

3.8.1

Library and Other Learning Resources: Learning/information resources

The institution provides facilities and learning/information resources that are appropriate to support its teaching, research, and service mission.

Judgment

Compliance Partial Compliance Non-Compliance Not Applicable

Narrative

Tennessee Technological University (TTU) provides facilities, services, and learning/information resources that are appropriate to support its teaching, research, and service mission through the Angelo and Jennette Volpe Library, the College of Education's Learning Resources Center (LRC), Information Technology Services (ITS), and the Innovation Institute.

Angelo and Jennette Volpe Library

Information on the library's collections, access, interlibrary loan, and services for users with disabilities is available in the response to Core Requirement 2.9. Information on library instructional services is available in the response to Comprehensive Standard 3.8.2.

The library's mission statement, "to contribute to the mission of the University by providing the collections, services and environments that lead to intellectual discovery," supports the University's mission related to teaching, research, and service. The library's vision statement also supports these missions: "The Volpe Library strives to be an approachable, accessible organization that is sensitive to the needs of all users while providing a positive learning experience and fostering excitement in the process of discovery. To accomplish this, the library will be a service-oriented organization staffed by avid learners who evaluate and organize information, provide instruction, and fulfill the information needs of the TTU community without regard to space or time" [1].

Facilities. The three-floor library building, occupied in June 1989, is 119,000 square feet, 105,000 of which is assignable across three floors. The library contains collections, study facilities, computers and technology, two classrooms, administrative space for library operations, and a café. The library website contains interactive floor maps to help direct and inform users [2]. During regular semesters, the library is open approximately 105 hours each week and offers extended hours during final exams and the week prior [3]. Traffic in the library has drastically increased since the Learning Commons renovation in 2009 and continues to do so despite acquiring more electronic resources [4]. Study facilities in the library include individual carrels, group study tables, 12 group study rooms, and two practice presentation rooms. Group study room and practice presentation rooms can be reserved online and typically seat four to six while many offer monitors and presentation technology. The entire third floor is a quiet study floor with various types of study areas. In the Learning Commons, the Volpe Library offers approximately 100 desktop computers, both Macs and PCs, all of which are connected to the campus printing system. There is also an IT Help Desk that has an additional 160 laptops for checkout, taking advantage of the campus-wide wireless access [5]. Students also have access to other technology equipment including scanners, copiers, printers, viewing stations, video cameras, projectors, screens, headphones, and computer accessories [6] [7]. There are two classrooms in the library, one predominantly for group viewing that seats approximately 35. The other classroom, predominantly used for library instruction, seats 36 and has laptop carts to facilitate using the classroom as a lab [8].

Services. The library provides many services to support teaching, research, and service at the University. The library website is heavily used as a source for access to resources, library assistance,

and library information [9]. Research help is offered at the front desk any time the library is open through a combination of librarians and staff members, with referrals as appropriate. Research assistance is also offered via email and phone to any campus affiliate and members of the community [10] [11]. In addition to offering assistance to distance education students [12], there is also support available to distance education faculty to have an embedded librarian in their online courses [13]. Interlibrary loan is a valuable resource that allows users to obtain materials outside the library's collection [14] [15]. The library also offers a service to faculty and graduate students called Get It Now, which is a faster version of interlibrary loan and allows those users to obtain materials within a couple of hours instead of days [16]. The library offers RefWorks, a citation management tool, with access for all faculty, staff, students, and alumni [17]. Tutoring Services are also offered through the library [18]. This entails coordination including training, certification, scheduling, assessment, and payroll-related functions for all tutoring on campus as needed as well as hiring the tutors who are employed by the library. The library is committed to promoting student success by providing academic support through individual peer tutoring. The ultimate goal is to assist students in discovering how they learn best and in helping them develop skills to strengthen their academic performance. The MyLibrarian program was launched in 2013 and gives each department and faculty member a librarian, allowing them a direct link to the library for help, feedback, and research assistance. This program facilitates determining how the library can help others, collaborate with departments, obtain feedback, and purchase relevant materials [19]. Developing the collection is a collaborative process with the librarians and the faculty. Although the library encourages purchase requests from anyone, the MyLibrarian program targets faculty to determine what resources the library should purchase for them and their students. There is also a course reserves program that allows faculty to put items in the library as supplemental resources for their students [20], and faculty who use this service are surveyed to obtain feedback on the program and needed improvements [21].

Feedback and assessment. The library hired an assessment librarian in 2013 to increase statistical interpretation and regular user feedback. The library's usage statistics are publicly available online [22] and show that usage has been increasing since the Learning Commons was implemented to enhance learning, service, and the use of technology. The library conducted a student survey in 2013 to determine students' satisfaction [23]. Students indicated their satisfaction over various library services, collections, and spaces. Each category had a few dissatisfied students, most often four percent or less. Various departments within the library also conduct small-scale surveys for targeted populations including faculty using course reserves [24], distance education faculty, library student workers, library full-time employees, and faculty requesting instruction in their classes [25]. These targeted surveys indicate high satisfaction with existing services, but they also help the library better determine the needs of those populations and how to best serve them. Overall faculty and student satisfaction is high and the library is serving the needs of the TTU community.

Learning Resources Center (LRC)

The mission of the Learning Resources Center (LRC) is to provide the students and faculty of the College of Education (COE) with technology, services, and materials that enhance student learning and produce ready-to-teach graduates. This is in support of the COE's mission including preparing caring, competent professionals as well as supporting high-quality preparatory programs through quality resources [26]. The University's mission is also supported by providing quality resources for the strong programs in the COE. The LRC provides equitable access to books, teaching materials, and electronic equipment for the students, faculty, and staff of the COE [27].

