

Library Policy #37: Serving Online Education Students

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1.0 Scope: College of Charleston online education (OE) students, as defined in the SACSCOC Distance Education and Correspondence Courses Policy Statement, will be provided with appropriate library and learning/information resources and services from College of Charleston Libraries.

2.0 Purpose: The purpose of this policy is to provide OE Students access to and instruction in library resources.

3.0 Operation and Services

3.1 Accessing Library Materials: OE students will be provided with access to College of Charleston Libraries' materials and other library materials electronically, or through Interlibrary Loan (ILL), Partnership Among South Carolina Academic Libraries (PASCAL), or archives reproduction request.

3.1.1 Accessing Electronic Resources: All College of Charleston students, including OE students, can access the library's electronic resources (databases, ebooks, digitized archival materials, etc.) through the library's home page. To access electronic resources remotely, students may be prompted to log in with their college-issued credentials.

3.1.2 Accessing Circulating Physical Materials: ILL will mail circulating College of Charleston Libraries items to OE Students. Return postage will be included with the items shipped to OE students.

3.1.2.1 OE students must indicate their OE status when signing up for an ILL account.

3.1.2.2 For articles and passages held physically in the College Libraries' collections, ILL will scan and deliver electronically within copyright.

3.1.3 Accessing PASCAL Physical Materials: South Carolina OE students may request that PASCAL materials be delivered to any PASCAL institution for pick up.

3.1.4 Accessing Archival Physical Materials: OE students who require reproductions of items in the archives may place a request on the appropriate archives website.

3.2 Information, Research, and Technology: Students are expected to meet minimum proficiency requirements and possess a knowledge of OE course requirements, including the operation of appropriate technology equipment and required technical skills.

3.2.1 OE students may use the College of Charleston Libraries' virtual services remotely, which allow students to get information via the library's knowledge database, live chat, text messaging, email, and telephone. Assistance includes, but is not limited to, finding and accessing library materials and services.

3.2.2 OE students may schedule research consultations with librarians or archivists to be conducted at a College of Charleston location or via video conference.

3.2.3 OE students with technology questions that cannot be resolved by library staff will be directed to the College's IT Service Desk.

4.0 Eligibility and Limits

4.1 These policies apply only to those students participating in online education learning, as defined in point 1.0, who have been cleared for an OE ILL account by library staff.

4.2 Accessing Library Materials

4.2.1 Unless otherwise stated, OE patrons will follow the same eligibility and limit guidelines as outlined in policy #29, Policy on Interlibrary Borrowing for Students, Faculty, and Staff.

4.2.2 For items in the library's circulating collection, the checkout period will be extended by two weeks to allow for transit time to and from OE students.

4.2.3 OE Students will have the ILL request limit of ten outstanding requests; exceptions may be made on a case-by-case basis.

5.0 Evaluation of OE Library Services:

5.1 The effectiveness of and support for OE library services will be regularly evaluated.

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