

11.3

Library and Learning/Information Access

The institution provides (a) student and faculty access and user privileges to its library services and (b) access to regular and timely instruction in the use of the library and other learning/information resources.

Judgment

Compliant Non-Compliant Not Applicable

Narrative

University Libraries

The students, faculty and staff of the University of South Carolina can take full advantage of the learning resources provided by [University Libraries](#) due to our multitude of convenient [services](#), provided by experts in various subject areas. The main [Thomas Cooper Library](#)(TCL) and the [Music Library](#) provide appropriate staff and resources to serve the students, faculty and staff. The librarians and archivists in the [Irvin Department of Special Collections](#), the [South Caroliniana Library \(SCL\)](#), [South Carolina Political Collections \(SCPC\)](#), and [Moving Image Research Collections \(MIRC\)](#) work closely with University faculty and students to meet their research needs; such projects range from freshman English assignments to in-depth graduate research. These special collection divisions also attract a multitude of national and international scholars each year.

The University Libraries’ learning and information resources goal is to provide access to collections with appropriate levels of assistance and instruction using various bibliographic tools.

On-Campus Campus Access

During the fall and spring semesters, the Thomas Cooper Library is open 24/5. Hours are posted on the Libraries’ [website](#) and near the entrance of the building.

	Sunday	Monday-Thursday	Friday	Saturday
Thomas Cooper Library -Fall & Spring semester Regular Hours for University of South Carolina Columbia Faculty, Students & Staff	Open at 8 am to 24 hours	24 Hours with Carolina Card	Close at midnight	8:00 am-midnight
Thomas Cooper Library -Regular Hours for Guests	8:00 am-9:00 pm	8:00 am-9:00 pm	8:00 am-7:00 pm	8:00 am-7:00 pm
Thomas Cooper Library -Interim Hours for breaks and holidays	1:00 pm-5:00 pm	8:00 am-6:00 pm	8:00 am-6:00 pm	CLOSED
Hollings Library -year-round	CLOSED	8:00am-5:00pm	8:00am-5:00pm	CLOSED
Moving Image Research Collections -year-round	CLOSED	9:00am-5:00pm	9:00am-5:00pm	CLOSED
Music Library -year-round	CLOSED	8:00am-9:00pm	9:00am-5:00pm	CLOSED
South Caroliniana Library -year-round	CLOSED	8:30am-5:00pm	8:30am-5:00pm	CLOSED

Reference Desk

Reference librarians are on duty at TCL sixty-one hours per week to teach and assist patrons using the library

resources. Other service desks throughout the University Libraries are available for specialized assistance ranging from 42 ½ hours a week in special collections departments to 114 ½ hours a week at the Circulation Desk and the Computer Lab.

Cooper Technology Lounge

The [Cooper Technology Lounge](#) is a collaborative computer lab that provides access to 139 Windows/Mac desktops, scanners, printers, and laptops, tablets, iPads, DSLR cameras, GoPros, Oculus Go (VR), & voice recorders for student checkout. The Technology Lounge offers assistance for users with disabilities including screen-reader technology. 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.

Off-Campus Access

Many library services are available remotely 24 hours per day/365 days per week. These services are available to all patrons, but they specifically provide Distributed Learning (online/distance education) students with easy access to materials and information needed for class, research, or personal use.

Ask a Librarian

Online reference assistance is growing in popularity. The *Ask a Librarian* service includes phone, email, chat and Instant Message responses to inquiries from students, faculty, staff and the public. Online chat services is available according to the following schedule:

	Monday – Friday	Saturday	Sunday
Regular semesters	8:00am – 6:00pm	1:00pm – 5:00pm	2:00pm – 8:00pm
Summer semesters	8:00am – 6:00pm	Closed	Closed

Email reference questions are handled continuously Monday-Friday. An online pop-up box prompt on selected library web pages connects users with [Ask a Librarian](#) chat service.

Book a Librarian

Students can book a librarian to assist with research needs. These appointments are made online and students can go on campus to meet the librarian or can schedule a time for a call.

Electronic Resources Databases

More than 300 [electronic resources databases](#) are available via the library’s website. Students, faculty and staff can login remotely via internet from anywhere.

Online Catalog

The library’s entire catalog is [online](#). Through this resource, students can search for scholarly books and articles; they can also download the full text content or request print items held for pickup.

Tutorials and Learning Materials

Online tutorials and self guided tours are available through the libraries' [tutorials and learning materials](#) page. Topics include starting the research process, using the library's website, navigating online databases, and locating journals.

Online Subject Guides

The libraries' [online guides](#) provide information on available resources by subject area or by course. These services are

highly used and aim to ensure that students are using the library resources appropriately and to their best advantage.

Interlibrary Loan

[Interlibrary Loan](#) is a free service for accessing books, articles and research materials from other libraries. Interlibrary loan materials are mailed to distance education students.

Scan and Deliver

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.

Book Delivery

The Circulation Department, via the distance education [book delivery](#), will mail books from the circulating collection to students who are registered for a distance education class through the University of South Carolina Distance Education program and who live outside of the two local counties (Richland County and Lexington County).

User Privileges

Current students, faculty and staff can borrow an unlimited number of most materials including books, journal volumes, and other printed volumes. Textbooks and course reserve materials generally circulate for a few hours due to their popularity. [Remote access](#) to Library online databases and electronic publications is limited to currently registered faculty, staff and students. Students, faculty and staff of the university may utilize computers in the library by logging in with University credentials. [Visitors and Alumni](#) can utilize many of the library collections and services within the library.

Loan policies by patron type and type of material:

	Books	Journals	Films	Juvenile	Popular Reading
Undergraduate Students	Loaned for 6 weeks with unlimited renewals	Loaned for 3 days with 10 renewals	Up to 2 films loaned for 2 days with 1 renewal	Loaned for 6 weeks with unlimited renewals	Loaned for 6 weeks with unlimited renewals
Graduate Students	Loaned until semester ends with unlimited renewals	Loaned for 3 days with 10 renewals	Up to 2 films loaned for 2 days with 1 renewal	Loaned for 6 weeks with unlimited renewals	Loaned for 6 weeks with unlimited renewals
Distance Education Students*	Loaned for 6 weeks with unlimited renewals	Loaned for 3 days with 10 renewals	Up to 2 films loaned for 2 days with 1 renewal	Loaned for 6 weeks with unlimited renewals	Loaned for 6 weeks with unlimited renewals
Faculty	Loaned for 6 months with unlimited renewals	Loaned for 3 days with unlimited renewals	Loaned for 3 days with 3 renewals	Loaned for 6 months with unlimited renewals	Loaned for 6 weeks with unlimited renewals
Staff	Loaned for 6 weeks with unlimited renewals	Loaned for 3 days with 10 renewals	Up to 2 films loaned for 2 days with 1 renewal	Loaned for 6 weeks with unlimited renewals	Loaned for 6 weeks with unlimited renewals

*Materials are mailed to students at a distance.

