

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 its educational, research, and public service programs.

Judgment

Compliance Partial Compliance Non-Compliance Not Applicable

Narrative

The Angelo and Jennette Volpe Library at Tennessee Technological University (TTU) supports the educational mission of TTU by providing learning resources for on- and off-campus users. The TTU Library mission [1] is "To contribute to the missions of the University by providing the collections, services and environments that lead to intellectual discovery." The vision statement [2] describes 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 we 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."

Volpe Library

The library provides information sources for students, faculty and staff, and the community in the form of print materials, online resources, and associated services. The library houses print collections of books and scholarly journals in the areas of arts and humanities, science, nursing, education, and engineering.

In addition, the library houses many services of traditional libraries, including reference and research help, interlibrary loan, document delivery, research instruction, as well as others:

- Interlibrary loan
- Reference help in person and online by WebChat and email
- Document delivery on and off campus
- Get it Now article access to almost 10,000 scholarly journal titles
- My Librarian program where every faculty member has access to a subject librarian
- Web Service librarian for online classes

The library is dedicated to supporting the needs of students and faculty regardless of academic program or physical location. Library collections are available either online or are physically mailed to distance education students so that all students have equal access. Subscription renewals are made after reviewing usage statistics to help ensure the library's collection is useful and relevant. Statistics are kept on the circulation of physical items and are used to help develop the collection. Anyone can make a purchase request, and single physical items are automatically purchased. Subscription requests are more involved with a review process since they require ongoing financial commitments. Research help is available through many venues both in person and from afar. All requests for services not currently offered in the library are reviewed in the Library Coordinating Council to see if they can be added to best serve the needs of the TTU community.

Library Collections

The library print book collection includes 2,750,000 print books; 91,000 print scholarly journal volumes; and 50,000 government publications.

The TTU Library has been actively pursuing e-book acquisitions since 2005. In addition to 41,000 purchased e-books in various online collections, the Library provides access to the Hathi Trust Digital Library, which has access to two million plus digitally scanned books from collections at the University of Michigan and other large academic research libraries. Print periodicals number about 91,000 volumes housed in the library. These comprise core subject areas of engineering, science and technology, nursing, education, humanities, and social sciences. Additionally, the library provides access to thousands of online periodicals and more than 200 online databases. The library is actively pursuing access and retrieval for more online resources, especially academic journal titles. The library houses the University archives collections and an Upper Cumberland Regional History collection, both collections of print/one-of-a-kind materials.

Online Resources

Library online resources and services include more than 100 subject databases and tens of thousands of journal titles available in full-text and index format covering all disciplines and degree programs. Currently, 41,000 e-books are available through the library online catalog, and more than two million are available through linked Internet e-book websites including Hathi Trust. EAGLESEARCH is an access software platform that provides searching and retrieval for the library online resources and resources beyond the library, available 24/7 from the library website. Through the library interlibrary loan system, ILLiad, any student, faculty, or staff member can obtain materials from other university libraries that are outside the library's print or online access collections. There is no charge to the user for the interlibrary loan service.

Electronic Databases

The library has a large number of electronic databases offering article access. A full list of databases as well as a breakdown by various subjects is available online with links for patrons to access the database [3]. Most of the databases cover multiple subject areas that cross disciplines and colleges. A sample of databases that target each college is included [4].

Faculty Involvement/Collection Management

The Library Collection Management Policy is to purchase on demand for faculty and through an online request form [5a] for materials purchased for all University users.

Faculty involvement with library collections management and library services is ensured through the University Library Committee, Library Learning Commons Team, and Library Academic Departmental Liaisons [5b]. Information on the library and other learning resources is available in the response to Comprehensive Standard 3.8.1, which addresses facilities and learning/information resources to support the teaching, research, and service mission including the College of Education Learning Resource Center (LRC), Information Technology Services (ITS), and the Innovation Institute.

Special Collections and Archives

The University Archives collects materials of legal, fiscal, and historical significance to the University and the surrounding Upper Cumberland region.

Interlibrary Loan

Through interlibrary loan [6], the library acquires materials such as books and scholarly journal articles not in the library's print or online collections for TTU students and faculty, without charge. Delivery for most materials is via digital files directly to the user's online account. Service is through the software system named ILLiad.

Get It Now [7] is a TTU library service available to faculty and graduate students to obtain quickly

those scholarly journal articles not in the library print collection or available online through current subscription. Faculty and graduate students have the added service of Get It Now from the Copyright Clearance Center, which delivers journal articles that are outside the library's collections in a matter of hours to the user's online account for those needing scholarly articles quickly for research, publications, and so forth. There is no charge for this service. Approximately 10,000 journal titles with full-text access are available to the faculty member or graduate student from this service.

