DISTANCE EDUCATION SERVICES POLICY

The Library strives to meet the information needs of University distance learners and faculty. The Library Catalog is available from the Library web site. Currently registered distance learners can also access the Library’s indexes and full-text articles via the Internet. Printed materials owned by the Library will be loaned and sent to University distance education students and faculty. These patrons must reside outside Calhoun County. Librarians are available to provide instruction sessions for off-site locations. Questions about the Library's distance education services should be directed to the Distance Education/Electronic Resources Manager.

1. Document Delivery

   A. Printed materials owned by the Library will be loaned and sent to distance education students and faculty. These patrons must reside outside Calhoun County.
   B. Students enrolled in courses at the Gadsden State Community College branch should request document delivery through the Meadows Learning Resource Center.
   C. Requests should be limited to distance education course-related research.
   D. Request forms for document delivery must include the course name, number, and instructor.
   E. Requests must include the entire citation. Conducting research is part of the learning experience; document delivery personnel will not conduct the research for the student.
   F. The patron is responsible for return postage charges. To return borrowed items, students should mail the materials using U.S. Postal Service, book rate and obtain a tracking number to protect themselves and the Library.
   G. Items loaned to a distance education patron will be subject to general circulation policies.
   H. Materials may be renewed through the Library Catalog or by contacting the Circulation Desk at (256) 782-5758.
   I. The Library will accept the postmark date as the return date. Overdue charges will not accrue for those items postmarked on or before the due date.
   J. Interlibrary Loan Services are available for faculty members, administrative staff, staff, graduate students, and undergraduate students engaged in thesis or senior paper research. These requests should be made using the ILL Request Form. Patrons are encouraged to make these requests through their local public library due to the short lending period assigned for most interlibrary monograph materials. Distance education patrons should allow seven days for receipt of requested materials.
   K. Distance learners who wish to obtain materials from the Library’s printed collection should use the Document Delivery Request Form.

2. Library Instruction for JSU Distance Education

   A. Library faculty are available (in person, via telecommunications, via the course management system, etc.) to provide instruction to students at off-campus sites. Faculty may request instruction sessions by completing the Library Instruction Session Request Form or by contacting the Head of Public Services.
   B. Patrons may practice their library skills using interactive tutorials available through the Library’s web site.
3. Reference Services

A. Students and faculty who need assistance on searching particular databases, preparing bibliographic citations for papers and projects, evaluating sources, or other questions should call the Library Reference Desk at (256) 782-8034, the toll-free number at 1-800-231-5291 or use the Ask a Librarian form. Some questions may be referred to a subject specialist.
B. The Library Catalog is available from the Library's web site.
C. Distance learners and faculty with an active ID number can access the Library's indexes and full-text articles from the Library’s web site.

4. Reserve Readings

A. Faculty who wish to place reading materials on reserve should contact the Library Reserve Desk at (256) 782-8034 or use the Request to Place Materials on Course Reserves Form.
B. Cooperative agreements will be made whenever possible to have materials on reserve for students at the course site.

5. Coordination of Distance Education Services

The Distance Education/Electronic Resources Manager will coordinate the planning, implementation, and evaluation of Library resources and services addressing the information needs of the distance learning community. The following responsibilities will be assigned as time and personnel permit:

A. Preparing a profile of the distance learning community's information needs;
B. Assessing, using the profile of needs, the existing library support for distance learning, its availability, and appropriateness;
C. Developing a written statement of immediate and long-range goals and objectives for distance learning, which addresses the needs and outlines the methods by which progress can be measured;
D. Involving distance learning community representatives, including administrators, faculty, and students, in the formation of the objectives for the Library's distance education services;
E. Participate in University committees (and in other ways) with administrators, Library Public Services librarians, and teaching faculty in the curriculum development process and in course planning for distance learning to ensure that appropriate Library resources and services are available;
F. Promoting Library services to the distance learning community;
G. Creating a survey instrument for monitoring and assessing both the appropriateness of use of services and resources by distance learning library users and the degree to which needs are being met;
H. Regularly administering this survey and reporting the findings to the Head of Public Services;
I. Developing (with input from Circulation and Interlibrary Loan) policies and procedures for document delivery services (including reserve materials) for distance education students.