instructors and oversees a collection of previously unavailable learning resources for students, including calculators, mobile hotspots, and makerspace technologies to expand on the e-sports and art programs. In addition to the expanded non-traditional collection materials and core collection items, which have been transitioned from the previous campus library to the Carnegie Library, students also now have access to more library collections than through any other library in the state, since the Carnegie Library is part of the PASCAL academic and SCLends public libraries consortia. The Carnegie Library also operates 56 hours per week 52 weeks of the year, including extended hours into the evenings and weekends and does not close over breaks.

The Carnegie Library was renovated in 2018 and is now the most accessible public facility in Union County, and has safe spaces for students and faculty, including a family restroom and lactation room. The new facility also includes study and meeting rooms, as well as event and exhibit space. The facility houses a range of social services that can assist students, including Union County's workforce development services and United Way of the Piedmont's nonprofit center for Union County. The Library partners with more than 55 agencies at the local, state, and national level and provides support staff for services including case management and counseling and financial stability. The Union County Carnegie Library received four separate state and national recognitions in 2019 as a result of its renovation and programs, including being named a finalist for the 2019 National Medal for Museum and Library Service and receiving a Preservation Honor Award from the South Carolina Governor's Office and SC Department of Archives and History.

The Union library ensures that it is available to all faculty members and enrolled students by having its main facility operating during the hours of 8 am-7 pm Monday-Thursday and 9 am-3 pm Friday and Saturday, as well as providing access to library services throughout the county at [three additional sites](#), which operate between the hours of 12 - 5 pm Monday through Friday. The operating hours for all library facilities are year-round and do not decrease during school breaks, and these facilities are open to both the public and students at all times of operation.

### **Services**

Union provides a wide variety of facilities, services, and learning/information resources.

#### *Classrooms and Events Spaces*

On the main campus, there are three live streaming classrooms, all newly updated. There are also four classrooms on campus that are equipped with a number of computers for students to utilize. Every classroom is equipped with extensive technology for instructors to utilize, including projectors, computers, document cameras, DVD, and hook-ups for other technology that may be needed. On the Union campus, there are 24-seat wet and dry laboratories for the natural sciences and fine arts. There is also a brand new, 24-seat, virtual reality biology lab in the new Science & Nursing Building on campus in Union. The Truluck Activity Center is used for physical education classes, as well as an indoor option for athletics teams to use for practices. There is a 268-seat auditorium in Union that is used for art history, music, and theatre classes, as well as for special events and performances. Each full-time faculty member, staff member, and administrator is provided with a computer workstation or laptop for office use. At the Laurens location there are three live streaming classrooms, one of which also serves as a computer lab. Support is provided by Academic Affairs under the guidance of the Associate Dean.

### **Collections**

The collection consists of over 30,000 print and media materials in-house. This is supplemented by access to [online databases](#) through the larger University of South Carolina library system, PASCAL, and SC Discus databases through the South Carolina State Library. Because Union is a smaller campus, it relies on partnerships to secure databases at an affordable cost, and the library pays fees to both the University of South Carolina Columbia and PASCAL to be able to access shared databases.

### **Consortia and Cooperative/Contractual Agreements**

The library has access to a wide variety of collections to supplement its own. Using PASCAL Delivers, students, faculty, and staff may order books from 56 academic University of South Carolina

libraries throughout South Carolina. Items are delivered within 2-5 business days using a statewide courier service. Students, faculty, and staff have additional access to SCLEND materials, as the Carnegie Library is a member of this public library consortium, composed of 19 public libraries. Inter-library Loan requests may be submitted to any academic or public library in the country. Delivery may take up to 10 business days.

### Distance Delivery/Off-Site

The instruction and services provided by Union extend beyond the physical location of the Union campus and library, and are accessible to the population of distance learners that the campus serves. This includes the three live streaming classrooms on the Union campus and at the Laurens location that connect the two sites with each other, and with the other Palmetto College Campuses around the state. This includes the breadth of asynchronous online course offerings that are taught by the faculty of Union, and the resources available to those online learners who are not geographically connected to the physical campus. Finally, this also applies to the population of dual enrollment students that take classes on campus in Union or at the Laurens location, or that take dual enrollment classes off site. Regardless of physical location, all Union students are provided with digital library database access and support from library staff. For off-site dual enrollment students, their library services are supplemented further by the physical library collection and services that exist on their own campus.

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