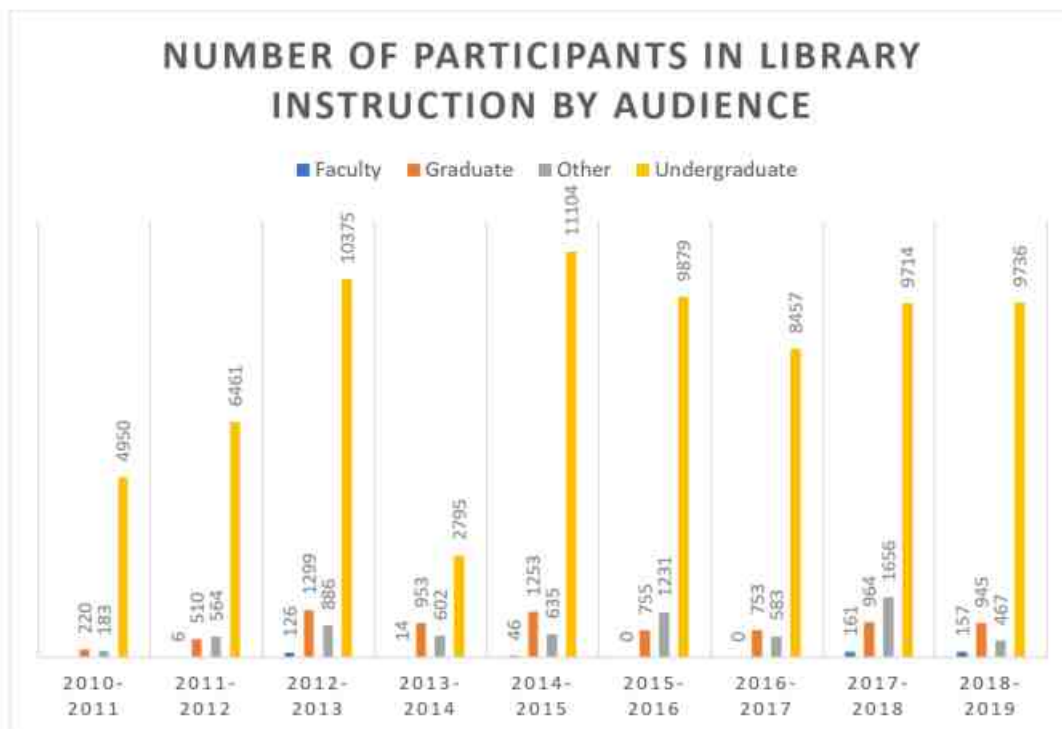
Instruction and Assistance

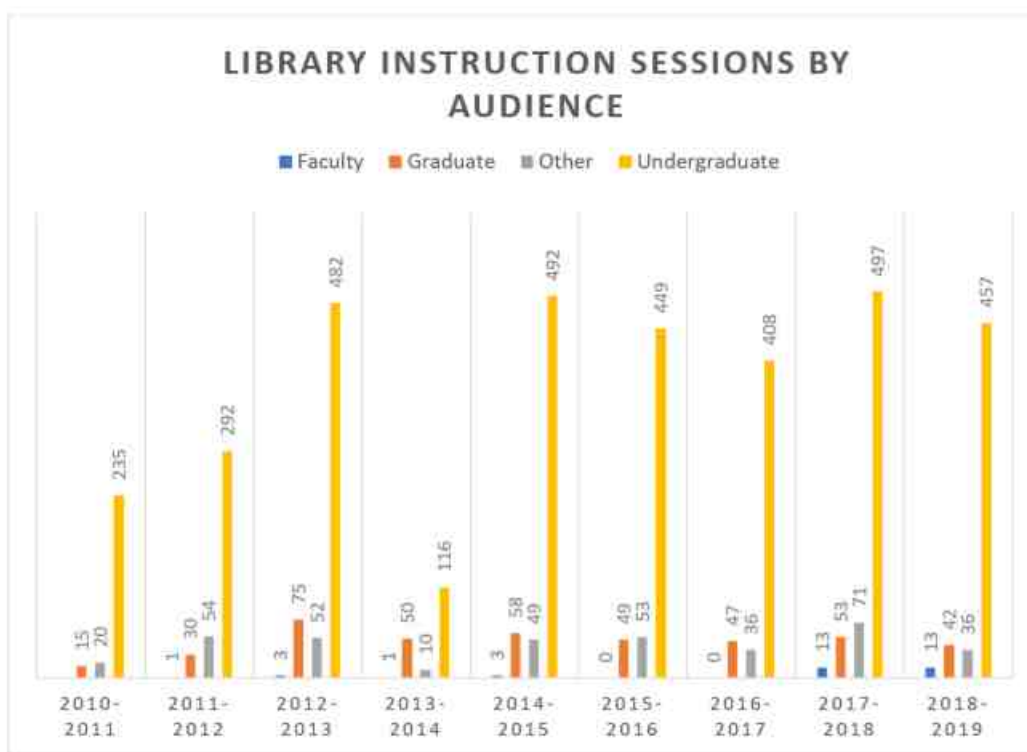
Each fall, the library hosts an orientation event to provide a brief tour and introduction to library services and collections. The event is promoted as part of the University's Carolina Welcome week. The library invites students via flyers, signage, social media, and outreach to the residence hall advisors. Flyers advertising the event are distributed at the University's summer orientation. Themes for this event have included "Tacos at Tcoop" and "Cooperpalooza." In a survey conducted after the 2015 "COOPERpalooza" orientation event, 79% of students said they felt better prepared to use the library after attending the event.

