

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.

Compliance Judgment: In Compliance

Rationale

Granting of Access and User Privileges. Upon hiring a new staff or faculty member, the supervisor or department administrator submits an account request form to Computer Services Division (CSD). This form results in the assignment of network logins, emails, phone, and voice mail accounts. Specific computer needs are also submitted using the form to ensure the computing needs of new personnel are in place as quickly as possible. The form is typically submitted a week in advance of the first day of work, but can be submitted the same day. Processing takes a couple of days depending upon the nature of the request. As soon as an employee has an id and login account, they will received access to library privileges.

Students are able to access library resources by registering for classes. User ids and system passwords gain access to online services. Community patron cards are available to individuals residing in Aiken County at a cost of \$15 and are valid for six months. Patrons must present a valid Driver's license showing their correct address to receive a card. Patrons are limited to checking out a maximum of 5 items at any given time. Aiken County teachers, alumni, and family members of USC Aiken employees are granted access to the library by presenting appropriate credentials or ids.

Access to Regular and Timely Instruction. The University of South Carolina Aiken provides comprehensive instruction in the use of the library and other learning resources. Library faculty offer informal individual and group instruction to students and library patrons as needed and requested at key service points in the library. They also collaborate with teaching faculty to offer customized instruction in more formal sessions

as well as workshops on specific topics. Through the [faculty portal on the homepage](#) ^[1], the faculty can request library instruction, course specific resources, workshops, or specialized bibliographic guidance to assist with research.

The [student portal on the Library homepage](#) ^[2] includes links to tutorials and research guides on the use of online resources as well as on-site library resources. The site provides a number of handouts, library web guides, and tutorials that guide users through searching and accessing resources. The student portal also directs online students to specific resources created to support online programs. For example, students enrolled in USC Aiken's online BSN completion program can access resources such as the Nursing Research Guide. Videos and step-by-step access guides are provided to assist students trouble shoot any difficulties they may experience while trying to access library resources. Additionally, the Library has four reference and instruction librarians who are available to help students access and use the resources via chat, email, or phone if they are not physically present in Aiken. The Library chat service runs 24 hours a day Monday through Friday and 8:00 a.m. to midnight on Saturday and Sunday.

Instruction in the Use of Other Learning Resources. The [Center for Teaching Excellence](#) ^[3] connects USC Aiken faculty and staff to the latest innovative practices and advancements in instructional technology through webinars, workshops, and seminars, as well as consultations for departments and individuals. In addition, the Center maintains web pages that provide access to training videos, videotaped presentations, podcasts, and a number of instructor's teaching tools, library resources, and practical tips for faculty and staff.

The Computer Services Division (CSD) at USC Aiken assists faculty, staff and students in meeting their academic and administrative computing needs. CSD staff and student assistants are located at a [Help Desk](#) ^[4] from 8:00 A.M. - 9:00 P.M. Monday through Thursday and 8:00 A.M. - 5:00 P.M. on Fridays to assist with all computing needs. During summer sessions, assistance is available 8:00 A.M. - 5:00 P.M. Monday through Thursday. Workshops and professional development training are also provided throughout the year on specific software (e.g., Excel workshops).

Supporting Documentation

1. [USC Aiken Library Website: Faculty Portal](#)
2. [USC Aiken Library Website: Student Portal](#)
3. [Center for Teaching Excellence Website](#)
4. [Help Desk Website](#)