Learning and Research Support

All library personnel assist with learning and research support, whether behind the scenes with cataloging and acquisitions or directly with faculty, staff, and students. Additional details on the library staff including number, qualifications, degrees, and professional development are included in the response to Comprehensive Standard 3.8.3. Reference and research support in the library includes the traditional reference and research help from professional librarians. The library additionally has Ask a Librarian [8] for students and faculty on campus and off campus to get assistance in finding resources in person, by telephone, email, and by text chat via Web chat. Librarians provide hundreds of hours of classroom instruction for students on finding resources and using library services in fulfilling assignments and conducting literature research. Additional details about the library's support of learning and research through classroom instruction, library-initiated workshops, one-on-one instruction, and self-service online instruction are included in the response to Comprehensive Standard 3.8.2.

Learning Commons

The Library Learning Commons houses spaces for tutoring [9] mathematics, foreign languages, computer science, and writing. Additional information about tutoring including additional tutoring across campus and its coordination, is available in the response to Comprehensive Standard 3.4.9. Other offices and programs that support learning include the Innovation Institute [10] and the Learning Support Program [11]. The University's premier computer lab, including Dell desktops, Apple iMacs, printing, and technology checkout are all located on the Learning Commons floor.

The Library Website/Online Resources

An array of resources and services is available to the University from the library website seven days a week, 24 hours per day. Some of these services are

- Course reserves
- Document delivery services
- Millennium ILS online catalog system
- Summon discovery EagleSearch
- Ask a Librarian
- Purchase request
- Refworks web-based bibliographic software
- Discipline-specific online tutorials
- Interlibrary loan

Outreach Services

The library has a dedicated Distance Learning Librarian to ensure that distance and off-campus students have access to library resources and services and to serve as a point of contact for questions and issues. Librarians serve as Web Services Librarians for online courses that are hosted by TTU instructors.

Faculty collaboration with all matters related to library resources and services falls within the My Librarian [12] program, which assigns a librarian to each academic department on campus.

Student Orientation, Advisement, and Registration (SOAR)

Librarians attend and present at each SOAR [13] summer program for incoming freshman students, providing information about library services and resources. Materials are given out about library resources and services to incoming students and their parents.

Living/Learning Villages

Librarians staff the Research Help Desk within the Living and Learning Villages [14] on campus and provide library instruction classes within the halls to assist students in finding resources and sources for their class assignments, research papers, and projects.









Assessment

The library has a dedicated assessment librarian [15]. The most recent student survey of library effectiveness was conducted in 2013. Students indicated their satisfaction over various library services, collections, and spaces, and each category had very few dissatisfied students, most often 4% or less. The library started a Student Library Assessment Plan [16] team in 2011 to assist library staff in making the library more responsive to student needs and concerns. The most recent faculty survey for library resources and services was conducted in 2013, and numerous other student surveys have been conducted. Various departments within the library also conduct small-scale surveys for targeted populations including faculty using course reserves, distance education faculty, library student workers, library full-time employees, and faculty requesting instruction in their classes. 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.

Conclusion

The TTU Library strives to provide the information resources to support the University mission, on-campus and off-campus courses, and faculty research needs. Through purchase of materials in print and online through databases and subscriptions, the library is expanding its access to resources. Services such as Get It Now and Interlibrary Loan (ILLiad) deliver requested information sources in a matter of days or less. The TTU Library is an active member of several consortiums and Tennessee statewide information-sharing organizations, including consortiums Tenn-Share, Tennessee Electronic Library, and Tennessee Board of Regents Virtual Library, all of which provide additional online full-text databases to off-campus and on-campus students, as well as TTU faculty. The Volpe Library provides and supports student and faculty access and user privileges to adequate library collections and services consistent with the degrees offered, demonstrating compliance with Core Requirement 2.9.

Sources

-  [01] Library Mission
-  [02] Library Vision
-  [03] Library Databases
-  [04] Sample of Databases by College
-  [05a] Online Request Form
-  [05b] Library Collection Development Policy 230
-  [06] Interlibrary Loan
-  [07] Get It Now

-  [08] Ask A Librarian
-  [09] Tutoring
-  [10] Innovation Institute
-  [11] Learning Support Program
-  [12] My Librarian
-  [13] Student Orientation Advisement and Registration
-  [14] Living and Learning Villages
-  [15] Assessment Librarian
-  [16] Library Reports and Data