In addition, librarians provide orientation sessions to incoming undergraduate and graduate students as requested by faculty instructors. The library has a [Liaison Librarian](#) assigned to each academic department on campus. These librarians communicate with teaching faculty on a regular basis to promote library collections and services. Some librarians are added to email listservs for academic departments to communicate with students. At the beginning of each academic year, Liaison Librarians offer orientation sessions to their departments. Often librarians are invited to present about the library at the orientations departments provide for their graduate students. The Liaison Librarian for Education routinely provides an orientation session to students in the online EdD Educational Technologies program on a Saturday before the semester begins when the cohort is on campus.

Library instruction sessions are provided by librarians to individual classes from the freshman level through the doctoral level. Each of the libraries and special collection units provide instruction for their users. Instructors can request an instruction session through an [online form](#) or contact the Liaison Librarian for their department. Liaison Librarians promote library instruction sessions to faculty at the start of the semester via email newsletters like the "[Checklist for Faculty](#)" and at the University's New Faculty Orientation where the library is always represented. The library instruction program includes options for distance education classes when requested by instructors as well as general library orientation programs for students in an online degree program. The Liaison Librarian for Nursing provides online tutorials for the Nursing program's distance education students. She provides her contact information and makes herself available via email and phone to assist students at a distance. The Liaison Librarian for Library and Information Science has provided live instruction sessions via Adobe Breeze within Blackboard.

Library instruction sessions are provided by librarians to individual classes from the freshman level through the doctoral level. Each of the libraries and special collection units provide instruction for their users. Instructors can request an instruction session through an [online form](#) or contact the Liaison Librarian for their department. How are these instruction services advertised? In 2018-2019, librarians taught 652 library instruction sessions to 13,369 students.





The library's participation in the First Year Experience program, known as [University 101](#), is extensive. The library committed to teaching each of the U101 sections a one-hour unit on information literacy in the late 1990s and continues to provide sessions as requested. Each year, an average of 94 classes visit the library for this session. In the past 10 years, librarians have taught 943 sessions reaching more than 16,000 students. In recent years, the U101 Director has asked University Libraries to only do library sessions for instructors that incorporated a research assignment in their section. These sessions are included in the total number of instruction sessions.

LIBR101, a one-credit hour course on Information Literacy, has been taught by Research & Instruction Librarians since 2005. LIBR101 is 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](#), largely serving transfer students who did not receive information literacy instruction prior to enrollment at the University of South Carolina. Over 80 online sections were offered per year until a change in curriculum removed the need to offer additional sections for transfer students. Many majors still require the course and the library continues to offer online and in-person sections for specific disciplines including science, business and journalism. The library staffs a table at Transfer Orientations held each summer and spring to continue to promote the libraries collections and services to that audience.

Academic Year	Number of LIBR101 sections	Number of students enrolled
2011-2012	2	49
2012-2013	13	317
2013-2014	77	1424
2014-2015	88	2090
2015-2016	99	2248
2016-2017	91	1771
2017-2018	36	686
2018-2019	5	88

Individual instruction conducted via phone, chat, and email as well as through online help guides is also available. [Video tutorials](#) are available for a wide-range of topics related to locating information and using it effectively. The range of delivery options allows library staff to tailor their support of distance learning instruction to the particular situations of distance learning instructors and students.

Name of Video	Number of views by academic year		
	17-18 AY	18-19 AY	19-20 AY
Access Pharmacy			10
Addressing Counterarguments		33	32
An Introduction to Research		37	68
Basis Search in Academic Search Complete			48
Building a Business Plan		141	272
EndNote Basic: A Tool for Your Research			9
EndNote: Getting Started			29
English 102 Library Resources		83	151
Exploring Access World News			11
Finding Action Research EdD Dissertations	110	11	6
Finding books in the Library Collection		54	52
Finding EdD action research problem of practice dissertations		50	41
Finding Popular Press Articles		45	67

Graduate Student Library Orientation			21
How to Access: Electronic Reference Material		1	15
How to Access: Online Full Text Articles	21	158	150
How to Book a Study Room		8	8
How to Chat With a Librarian		230	35
How to Choose a Topic	125	159	136
How to Find an Empirical Study in PsycINFO	7	11	21
How to Get Research Help		109	46
How to Locate Online Journals by Title			37
How to Locate Print Journals			24
How to Locate Subject Databases			28
How to Locate: Online or Print Journals by Title	5	7	7
How to See if the University of South Carolina Libraries Has Access to a Journal Article			22
How to Setup Google Scholar Library Links	18	81	82
How to Use Mobile Printing		7	8
How to Use PASCAL	5	23	27
How to Use: Search Tips	22	86	81
Introducing DMPTool			66
Introduction to Evaluating Sources	95	154	132
Introduction to Open Science Framework			37
Introduction to SciFinder			28
Introduction to Source Mining		74	149
Locating My Library Account	15	81	32
Locating Textbooks	4	24	25
Navigating to Online Newspapers			28
Navigating to The Library Databases			66
Navigating to: Academic Search Complete	4	185	76
Reactions Search in SciFinder			4

Reference Search in SciFinder			14
Substances Search in SciFinder			3
Textbooks & Course Reserves	11		
Thinking Through Copyright and Course Materials			24
University Libraries Homepage Tour	17	217	95
University of South Carolina Libraries Welcomes You!			8
What are Subject Databases?			13
What is an Empirical Article?	15	104	152
Winchester Data Management Guest Lecture	36	19	
Your Rights as an Author- Module 2			1
Your Rights as an Author- Module 3			2
Your Rights as an Author- Module 4			1
Your Rights as an Author- Module 5			1
Your Rights as an Author Series- Module 1			6
Zotero: Adding Items with One Click	61	125	273
Zotero: Adding Previously Saved PDFs	34	62	182
Zotero: Dealing with Duplicates	327	932	1469
Zotero: Editing Citation Information	60	327	856
Zotero: Installing Zotero	478	688	735
Zotero: Organizing and Adding Collections	66	157	278
Zotero: Writing and Citing in Microsoft Word	316	439	911
Total Videos Available	23	35	60
Total Views of All Videos By Year	1852	4922	7211

Students and faculty members are invited to make appointments for research consultations with librarians specializing in subject areas through the [Book A Librarian](#) service. This service is promoted via posters in the library, social media, and at various summer orientation events for students and their parents. Library Liaisons also promote this service to faculty who incorporate research assignments in their courses. This service involves a student submitting their research questions ahead of time so the librarian can determine which sources, print or electronic, and what skills students may need training on prior to meeting with the student. Librarians may invest a significant amount of time in these sessions, which sometimes involve several meetings with the student.

