

CR 2.9 – Learning Resources and Services

The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all of its educational, research, and public service programs.

Compliance: In Compliance

Narrative:

Library

The University of South Carolina Beaufort (USC Beaufort), through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services and to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs.

As stated in the mission, "USC Beaufort offers baccalaureate degrees that respond to regional needs, draw upon regional strengths, and prepare graduates to participate successfully in communities here and around the globe." Currently there are eleven undergraduate major programs of study: Biology, Business Management, Early Childhood Education, English, History, Hospitality Management, Human Services, Liberal Studies, Nursing: RN to BSN, Psychology, and Spanish Language. The campus also supports the USC Extended Graduate Campus, which provides local access to graduate courses and programs.

The USC Beaufort library, located at North and South Campus sites, supports an on site collection of over 81,754 print volumes of retrospective and major works in all academic disciplines. Though the on site collection is of modest size, these resources represent selections designed to support the curriculum that have been made by faculty members over the past 48 years.

Via subscriptions to over 100 electronic databases, the library offers direct access to the full-texts of over 200,000 journal titles and other periodicals. The library's resources are available in all formats, including 29,802 electronic books, 138 print journal titles, 8,961 microtexts, ten newspapers in print, 6,063 state government documents, 1,340 A/V items, and a digitized collection of 19th century images of Native Americans and soldiers in the American West. Full-text databases and electronic books, as well as the online catalog, are accessible around the clock via the library's secure proxy server.

As part of the University of South Carolina System, the library also provides students and faculty with access to the system's 2.6 million books, 3.5 million microform items, and 14,000 current serials in print. With an effective communication system and an efficient delivery system, the collections in the state are available to students within a few days. In its [Standards for Libraries in Higher Education](#) [i], the American Library Association (ALA) recognizes certain benchmarks, or "Points of Comparison," among peer/aspiration libraries. The library has identified, for library comparison purposes, two four-year peer institutions in South Carolina, Presbyterian College and Converse College, which are both liberal arts institutions of approximately the same size as USC

Beaufort, and two larger four-year institutions, USC Aiken and USC Upstate. It is important to note that, for USC Beaufort, the comparisons below include the combined totals from our two libraries, North and South. (**Table 1A**) displays select Points of Comparison: Input Measures from the State of the Libraries Report 2006 regarding staff and library resources. Source of Information: USC Beaufort Library Annual Statistical Report 2005-2006[[ii](#)], South Carolina State Library Annual Report 2005-2006[[iii](#)].

Table 1A Points of Comparison: Input Measures for the 2005-2006 Fiscal Year and 2006-2007 Fiscal Year

2005-2006 Fiscal Year	USC Beaufort	Converse College	Presbyterian College	USC Aiken	USC Upstate
Student FTE	916	1,173	1,154	2,648	3,992
Total Expenditures for Books, Serial Backfiles & Other Materials	\$106,065	\$104,184	\$61,664	\$99,318	\$166,031
Total Expenditures for Current Serial Subscriptions	\$21,102	\$77,300	\$187,267	\$171,016	\$133,244
Total Expenditures for Electronic Serials and A-V	\$58,809	\$42,637	\$75,931	\$79,005	\$100,270
Books/Serials in Print Held at End of Fiscal Year	76,551	150,817	135,816	156,750	166,322
E-Books Held at End of Fiscal Year	25,299	0	258	0	24,677
A-V Held at End of Fiscal Year	1,233	20,515	8,698	898	6,198
Databases Held at End of Fiscal Year (not including DISCUS or COLLEGIATE DISCUS)	80	15	44	33	121
Current Serials in Print Held at End of Fiscal Year	141	591	678	603	671
2006-2007 Fiscal Year					
2006-2007 Fiscal Year	USC Beaufort	Converse College	Presbyterian College	USC Aiken	USC Upstate
Student FTE	997*	n/a **	1,154	2,648	3,992
Total Expenditures for Books, Serial Backfiles & Other Materials	\$75,035	n/a	\$57,601	\$88,888	\$179,941
Total Expenditures for Current Serial	\$22,246	n/a	\$217,675	\$156,094	\$134,767

