



Distance Education

Library Services

Policy Manual

Southeastern Oklahoma State University

Henry G. Bennett Memorial Library

Please access the Southeastern Henry G. Bennett Memorial Library website for additional information: www.se.edu/library/

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Section 1: Introduction

“Every student, faculty member, administrator, staff member, or any other member of any institution of higher education, is entitled to the library services and resources of that institution” ([ACRL, 2008](#)). This excerpt from the ACRL Standards for Distance Learning Library Services is the Access Entitlement Principle and the foundation for establishing equal access of library resources to distance education students.

Henry G. Bennett Memorial Library Mission Statement

The mission of the Southeastern Oklahoma State University’s Henry G. Bennett Memorial Library, hereafter referred to as the SE Library, is to support the university's curriculum by providing a vital, information-rich environment that will enhance faculty development and student learning by:

1. Providing an opportunity to succeed through a challenging, learner-centered academic environment.
2. Promoting information and critical thinking skills that are essential to confident, independent learners.
3. Striving for a balanced, current, and relevant collection of resources in both traditional and electronic formats and provide professional, academic and career-oriented information to meet the changing needs of the workforce.
4. Providing a model of excellence for the university and local community through our quality of service.
5. Presenting a system of governance that provides reliable information and, as appropriate, involves the faculty and students in the decision making process.
6. Using assessment to improve student learning and effective teaching.

Section 2: Management Policies

Mission

It is the mission of the Distance Education librarian to work toward providing students attending Southeastern Oklahoma State University, via distance education courses, access to library services that are of the same standards as library services provided to face to face students. The library's ongoing goal is to meet and anticipate the institutional, research, and service needs of the SE University community by providing effective access to a global and dynamic array of print, electronic, and other resources and by continuously improving the effectiveness of its bibliographic, instructional, and reference functions.

Goals and objectives

The goals and objectives of the Distance Education Librarian include:

- Creation and design of tutorials appropriate to each of the Identified Learning Objectives. All tutorials will address the four primary elements of Information Literacy:
 - **Identify** the nature and extent of the information need
 - **Access** the needed information effectively and efficiently
 - **Evaluate** the information and its sources critically
 - **Use** and incorporate the information to accomplish a specific purpose
- Promote the incorporation of the distance education mission statement, goals, and objectives into those of the library.
- Involve Distance Education Council in the formation of the objectives and the regular evaluation of achievement.
- Participate in the strategic planning processes of the library.

Needs and outcomes assessments

The Distance Education Librarian is responsible for ensuring and demonstrating that all requirements for distance education library services are met through needs and outcomes assessments, and other measures of library performance, as appropriate.

- Assesses the existing library support for distance education, its availability, appropriateness, and effectiveness, using qualitative, quantitative, and outcomes measurement devices as well as a written profile of needs.
- Regularly surveys distance education library users to monitor and assess both the appropriateness of their use of services and resources and the degree to which needs are being met and skills acquired. (See Appendix A and B)

Section 3: Library Resources for Distance Learning

In regard to Library Resources, the ACRL Standards for Distance Learning Library resources states, that libraries should offer distance learning students' access to resources that are equal or equivalent to those available to on-campus students and that resources must be convenient and in sufficient quantities and qualities for all students ([ACRL, 2008](#)).

The ultimate goals for library resources are:

- Meet students' needs for all course assignments
- Complement the curriculum
- Meet the teaching and research needs of faculty
- Support lifelong learning
- Support various levels of technological access

Section 4: Library Services for Distance Education

The ACRL Standards for Distance Learning Library Services designate that users' needs are diverse and varied therefore services should strive to meet a variety of informational needs. Above all, direct contact with library personnel should be available to all users in some manner ([ACRL, 2008](#)).

The primary requirements for services offered are to:

- Offer reference services via e-mail, telephone and in person.
- Create online tutorials.
- Offer reliable and secure access to electronic resources.
- Partnership with other institutions for shared borrowing.

Section 5: Appendix

Appendix A

Sample Survey for On-Line Learning Students

1. In what department is your program or major?
 - a. Behavioral Science
 - b. Education
 - c. Arts & Sciences
 - d. Business

2. How many distance education courses have you taken from SE in recent years?
 - a. This is my first one
 - b. 2 to 5
 - c. 6 to 10
 - d. 10+

3. How many of your SE distance education courses have required the use of library materials?
 - a. None
 - b. 1 to 3
 - c. 4 to 8
 - d. 8+

4. For those courses that required library materials, which libraries or types of libraries did you use most?
 - a. SE's Henry G. Bennett Memorial Library
 - b. Other Academic Library
 - c. Public Libraries
 - d. Special Libraries

5. How satisfied have you been with the collections (electronic resources, books, journals, etc.) of the SE library?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. No Opinion
 - d. Somewhat Dissatisfied
 - e. Very Dissatisfied

6. How often do you use the SE Library Website?
 - a. Once a week
 - b. Once a month
 - c. Once a semester
 - d. Never

7. If you have used the website, how would you judge it?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor
8. Have you ever attended a library instructional session presented by an SE librarian?
 - a. Yes
 - b. No
9. If yes, how would you rate the instruction?
 - a. Excellent
 - b. Good
 - c. Below Average
 - d. Poor
10. Have you used email or telephone to receive reference assistance or ask for help?
 - a. Yes
 - b. No
11. If yes, how would you rate the service?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor
12. How would you rate the SE Library overall in relation to your Distance Education studies?
 - a. Excellent Service
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

Appendix B

Sample Faculty Survey of Distance Education Library Services

1. How long have you taught courses online/at a distance?
 - A. This is my first semester
 - B. One year
 - C. Two years
 - D. Three or more years

2. Do your course(s) require your students to do any sort of research (for papers, presentations, assignments, etc.)?
 - A. Yes
 - B. No

3. Would you have found it useful to have a librarian prepare a resource guide for your students on your course's subject matter?
 - A. Yes
 - B. No
 - C. Not sure / not applicable

4. Would you have found it useful to have a brief unit on library resources and services, prepared by a librarian, as part of your Blackboard class?
 - A. Yes
 - B. No
 - C. Not sure / not applicable

5. Would it be useful to your course to have a discussion thread area for research-related questions that a librarian could monitor and join in on?
 - A. Yes
 - B. No
 - C. Not sure / not applicable

6. Do you feel your students are aware of the library resources and services available to them through the Henry G. Bennett Memorial Library at Southeastern Oklahoma State University?
 - A. Yes
 - B. No
 - C. Not sure / not applicable

7. Do you provide a link to the library website via your Blackboard course home page?
 - A. Yes
 - B. No
 - C. I would but I don't know how
 - D. My class does not use Blackboard

References

ACRL. (2008). Standards for Distance Learning Library Services. Retrieved February 19, 2015.