Online tutorials and tours are provided for those students and faculty who prefer the self-guided approach. Videos are linked via the library's [Get Research Help](#) page, and include sub-pages for [Subject Guides](#), [Course Guides](#), [Special Topic Guides](#), and

a [Citation Guide](#). Course guides and Subject guides are commonly used and/or promoted during library instruction sessions. Faculty also make these resources known and available to their students by creating links in their course pages via the Blackboard Learning Management System. Many guides are also used and promoted during topical library workshops and at library orientation sessions for graduate students. Librarians conduct workshops every semester for undergraduate Honors students who are beginning their Honors thesis research; an overview of the guides and where to find them are included in this workshop. An online version of this workshop is also available for students studying abroad or at a distance. Librarians also point students and faculty to relevant guides while providing research assistance, whether in-person, through online chat or by email. The librarians also maintain a searchable bank of FAQs, some of which link out to guides for additional details and information. These guides are also advertised at the library's annual event during student orientation week and at incoming and transfer student orientation fairs on campus during the summer. Guides have also been shared on the library's social media channels, including Twitter and Facebook, and on promotional displays within the library building.

Many guides are aimed at a broad audience with information relevant to researchers at all levels of experience; however, a significant portion are also designed for targeted audiences, such as students in specific undergraduate or graduate courses. While almost all guides are of value to distance education students by providing online library help from anywhere at any time, many of our guides include information and tutorials designed to assist students at a distance in particular. Guides are constantly being created, updated, and replaced; a recent snapshot has been included (below) to illustrate how the library is serving different audiences and university populations through our online guides. (Compiled with statistics from 1/1/2019 through 5/1/2020.)

Audience	Number of guides	Total views of all guides (2019-20)
Undergraduates	85	41,203
Graduate students	53	41,993
Faculty and Instructors	16	20,172
Distance students*	49	23,795
Special Collections patrons and/or outside researchers	18	31,503

*These guides were created specifically for distance education students or courses, and/or include content that is explicitly addressed to students at a distance.

Law Library

In May of 2017 the School of Law and Law Library moved into its new building. The law library occupies four floors, with a total of 41,949 net square feet and 26 group study rooms of varying size. The library currently has 38,955 linear feet of shelving. The law library records over 150,000 visits annually. In 2018-19, it circulated 3,141 items. Physical usage of the library is still significant.

The library is open during the academic session as follows:

- Monday through Wednesday 7 am to 11 pm
- Thursday 7 am to 10 pm
- Friday 7 am to 9 pm
- Saturday 9 am to 9 pm
- Sunday 1 pm to 11 pm

Access to all electronic databases is available off-campus through a proxy server.

The law library serves various populations including: approximately 100 law school faculty and staff members, approximately 620 law students, approximately 16,000 members of the South Carolina State Bar, the University of South Carolina community, and the citizens of the state of South Carolina. Their [borrowing privileges](#) are based on their status.

Reference assistance is available to faculty, staff, students, and the public from the professional librarians during [normal business hours](#), Monday through Friday, although the law library is open seven days a week. Reference assistance is also available via email, via chat, and by telephone.

Members of the [law library](#) faculty actively participate in legal research instruction in the law school. Five members of the law library faculty and the Director of the Law Library currently teach twelve sections of the year long, six-credit Legal Research, Analysis & Writing program which is required for all first-year law students.

The reference librarians provide a library orientation workshop during the orientation program for first year law students and a September open house event in the law library for all students. Librarians regularly participate in informal presentations on library resources and technology tools to law students held during the academic year (Tech Talks).

Law library faculty members are regularly invited to give research lectures in upper-level courses. They arrange conferences to meet with students about their legal research questions. Reference librarians regularly assist and advise faculty members on the use of course management software including Westlaw's TWEN, the Lexis' Classroom (which uses Canvas), and the Blackboard course management software licensed university-wide.

Course evaluations are used to gather feedback about research classes from the students. A summary of the evaluation results for each instructor is given to the instructor at the end of each semester. The individual evaluation summaries are included in the tenure files of each of the librarians. The Director of the Law Library and the Assistant Director of Legal Research Instruction also review these evaluations.

The Associate Director for Faculty Services and Administration coordinates and enhances the research support services provided to the faculty. The Associate Director works directly with faculty on discrete research projects and trains and manages student research assistants to assist on these projects. Faculty members continue to hire their own research assistants for long-term research needs.

School of Medicine Library

The School of Medicine Library is available to students and faculty 24 hours per day year round via the identification badge swipe system at the main entrance. Assistance is available to students and faculty during all hours that the library is regularly open.

Monday – Friday	8:00 am – 6:00 pm
Saturday	CLOSED
Sunday	1:00 pm – 5:00 pm

The School of Medicine Library recorded 104,313 visits in 2018-19.

Professional reference assistance is available to faculty, staff, students, and the public on weekdays 8:00 am to 4:00 pm. Users may also ask questions via email, telephone, or the Ask A Librarian link on the library website.

The School of Medicine Library serves the following populations: approximately 242 medical school faculty members, approximately 400 medical students, approximately 256 residents and fellows, and approximately 259 graduate students in biomedical sciences, nurse anesthesia, genetic counseling, rehabilitation counseling, and physician assistant programs. As a Resource Library in the National Network of Libraries of Medicine Southeastern Atlantic Region, the library also provides information services and document delivery for unaffiliated health professionals in South Carolina. Their borrowing privileges and [interlibrary loan privileges](#) are based on their status. Access to all electronic journals, electronic books and databases is available to all faculty, staff, and students from off-campus through a proxy server.

Approximately 24 of the 200 medical students in the third and fourth years of the M.D. program complete their clinical clerkships on the School of Medicine-Florence Regional Campus which is approximately 80 miles east of Columbia. These students and the clinical faculty in Florence have full access to the library's electronic information resources and may contact the library faculty for reference assistance and literature searches by phone or via the *Ask A Librarian* link on the website. They may also request document delivery via interlibrary loan.

The [library faculty](#) provide curriculum-integrated instruction in the M.D. and graduate academic programs in the medical school. Sessions are designed to meet the specific needs of the students in order to optimize their research and information literacy skills. The Assistant Director for Education and Outreach oversees these [instructional programs](#) and coordinates the participation of the other library faculty in teaching. Library orientation sessions are provided for new students in all academic programs. Medical students are required to complete a web-based orientation tutorial with components for electronic book and journal resources and the Medline database. Medical students receive instruction in evidence-based medicine and clinical information resources in their second and third years of the curriculum via lectures and web-based tutorials. Librarians also provide lectures in courses for the following graduate programs: nurse anesthesia, genetic counseling, physician assistant, and the biomedical sciences. The genetic counseling students meet individually with their librarian liaison to discuss their thesis literature review.