Subscriptions					
Total Expenditures for Electronic Serials and A-V	\$58,457	n/a	\$99,387	n/a	n/a
Books/Serials in Print Held at End of Fiscal Year	81,754	n/a	137,410	217,902	170,186
E-Books Held at End of Fiscal Year	29,802	n/a	274	n/a	24,630
A-V Held at End of Fiscal Year	1,340	n/a	9,986	3,340	6,526
Databases Held at End of Fiscal Year (not including DISCUS or COLLEGIATE DISCUS)	86	n/a	36	36	105
Current Serials in Print Held at End of Fiscal Year	138	n/a	685	1,661	649

***Fall 2006**

**** No data reported for the 2006-2007 academic year**

Source of Information: USC Beaufort Library Annual Statistical Report 2006-2007[iv], South Carolina State Library Annual Report 2006-2007[v].

In 2006, the USC library system ran a collection analysis report against *Best Books for Academic Libraries* (2002 edition). This report indicates that the majority of degree programs (English and Spanish were not included in this evaluation) at USC Beaufort are well-supported by materials available in the state. Of the “books recommended” for each degree program area in *Best Books for Academic Libraries*, the USC library system makes available the following percentages:

- Biology/Life Sciences.....79%
- Business Management.....87%
- Early Childhood Education.....91%
- History.....88%
- Hospitality Management.....76%
- Human Services.....92%
- Nursing.....67%
- Psychology.....99%

The following table (**Table 2**) indicates local, on-campus support for degree programs as of the end of last fiscal year, 2006-2007. The table lists the number of books available per program and how many databases (indexing/ abstracting and full-text) support each program.

Table 2 Books and Databases by Degree Program

Degree Program	Books	Databases
Biology/Life Sciences	3,112	18
Business Management	4,945	19
Early Childhood Education	6,053	11
English	15,864	12
History	12,822	10
Hospitality Management	313	11
Human Services	4,260	13
Liberal Studies/Security Studies	457	15
Nursing	2,509	16
Psychology	1,522	11
Spanish	1,531	7

With the change to a new library automation system for the USC library system the previous year (from NOTIS to III Millennium), the USC Beaufort Library will explore further refinements in reporting that will allow it to further delineate program support.

Table 3 displays the steady increase in the library materials budget in support of the increase in enrollment and programs of study.

Table 3 Library Usage and Materials Budget Support

Fiscal Year	Circulation/books leaving library*	Materials Budget*	Student FTE Fall	Degree Programs**
2007-08	n/a	\$185,000	1,101	11
2006-07	6,549	\$159,997	997	11
2005-06	6,074	\$153,614	916	10
2004-05	5,619	\$125,782	832	6

* Annual Statistical Report

** USC Beaufort Bulletins 04-05, 05-06, 06-07, 07-08

Additional support is provided by participation in cooperative agreements with other academic, military, and public libraries throughout the local area and the southeast region. For instance, USC Beaufort students, faculty and staff have borrowing privileges through the Lowcountry Library Federation, which includes the Beaufort County Public Library and the Technical College of the Lowcountry. The Partnership Among South Carolina Academic Libraries (PASCAL) offers "PASCAL Delivers," a rapid book delivery service to our students and employees. Library users search the PASCAL Catalog [vi], locate books in any member-library, submit an electronic request for delivery of a book to their home institution, and receive those books within a few days. This service provides access to an additional 6 million plus volumes. USC Beaufort is also a member of the Southeastern Library Network (SOLINET) [vii] and Carolina Consortium [viii]. These memberships allow access to additional resources and they also provide the USC Beaufort library with options to purchase resources at consortia pricing (such as database subscriptions) as well as providing professional development opportunities.

