STANDARD 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.

Institutional Response

Hours of Library Service. The circulation and reference desks at the USC Aiken library operate from 8 am to 10 pm, Mondays through Thursdays, 8 am to 5 pm on Fridays, and 8 pm to 10 pm on Sundays. Additionally, four reference and instruction librarians are available to help students and faculty access and use resources via chat, email, or phone if they are not physically present in Aiken. Chat service runs 24 hours a day Monday through Friday and 8:00 a.m. to midnight on Saturday and Sunday.

Library services at USC Salkehatchie are available 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.

Library services at USC Sumter are available 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.

Process for Accessing Electronic Library Resources. Students, faculty and staff of the university may utilize library resources by logging in with University credentials (i.e., username and password). Library services and resources are available remotely 24 hours per day/365 days per week. These services are available to all patrons, but they specifically

provide online and remote site students with easy access to materials and information needed for class, research, or personal use. Among the library resources available are:

- **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. 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.** Faculty and 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.** All electronic resources databases are available via the library's website. Students, faculty and staff can login remotely via internet from anywhere using their University credentials.

- **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.

- **Online Subject Guides.** The libraries' online guides provide information on available resources. 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.

Information Literacy Instruction Provided by the Library. The University of South Carolina Aiken has adopted the Association of College and Research Libraries Framework for Information Literacy for Higher Education. As illustrated in Figure 11.3, this framework presented information literacy as a set of integrated abilities encompassing the reflective discovery of information, the understanding of how information is produced and valued, and the use of information in creating new knowledge and participating ethically in communities of learning.

Figure 1.3 - ACRL Framework for Information Literacy

Image by Theresa Burress

The USC Aiken information literacy program promotes the acquisition of life-long information literacy skills by helping library patrons define, access and evaluate information, and encouraging the appropriate and ethical use of information. In promoting information literacy across the campus, our goals are to:

- provide individual and course-integrated instruction
- collaborate with faculty to develop research assignments and guides
- provide specialized research workshops for the entire academic community
- continually assess the program to improve teaching and learning and to adapt new technologies and resources

Promoting information literacy among students at USC Aiken is a collaboration between faculty librarians and classroom faculty to address specific outcomes and goals. Topics covered in information literacy instruction may include:

- Exploring databases and catalogs
- The research process and research strategies

- Source evaluation

- Citation styles, including APA, ACS, ASA, CSE/CBE, MLA and Chicago Styles

- Avoiding plagiarism

- Finding government information

- Copyright

To arrange information literacy instruction for a class, faculty need only submit an instruction request to the library. Students and faculty may also request individual consultations to discuss in-depth research concerns with librarians. Consultations may be scheduled for 30 minutes or 1 hour, depending on the need, with the goal of providing guidance about the direction of the research and empowering each person to dig deeper. In 2018-19, there were 213 sessions of library instruction [S1] and in 2019-20, there were 216 sessions [S2] providing instruction to more than 3,400 participants each year.

Additional Supporting Documentation

S1. Listing of Library Instruction Sessions in 2018-19
S2. Listing of Library Instruction Sessions in 2019-20