The Library website provides medical school faculty, staff and students with access to over 29 web-based tutorials developed by the library faculty on search techniques for key databases and electronic book and electronic journal packages and for new faculty and new residents to introduce them to library resources and 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.

All types of library instruction are assessed using a standard evaluation instrument. Web-based tutorials also include an evaluation component. Instruction evaluations are reviewed on an annual basis as part of the faculty evaluation process.

Regional Palmetto College Campuses

The four regional campuses of the University of South Carolina Columbia (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 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 Fort Jackson. This unit also provides instruction, guidance and support for the delivery of the university's undergraduate online degree completion programs.

Lancaster

On Campus

The University of South Carolina Lancaster integrates information and instructional technology with traditional teaching methods to enhance student's academic learning experience. In addition to library services, students, faculty and staff on the Lancaster campus have a variety of technology resources available, including 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.

Library Operating Hours

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 are:

Monday through Thursday: 8AM – 8PM

Friday: 8AM – 12PM

Summer operating hours are:

Monday through Thursday: 8AM – 6PM

Friday: 8AM – 12P

Intercession hours are:

Monday through Thursday: 8AM – 4:30PM

Friday: 8AM -12PM

Lancaster's Medford Library has 36 computers that are available for student use during open hours; dual enrollment students attending on the high school campus have access to local library resources and have district-issued personal computers. Students at the 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.

Lancaster's Medford Library provides timely and effective access to 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](#), and the full [library catalog](#) is available electronically. Additionally, student and faculty scholarship activities may be accessed via the library's local repository, [Lancer Scholar Square](#). Technology and classroom support items are also available via Medford Library's [Library of Things](#). Faculty may request faculty library support to meet with classes for library orientation, provide discipline-focused resource and information-seeking guidance, demonstrate searching methods, and more. Library instruction is offered in-class and in the library. From 2016–2019, Medford Librarians led 40 instruction sessions and 34 research consultations to over 700 students.

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](#). Lancaster librarians have created several [Open 24/7 video tutorials](#) to assist with resource access. These resources are essential for not only traditional on-campus students, but also students in [online courses](#), dual enrollment students from area high schools, and students at the Lancaster Indian Land site. For

physical resources, students may request materials from PASCAL and Interlibrary Loan and place physical materials on hold at Medford Library, where they may check out items with their Carolina Card.

Lancaster affiliates have access to all library services while on-campus, including:

- Print books and audiovisual materials*
- Electronic books
- Online library catalog
- Electronic databases (via the list or via subject-specific research guides)
- PASCAL Delivers catalog
- Interlibrary Loan services
- Computers*
- Five study rooms (two technology-enabled)*
- Individual study carrels*
- Library of Things*
- Book A Librarian (research consultations)
- Course Reserves*
- Faxing, printing, and copier services*
- Scanning portal*

Asterisked items are not available off-campus. Off-campus access to electronic databases is available to current Lancaster students, faculty, and staff via proxy authentication. When the library is closed, affiliated users have off-campus access to the online catalog, databases, research guides, Interlibrary Loan, and PASCAL Delivers services.

User Types

Lancaster faculty and staff have on- and off-campus access to the items, resources, and services listed above. With regard to check-out privileges, Lancaster faculty and staff have extended privileges of six months. Additionally, Lancaster faculty who teach Palmetto College courses also enjoy access to electronic resources to which the Thomas Cooper Library subscribes during the semester they teach such courses.

Lancaster students have on- and off-campus access to the items/resources/services listed above. Palmetto College students also have access to Thomas Cooper Library's database subscriptions, as well as the home library of the Palmetto College campus they are associated with.

Medford Library also 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 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.

User policies may be accessed via the [library's website](#).

Research and Instruction Services

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. Instruction is offered using a variety of service points and methodologies, and instruction services are promoted on-campus via the visual information system, website, and the library's social media outlets ([Facebook](#) and [Instagram](#)).

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.

Students, faculty and staff depend on information and instructional technology resources daily. Those resources have become vital to the success of Lancaster students and essential for faculty and staff for classroom instruction and administration. The classroom technology provided is appropriate and adequate for delivering of multiple types of academic media. The success rate of our students and Lancaster's proven efficiency in fiscal operations provides strong evidence access to technology is effective.

Orientations/Tours

In-library; typically 45 minutes, orientations and tours offer attendees a general overview of the library building and a brief introduction to navigating the library's website.

Reference desk assistance

In-library, online; library employees offer point-of-need assistance with general questions, referrals, or directional/technological assistance/support. (From 2016-2019, library employees responded to 1,815 (recorded) queries.

Individual research consultations (branded at Medford as "Book A Librarian")

In-library, online; intensive one-on-one meetings focusing on a user's specific and in-depth research or scholarship need.

"One-shot" instruction sessions

In-class, in-library, online; completed by librarians at the instructor of record's request; and designed to support specific projects and assignments or address the instructor's pedagogical goals.

Tutorials

Online; created using screen-capture technology and social media platforms to enhance and/or support distance-learning modules.

Research Guides

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

Off Campus Access for Dual Enrollment and Distance Delivery

Lancaster affiliates (faculty, staff, and students, including dual enrollment and distance learning cohorts) can access databases 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](#). Lancaster librarians have created several [Open 24/7 video tutorials](#) to assist with resource access. These resources are essential for not only traditional on-campus students, but also students in online courses, dual enrollment students from area high schools, and students at the Lancaster Indian Land site. For physical resources, students may request materials from PASCAL and Interlibrary Loan and place physical materials on hold at Medford Library, where they may pick up and check out items with their Carolina Card. Other off-campus services 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

For 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 system, where faculty may access databases through the Columbia campus Thomas Cooper Library. New faculty are oriented to these resources at 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, Columbia's Division of Information Technology, and the 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, Lancaster is proud to have faculty librarians who have membership and voting privileges in 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.