Furthermore, interlibrary loan (ILL) services are available to students, employees and Osher Lifelong Learning Institute (OLLI) members. Requests are submitted electronically through our ILL Express [ix]. ILL services are enhanced by the use of ILLiad and Ariel software allowing electronic delivery services for digitized documents. With this feature documents can be delivered within 24 hours. Expanding on our ILL services is KUDZU: the Southeastern Libraries Combined Catalog [x], provided by the Association of Southeastern Research Libraries (ASERL). This system of linked online catalogs at 14 research libraries across the Southeast provides access to more than 23 million volumes. Requests from this service will be received in five days or less.

USC Beaufort has a memorandum of understanding (MOU) with the Marine Corps Air Station Beaufort [xi] to allow the library to "temporarily place a limited number of closed circulation books and periodicals on the reserve shelves of the libraries at Marine Corps Air Station (MCAS) Beaufort and Marine Corps Recruit Depot (MCRD) Parris Island to support USC Beaufort courses regularly offered on the two bases." "This MOU applies to all students attending USC Beaufort courses at MCAS Beaufort and MCRD Parris Island. These students are authorized to use the USC Beaufort materials located in the base libraries." These students may also access all the USC Beaufort library electronic resources through remote access.

In support of all courses, including off-site courses, the library maintains its own web page [xii] and creates online tutorials for student use, including "Bare Bones: A Basic Tutorial for Searching the Web" [xiii] that was created in 2000 and has been accessed by individuals locally and worldwide. Additional library pages have been created covering topics such as plagiarism, copyright, citing sources, and subject specific resource guides. The library provides scanning services, access to electronic reserves through Blackboard, the university's electronic course management system, and maintains special reserve shelving for classroom use. Students and faculty may connect to library resources from homes and other off-campus locations via a secure USC Beaufort proxy server. They may communicate with library staff and receive interactive support services through a "Live Library Chat," Skype, and Instant Messaging via AIM, Yahoo, and MSN.

The library employs five professional librarians, one full-time support staff member, and trained part-time staff and student workers to provide a wide range of library services, including reference, bibliographic instruction to individuals and groups, acquisitions, collection development, circulation, reserves, and interlibrary loans. Additional technical support comes from staff members of the USC Thomas Cooper Library in Columbia who catalog and classify library materials, and provide order processing and payment services.

As stated in the USC Beaufort's Faculty Manual, the Faculty Library Committee "serves in an

advisory capacity, approving departmental allocations and recommending policy governing the development of collections. It serves as a liaison between the library and the academic divisions for all communications concerning book orders, databases, library facilities, technology support, services, hours, and other related matters.” [\[xiv\]](#)

- Funds designated for the purchase of library materials are allocated to each academic area of study annually by the Faculty Library Committee.
- New program proposals are required to include information on library resources so the library can ensure that appropriate materials are available. Information from these proposals will also be used to determine five-year library material expenditure commitments [\[xv\]](#).
- The Director of Libraries serves as a permanent member of the Courses and Curricula Committee [\[xvi\]](#).
- Efforts to keep collections relevant and current also include implementing collection inventories, weeding and discarding books according to collection development procedures.
- As stated in the library acquisition and selection policies [\[xvii\]](#), “Cooperation between faculty members and librarians in the selection of materials allows individual faculty members to bring their specialized knowledge to the task of selection and to assure the support within the collection of specific curricula needs. The responsibility of the librarians is to insure that no areas of development related to the collection are ignored or slighted and that the collection as a whole be developed objectively, consistently and thoroughly.” Students and staff may also suggest materials for purchase.
- Subscriptions purchased through consortia offers are re-evaluated yearly, based upon the current needs of the institution and in accord with library acquisitions policies.
- To insure relevance to our particular academic programs, the Director of Libraries has the ability to communicate USC Beaufort’s resource needs and preferences to external constituencies, allowing the institution some input into managing resource relationships outside of our direct control. This is done regularly through e-mail and listserv correspondence and attending annual meetings and board meetings for which the institution is a member.
- The Director of Libraries compiles an annual “State of the Libraries Report” [\[xviii\]](#) that provides collection analyses by department and comparative data according to the American Library Association’s (ALA) suggested “Points of Comparison” in the “Standards for Libraries in Higher Education.