Facilities. The physical space is comprised of a 2,000 square foot library (Bartoo Hall, Room 204), which houses the collections, equipment, technologies, and space for study. A Work Room on the lower floor (Bartoo Hall, Room 106B) allows for production of instructional materials.

Services. The LRC supports all levels of education courses through a collection, which includes children's and young adult books, professional education trade books and materials, and a collection of Pre-Kindergarten through Grade 12 textbooks as part of the statewide adoption process. The LRC online catalog provides access to the collection through the website [28]. The PreK-12 and professional collection of materials contains 9,400 items. The textbook collection changes every year based on the state adoption cycle (five-year rotations). Currently, the textbook collection contains more than 20,000

items.

The LRC supports many of the equipment and technology needs of students and faculty. While anyone from the University may use computers and laptops within the LRC, other technologies and laptops for checkout are available only for undergraduate and graduate students, faculty, and staff of the COE. An AV Permit form is required each semester to ensure students are current majors in the COE [29]. Technologies for in-house use include seven iMac computers (Ethernet connection, 40 MacBook Pro laptops [which have wireless access to the Internet]), six scanners, and a Smart Interactive Whiteboard. Technologies for checkout include 200 MacBook laptops, 10 laptops for faculty checkout, 40 iPads (20 as a class set), 45 digital cameras, 30 video cameras, 10 video projectors, 20 iPod touches, 12 graphing calculators, five flex-cams, four sets of speakers, 12 microphones, and a plethora of assistive technologies.

The staff includes a director, a librarian, an administrative associate, and a staff of 8-15 graduate assistants and student workers each semester. The library is open 60.5 hours per week, and the Work Room is open 37.5 hours per week.

Feedback and Assessment. The LRC conducts assessment through usage/item statistics, tours given, conversations with students, staff and faculty, and patron surveys. Item statistics indicate that the collection is preserved, that outdated and unused materials are removed, and that new materials are acquired on a regular basis. Active patrons and usage statistics have both increased over the previous four years, the former having nearly doubled. Tours for various education courses are given for every faculty request. Conversations occur a variety of ways including in-person, Facebook, and email; satisfaction is gauged by the librarian through these communication venues. The last student patron survey conducted showed that more than 80 percent of the respondents felt the LRC staff were "helpful and friendly" [30].

Information Technology Services

ITS and most of its staff are located in Clement Hall. ITS provides computer resources, services, and support for instruction, research, and administration at TTU. ITS is divided into four sections: Academic and Client Technologies, Administrative Systems Support, Network Services, and Operations and Systems Support [31].

The chief information officer coordinates and manages the daily operation of the ITS organization and work units. He manages and provides leadership for the support, development, coordination, and implementation of ITS strategic initiatives. He serves as a spokesperson and ITS expert for the University on matters related to information and learning technologies. He provides risk management via logical, virtual, and physical security.

Their services are for students, faculty, and staff, and include assistance with account and password recovery, email, technology troubleshooting, identity and security management, and training and tutorials in various software programs. They manage all computer labs on campus and technology in classrooms as well, both of which play a major role in contributing to the success of students and the role of teaching faculty.

Innovation Technology Institute

The mission of the Innovation Technology Institute is to foster the effective and innovative use of technology supporting excellence in the educational mission of the faculty of TTU [32]. The Innovation Technology Institute is an enterprise of fusing learning and technological innovation to support the University's mission of high-quality instruction and learning experiences. The staff of the Institute help University faculty use technology, not just for the sake of using technology, but instead to facilitate learning in an environment where the technology can become invisible and natural in use. The Institute combines this faculty support with its philosophy of education, which is a positive and collaborative experience that must be challenging, engaging, interactive, and communicative.



The Innovation Technology Institute is located in the library and available to the faculty of TTU as a

community of interest, activity, and experience for effectively engaging participants with tools of technology for learning. It offers faculty technology as well as the assistance to use and adapt to technology in the areas of teaching, content tools, media tools, the Web (including social media), utility tools, and other resources. Through individualized assistance as well as training and workshops to help faculty achieve excellence in teaching, the Institute improves students' educational experience and supports faculty as they educate in the classroom and via distance learning.

Conclusion

TTU provides facilities and learning/information resources that are appropriate to support its teaching, research, and service mission through the Angelo and Jennette Volpe Library, the College of Education's Learning Resources Center (LRC), Information Technology Services (ITS), and the Innovation Institute. The broad range of resources supports programs and disciplines as evidenced by feedback and assessment. TTU is, therefore, in compliance with Comprehensive Standard 3.8.1.

Sources

-  [01] Mission and Vision of the Library
-  [02] Library Floor Maps
-  [03] Library Hours
-  [04] Library Reports and Data
-  [05] Library Statistics
-  [06] Library Technology
-  [07] Library Commons Printing Stats
-  [08] Library Room Spaces
-  [09] Library Website
-  [10] Library Resources
-  [11] Research Help Email Statistics
-  [12] Distance Education Help
-  [13] Distance Education Notes
-  [14] Interlibrary Loan
-  [15] Document Delivery Notes
-  [16] Library Resources Get It Now
-  [17] REFWORKS
-  [18] Library Tutoring
-  [19] My Librarian
-  [20] Course Reserves
-  [21] Course Reserves Survey Results
-  [22] Library Reports and Data Table of Contents
-  [23] Library Student Survey Results Spring 2014
-  [24] Student Survey Results March 2013

-  [25] Instruction Feedback Report 2013_2014
-  [26] COEd Mission Statement
-  [27] Learning Resources Center
-  [28] LRC Website
-  [29] TTU Learning Resources Center AV Permit Form
-  [30] LRC Patron Survey
-  [31] Information Technology Services Organization
-  [32] About the Technology Institute