In addition to having access to Medford Library's physical collection while they are on-campus, Lancaster faculty enjoy off-

campus access to databases via proxy server authentication, and librarians are available to offer research assistance, information about scholarship metrics, and embedded or "one-shot" instruction to classes. Course reserves are also available and such requests can be submitted online (Faculty may drop off physical course reserve items at Medford Library). PASCAL and Interlibrary Loan services are also available for faculty, and faculty may place holds on items, pick up, and check out physical items with their Carolina Card at Medford Library.

Salkehatchie

In the words of the [mission statement](#), University of South Carolina Salkehatchie libraries "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."

On Campus

The Salkehatchie libraries have two physical locations and a substantial online presence. One physical location is in the Library and Academic Support Building on the West campus in Allendale. The other physical facility is on the East campus in Walterboro and is named the Peden McLeod Library. Students and faculty can access library resources in person or online. The Salkehatchie website includes a [Library](#) page that features contact information for the librarians, official hours of operation, and information about available resources. Computers for student and faculty use are provided in the Salkehatchie library facilities in Allendale and Walterboro for access to online library resources such as the catalog, databases, and e-books.

Opening Hours

For in-person access, the library hours during the fall and spring semesters are 8:00 a.m. to 8:00 p.m. Mondays through Thursdays, 8:00 a.m. to 4:30 p.m. Fridays, and 3:00 p.m. to 7:00 p.m. Sundays.

Between academic semesters, library hours are 8:30 a.m. to 5:00 p.m. Mondays through Fridays.

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

Instruction

The Salkehatchie Libraries offer bibliographic instruction on their facilities and resources through class sessions, one-on-one instruction/consultation, an online library guide called [LibGuides](#) and phone/email consultation. Additionally, the librarians offer reference assistance to help students and faculty locate and use the resources available in the libraries.

Most group bibliographic instruction is provided for University 101 and first-year English classes. These sessions may be given in the classroom or in the library (as well as at dual-enrollment sites). If the session is in the library, it may include a walking tour with a running commentary on what is located where and how to use it. A presentation of the online resources is included in this instruction. At the end of a bibliographic-instruction session, students are asked to fill out an evaluation that is then used to enhance or improve upon the instruction. During the 2018-2019 academic year, ten class presentations were given with 190 participants. Statistics for other years are given in the chart below:

Patron Statistics	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Annual Presentations	22	22	27	22	21	26	20	20
Total attendance for presentations	348	326	523	330	343	430	345	302

The librarians and assistants also give one-on-one instruction to any member of the Salkehatchie campus community upon request. Members of the Salkehatchie campus community are encouraged to use the [Ask a Librarian](#) feature. Instructors may bring their classes to the library to conduct research or to work in teams. Instructors also may meet in the library with individual students or groups of students outside of classroom sessions.

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." Special topics are posted in response to special situations.

Reference desk

Library employees offer point-of-need assistance with general questions, referrals, or directional/technological assistance/support. During the 2018-2019 academic year, the reference desk handled approximately 53 transactions per week. Statistics for other years are given in the chart below:

Patron Statistics	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Average reference transactions per week	60	62	63	61	60	59	55	53

Community Patrons

Residents of the Salkehatchie region (Allendale, Bamberg, Barnwell, Colleton and Hampton counties) who are at least 18 years of age may apply for a community borrower card. Community borrowers may check out three books at a time; the loan period is three weeks. [Interlibrary Loan](#) makes Salkehatchie resources available to the community by loaning books and other library materials to patrons of public libraries and special-interest libraries.

Off Campus Access

Online library resources such as the catalog, databases, and e-books may be easily accessed remotely via computer by students and faculty via personal devices, computers available at public libraries or other academic institutions, or via computers available on campus. Hence, all students, regardless of their location or method of class delivery, have access to these resources.

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 access 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, which can be accessed among the databases linked to the website. Most electronic resources are available on any device at any location.

Members of the Salkehatchie campus community are encouraged to use the [Ask a Librarian](#) feature.

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." Additionally, special topics are posted in response to special situations.

All Salkehatchie library services are available to dual-enrollment students. These student 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. They may request books through the [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.

Although students in Distributed Learning courses are considered patrons of the library of the campus that grants the degree, Salkehatchie library personnel are happy to help them. Distributed Learning students can access the Salkehatchie website, the [LibGuides](#) and the [Ask a Librarian](#) feature. To access databases and electronic books, they would use the website of their home library. If requesting a book from another campus, they can use the Pick-Up Anywhere feature and have the book delivered to either of the Salkehatchie libraries' physical facilities.

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. In conjunction with the Interlibrary Loan department at the Thomas Cooper Library on the Columbia campus of the University of South Carolina, faculty may borrow books and other library resources 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 borrower.

The Salkehatchie website includes a [Library](#) page that features contact information for the librarians, official hours of operation, and information about available resources.

For Faculty

In keeping with the [mission statement](#), the Salkehatchie libraries support the curricular information needs of the faculty. 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 faculty on and off campus. On request, the librarians help faculty members find books, articles and other resources available through the University of South Carolina libraries or through interlibrary loan.

Faculty members are encouraged to participate in the library's collection development process by requesting or recommending books, journals, databases, audio or video recordings, and other library materials to support their teaching and scholarship.

Computers for faculty use are provided in the Salkehatchie library facilities in Allendale and Walterboro for access to online library resources such as the catalog, databases, and e-books.

Sumter

On Campus

The University of South Carolina Sumter [Anderson Library](#) provides learning/information resources appropriate to support teaching (with resources such as books, databases, computers, digital projectors, etc.), research (through an extensive network of [electronic databases](#), a collection of electronic books, journals, and an efficient [interlibrary-loan system](#)), and service (including free access to computers and library holdings to members of the community).

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. The library also has [5 study rooms](#) and a bibliographic classroom available that can be used by a professor or instructor for his/her class, by library personnel for bibliographic instruction, or by students for small group study. The facility provides different spaces to accommodate patron needs.

Technology

Sumter Anderson Library uses technology in many ways to enhance student learning, including the provision of computer labs for student use, library resources, multi-media classrooms, and the Blackboard course-management software.

Computers

Several [computer labs](#) are available on campus for enrolled student, faculty and staff use. The labs can be used for word processing, to access Blackboard or other online systems for their courses, or for other academic uses. All computers have up-to-date software and programs to meet the patron's needs. In addition to the labs, computers for student and public use are available in the library. The Opportunity Scholars Program (OSP) also maintains computer labs on campus for the use of students enrolled in the OSP program. The campus also has wi-fi as a further means for students to have online access through multiple devices.

Anderson library also provides 28 computers with internet access. 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 computer 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.