Any person needing access to an academic library collection may use materials within the library. Borrowing privileges are limited primarily to holders of a current valid university identification (ID) card. By special arrangement, currently subscribed members of the USC Alumni Association and valid card holders from member libraries of the Lowcountry Library Federation (LLF), Osher Institute for Lifelong Learning (OLLI), students 16 years and older and serious adult scholars from Beaufort and Jasper counties may borrow library materials.

(Table 4) below indicates the satisfaction rating of the library and library services by graduating students. The improved rating is likely due to the opening in January 2006 of the new library facility on the South campus.

Table 4 Graduating Student Survey Ratings

Year	Outstanding	Very Good	Good	Poor	Very Poor	Did not use
2007	48.90%	37.50%	9.10%	0.00%	0.00%	4.50%
2006	46.40%	29.00%	14.50%	2.90%	1.40%	5.80%

“Bare Bones 101: A Basic Tutorial on Searching the Web”, available on our web site, has an optional ‘final exam’ that, once completed, provides feedback to the library staff. These surveys are regularly submitted via email and show an overwhelmingly positive response to the tutorial. Of the 85 completed since July, 2007, 65 were positive while most other responses offered constructive criticism of the tutorial. In addition, 17 libraries (USA and international) asked for permission to use the tutorial.

USC Beaufort maintains two full-service library facilities, a free-standing 25,000 sq. ft. library building at the South Campus in Bluffton and a 6,633 sq. ft. facility in the Sandstone Building at the North Campus in Beaufort. The South Campus Library is open seven days a week for a total of 76.5 hours, and the North Campus Library is open six days a week for a total of 60.5 hours.

The South Campus Library offers thirty computer terminals for student and patron use, a rare book collection with original documents for research, a foreign language lab, a collaborative computer center, a classroom, a conference room, and a cyber cafe. The North Campus Library offers fifteen terminals for student and patron use, a "Beaufort College" collection of books relating to South Carolina, and a State Documents collection. Both libraries contain small-group student study rooms, distance education rooms, and curriculum labs for students enrolled in the Early Childhood Education degree program. The libraries are wireless environments and are protected by CheckPoint's state-of-the-art RFID security system that also offers self-checkout options for students and patrons.

Other Learning Resource Services

The Opportunity Scholars Program (OSP) is a student support services initiative funded by the U. S. Department of Education, Office of TRIO Programs. Since 1997, the University of South Carolina Beaufort receives federal funds through TRIO to support and increase the college retention and graduation rates of first-generation, low-income students, and students with documented disabilities. Approximately 160 students are served each year, distributed evenly between the North and South campuses. The program provides a myriad of services to enhance student academic development, motivate students toward completion of a four-year post-secondary degree, and consider graduate school or other professional education beyond college. Each OSP student is assigned to an Education Specialist who works one-on-one with the student to monitor academic progress and address other issues that may interfere with student progress and well being. The program also provides tutoring, peer mentoring, advisement, cultural enrichment, computer assistance, and financial aid counseling. Annual Performance Reports are submitted to the U.S. Department of Education in the fall of each academic year. The report evaluates the program's success in achieving each of the objectives approved by the U.S. Department of Education.

The Center for Instructional Technology and Academic Resources [\[xix\]](#) assists USC Beaufort in its mission by supporting the instructional technology and academic resource needs of the entire USC Beaufort community through instructional design, training, consulting, tutoring, testing, and other services. The Center connects USC Beaufort faculty, instructors and staff to the latest advancements in instructional technology and supplemental instruction opportunities. The Center connects students with the technologies they will need in a technology rich environment in both work and life as well as help them to master effective ways of learning in the different disciplines. While the use of technology to enhance student learning is addressed in the Comprehensive Standards 3.4.14 section, academic support services under the supervision of the Center are listed below.