Multi-media Classrooms

Three live stream classrooms are available on the Sumter campus. Live stream classrooms are fully equipped for real time interaction with students in multiple locations. All Sumter Classrooms are multi-media classrooms equipped with Internet-enabled computers and ceiling-mounted projectors or smart televisions but not all are capable of live streaming.

Blackboard

[Blackboard Learning Management](#) system software and application are available for use by faculty, staff 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.

These technological enhancements contribute to the institution's capacity to offer place bound students' access to resources, including library resources and online classes that would otherwise not be available to students.

Instruction

As stated in the Sumter [Anderson Library Mission Statement](#), "The ultimate goal is to collect and promote the use of the known in service of the creation of new knowledge by fostering learning, supporting teaching, and stimulating scholarship." As a part of this mission, Anderson Library offers Bibliographic Instruction (BIB) in our facilities and resources through class sessions, one-on-one instruction/consultation, phone/email reference and reference assistance, to help the students better locate and utilize the resources available in the libraries.

The Anderson Library staff also give one-on-one instruction on how to use online catalog, what databases are available, where they are located and how to use them, how to find print materials within the library, how to use the copiers, and assist in how to effectively use computer software and programs.

The Reference Desk is available to students who come into library to use the available services. Library staff are available during opening hours to assist students with questions concerning access to resources, availability of resources, and alternative access to items not available at the Anderson Library. [PASCAL Delivers](#) is a resources that allows a patron access to items available at academic libraries throughout South Carolina. In addition, Interlibrary Loan is a service that patrons can use to access library resources throughout the world. The items that are available through these systems will be delivered electronically or physically delivered to Anderson Library for the students' use, at no charge to the student. These services are available to enrolled students, faculty, staff, dual enrollment students and distributed learning students.

Anderson Library uses several means of outreach to direct students, faculty, staff, and community patrons to the resources available in the library. The public relations department at Sumter uses social media to direct patrons to the library throughout the year. The library also produces posters and flyers that are posted in all buildings across Sumter and Dual Enrollment classrooms to direct students to the resources available. Library staff conduct instructional videos and in-class instruction with all University 101 classes, OSP Jump Start program, English 101, English 102, and many of the science and history courses offered. Tutors are available to help students navigate the online resources provided through the library website. Instructors are able to schedule appointments for classes throughout each semester and a library staff member will lead the instruction in class or in the library computer lab to help students locate material for an assignment. The library staff also travels to dual enrollment sites to provide instruction for students. Distributed learning students are encouraged to come to campus, email, or call Anderson library for assistance with access to Anderson Library's physical and electronic resources.

Union

On Campus

The University of South Carolina Union Library, located at the [Union County Carnegie Library](#), is open 8:00 am – 7:00 pm Monday – Thursday and 9:00 am – 3:00 pm Friday and Saturday year-round. The [Union Library](#) catalogs and [databases](#) are accessible on the internet 24/7, as well the Carnegie Library [catalog](#) and [databases](#). Union students, faculty, and staff have unique access to both [PASCAL](#) (academic library) materials and [SCLENDS](#) (public library) materials. The library collections may be accessed by Union affiliates on-campus or off-campus via proxy server authentication.

Technology

Union is committed to the use of technology to enhance student learning in a manner that meets or exceeds the goals and objectives of its academic programs. Technology encompasses all aspects of student learning and serves to provide students with opportunities for developing competencies that not only serve them during their academic career but in the workplace and throughout life. Union provides a wealth of resources in support of faculty and students in the use of technologies and to meet program and course objectives. These resources include instructional and open computer labs for student use, wireless network for students with personal computers, library databases and internet research resources, video conference classrooms, Adobe Connect conference technology, multimedia classrooms, and the Blackboard course-management software. The range of technology available to students allows for place bound students to have access to resources, including library resources and online classes that would otherwise not be available to them. These resources are vital to the success of Union students and essential for faculty and staff for classroom instruction and administration. The classroom technology provided is appropriate and adequate for delivering of multiple types of academic media. The success of our students and Union's efficient record of fiscal management of its resources provide strong evidence that access to technology is effective.

Computer Labs

Multiple computer labs and stations are available on campus for students to use. This includes the computer lab in 101A in the Central Building, the computer lab in 209 in the Central Building, the computer lab in 205 in the Main Building, and the computer lab in the virtual reality equipped classroom in the Science and Nursing Building, as well as the computer lab at the Laurens location. Additionally, there are a number of computer stations on campus, including in the Student Academic Success Center, on the first floor of the Central Building, in the Admissions Office, and at the Union Library, as well as computer stations at the Laurens location. Students may use the labs and computer stations for word processing, Blackboard access, access to other online systems for their courses, or for other academic uses. All computers have updated software and programs to meet the needs of students. Across campus in Union and at the Laurens location, students can also use the wi-fi for online access through their personal devices and/or school laptops/tablets. IT services for technology is available to faculty, staff, and students through the campus IT Office, as well as tech support at the Library and remotely via UTS in Columbia.

Campus Wireless Access

Union provides free wireless network access for students, faculty, and staff with personal computers and devices, allowing for mobility and flexibility while accessing the Internet on the Union campus. All academic buildings have wireless coverage, as well as the outside areas surrounding the campus buildings. Availability of campus WiFi provides students with flexibility in completing research related tasks to reinforce classroom instruction.

Multi-media Classrooms

Three live stream classrooms are available on the Union campus, and another three live stream classrooms at the Laurens location. All live stream classrooms are newly updated and fully equipped for real time interaction with students in multiple locations. All Union and Laurens location classrooms are multi-media classrooms equipped with Internet-enabled computers and ceiling-mounted projectors, but not all are capable of live streaming.

Faculty Offices

Each member of the full-time faculty, staff, and administration has a computer in his/her office. There are also a number of workstations around campus that are available for use by faculty, staff, and students in designated office areas on campus.

Blackboard

The Blackboard course 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, as well as during their initial orientation to the campus. 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. Blackboard for the university was recently upgraded to the Ultra version of the software. Among other benefits, this includes the availability of Blackboard Collaborate virtual conferencing functionality. Blackboard is also integrated with a variety of other Tools that allow for increased variety and flexibility in the ways in which instructors and students can connect, such as VoiceThread multi-media discussion integrations. Blackboard support and training are available to all faculty and students through the Division of Information Technology (DoIT) and the Center for Teaching Excellence (CTE) in Columbia. This support includes visits to the Union campus by DoIT and CTE staff to provide in person trainings, as well as a wealth of virtual live and recording trainings to access.

Off Campus

Union aims to provide access to services for students and faculty even when the physical location is closed, and to all students regardless of being on campus or off campus. These off campus populations of students include students at other Palmetto College campuses who utilize live streaming classes delivered amongst the campuses, distance learners who are enrolled in asynchronous online learning, and off-site dual enrollment students. For students who experience any difficulty with the technology through which off-site services are delivered, they can contact tech support through the Library and remotely via DoIT in Columbia. [Databases](#) can be accessed via proxy server authentication, and Librarians are available to assist students and faculty with the use of online resources, and their contact information is readily available on the [Union](#) and [Carnegie Library](#) websites. These resources are essential for not only traditional on-campus students, but also students in online courses, dual enrollment students from area high schools, and students at the Union Laurens location. For physical resources, students may request materials from PASCAL and Interlibrary Loan and place physical materials on hold at the Carnegie Library, where they may pick up and check out items with their Carolina Card. Student feedback on the effectiveness of library orientation and services will be assessed in a survey that is given every spring semester. Results of the survey will be compiled by the Academic Librarian Liaison and used to improve library services.

In addition to the physical and digital databases that all Union faculty can access for scholarly and pedagogical materials via proxy server authentication from the Union library, as a regional campus of Columbia, faculty have been granted an Affiliate status with the Columbia campus that provides access to the same digital databases that Columbia faculty have access to as well. This Affiliate access supplements the already extensive catalog of physical and digital library resources that faculty already had access to locally and through PASCAL and Inter-Library Loan. The Carnegie Library provides access to SCLENDS materials to its public patrons, which Union faculty, staff, and students can easily obtain access to as well by creating a free public library account with the Carnegie Library, which can be done in person or remotely through the Library website. 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 by the Associate Dean of Academic Affairs. Faculty are provided information about training and resources regularly by the Office of Academic Affairs and by the Carnegie Library staff, as well as by the

Columbia Center for Teaching Excellence regarding their resources.

The Blackboard course management software is available for use by faculty and students by logging in on a campus computer or their own home computer/device. Students are given instructions on how to use Blackboard by the faculty who require its use as a part of the course, as well as during their initial orientation to the campus, and through a wealth of Blackboard help information linked to the site online. 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.

The range of technology available to students allows for place bound students to have access to resources, including library resources and online classes that would otherwise not be available to them. The recent upgrade to Blackboard Ultra by the University of South Carolina has elevated the available tools in Blackboard further, including access to Blackboard Collaborate functionality that has been an invaluable feature for distance instruction during the recent COVID-19 pandemic.

Instruction

Union library staff provides ongoing orientation programs at both the Union and Laurens campuses. These programs include live lectures and demonstrations, handouts, and library tours. UNIV 101 classes are given full library orientations within the first few weeks of each semester. Incoming students also visit and tour the library during orientation. More complete library information pamphlets have been devised for Union and Laurens students, which include basic information about the types of materials available, how to access this information in the library or from home, and how to obtain information via the Internet or Interlibrary Loan. Guides and brochures are available at the upstairs Circulation Desk of the library. Other available services include course reserves, and introduction to subject-specific reference materials and advanced database searching upon faculty request. Patrons also have access to the library's computers, study rooms, and faxing, printing, and copying services while on campus. Student feedback on the effectiveness of library orientation and services will be assessed in a survey that is given every spring semester. Results of the survey will be compiled by the Academic Librarian Liaison and used to improve library services.

Access















For Union faculty and staff, the library provides on- and off-campus access to the resources described above. Additionally, Union faculty have access to the electronic resources from the Thomas Cooper Library in Columbia.

















































For Union students, the library also provides the on- and off-campus access to the resources described above. Palmetto College students at Union additionally have access to the electronic databases provided by the Thomas Cooper Library at Columbia, along with access to the library resources of the Palmetto College campus with which they are associated.




Given that the Union County Carnegie Library serves the dual role of the city's public library and the library of Union, the residents of Union County are also served by their staff. In those cases, access to materials are limited to the materials of the public library (e.g. SCLENDS), but not to the academic library materials (e.g. PASCAL).

User policies and details on all of the services provided by the library can be found on their website, which is linked on the Union website, and includes a tab specifically for Union faculty, staff, and students. The library also maintains an email listserv through which it sends out weekly updates on highlighted services and resources, including a section specifically devoted to Union related activity. Additionally, the library promotes its services via social media, such as Instagram, to maximize its reach and visibility.

Sources

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-  [2019 Checklist for Faculty](#)
-  [Anderson Library Mission Statement](#)
-  [Ask a Librarian](#)
-  [Blackboard Assessment](#)
-  [Blackboard Home](#)
-  [Board of Trustees Bylaws](#)
-  [Book A Librarian](#)
-  [Book Delivery](#)
-  [Citation Guide](#)
-  [Classic Online Catalog](#)
-  [DISCUS](#)
-  [Electronic Resources Databases](#)

-  Foundational Course
-  General Education Curriculum
-  Hours
-  Information Literacy Competency Standards for Higher Education
-  Interlibrary Loan Department
-  Irvin Department of Special Collections
-  Lancer Scholar Square
-  Law - Borrowing Services
-  Library Catalog
-  Medford Library A-Z Databases
-  Medford Library Catalog
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-  Medford Video Tutorials
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-  Music Library
-  Objectives for Information Literacy Instruction: A Model Statement for Academic Librarians
-  Off-Campus Access
-  Online Guides
-  Online Reference Service
-  Online Tutorials
-  Opportunity Scholars Program
-  PASCAL
-  Palmetto Programs
-  SC LENDS
-  SC LENDS catalog
-  Salkehatchie Library
-  Scan and Deliver
-  Schedule Library Instruction
-  School of Law Library Directory
-  School of Law Library Hours
-  School of Law Library Services
-  School of Medicine Library Circulation Services
-  School of Medicine Library Directory
-  School of Medicine Library Hours
-  School of Medicine Library Instructional Programs
-  Services
-  South Carolina Political Collections
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-  Special Topic Guides
-  Subject Guides
-  Sumter Academic Assessment Policy
-  Tacos at TCoop
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-  USC Upstate - School of Ed
-  Union Electric Databases
-  Union Library

-  University 101
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-  Visitor and Alumni Services