Technology Workshops are offered on a variety of technology topics to help students become more effective and efficient learners. Workshops are free and are scheduled throughout each semester. Each student taking a class with an online component is required to take the TECHSHOP. This standardized online tutorial provides students with basic information regarding the access and use of online technologies at USC Beaufort.

Tutoring services are available to all current USC Beaufort students in the different disciplines. The purpose of the tutoring program is to help students become independent and successful learners by assisting them to develop good study skills, to increase their understanding of course content, and to develop a positive attitude toward learning.

The Writing Center offers USC Beaufort students support in any aspect of the research and writing process. Writing fellows work with students to find specific strategies to improve their writing. Students can schedule meetings with writing fellows at any stage of the writing process.

Testing Services are provided from the beginning of the prospective students' admission requirements, and continue as an integral part of each student's academic progress through graduation, including graduate admissions and professional certification/licensure requirements. Placement tests in English, foreign language and mathematics are required of all incoming USC Beaufort students. New students are tested in conjunction with New Student Orientation programs.

Academic Skills Workshops provide students with academic support and guidance beyond the classroom experience. The Center offers workshops that address: Study Skills, Learning Styles, Note-Taking Strategies, Test-Taking Strategies, Finals Prep and other topics as requested.

Technology Support:

HELPDESK: The Office of Information Technology Services and Support (ITSS) operates the ITSS HELPDESK to respond to support requests regarding computers, telecommunications, and Audio/Video equipment. The HELPDESK staff also maintains and upgrades departmental computer hardware and software so that faculty and staff have access to current technology for accomplishing their work. The newly created HELPDESK webpage allows stakeholders to complete online requests. In addition, each Enhanced Classroom has phone access to the HELPDESK for immediate response to classroom issues.

Access to Computing Resources: ITSS provides access to a core set of services to faculty, staff and students via an ITSS account that grants single sign-on access to email, Blackboard, a portal, and computer labs. Faculty personal network space for securing and sharing documents is easily available using a mapped drive through a secure on campus network or from off campus using a secure VPN connection. All academic and administrative departments also have shared server space

for easy file sharing and storage. Data from the servers is backed up regularly on daily or weekly increments, based on timeliness of data.

Faculty desktops/laptops: USC Beaufort provides faculty with up-to-date hardware and software. Each faculty member has the option of a laptop or desktop machine.

Supporting Documentation

- [i ALA – ACRL Standards for Libraries in Higher Education](#)
- [ii USC Beaufort Library Annual Statistical Report 2005-2006](#)
- [iii South Carolina State Library Annual Report 2005-2006](#)
- [iv USC Beaufort Library Annual Statistical Report 2006-2007](#)
- [v South Carolina State Library Annual Report 2006-2007](#)
- [vi Partnership Among South Carolina Academic Libraries \(PASCAL\)](#)
- [vii Southeastern Library Network \(SOLINET\)](#)
- [viii Carolina Consortium](#)
- [ix ILL Express](#)
- [x KUDZU: Southeastern Libraries Combined Catalog](#)
- [xi Memorandum of Understanding \(MOU\) Marine Corps Air Station Beaufort](#)
- [xii USC Beaufort Library webpage](#)
- [xiii Bare Bones 101: A basic tutorial on Searching the Web](#)
- [xiv USC Beaufort Faculty Manual: Faculty Library Committee](#)
- [xv SCCHE Guidelines for New Academic Program Approval](#)
- [xvi USC Beaufort Courses and Curricula Committee](#)
- [xvii USC Beaufort Library Acquisition and Selection Policy](#)
- [xviii USC Beaufort State of the Library Report 2007](#)
- [xix Center for Instructional Technology and Academic Resources](#)