# **11.3 (Library and learning/information access)**

***The institution provides (a) student and faculty access and user privileges to its library services and (b) access to regular and timely instruction in the use of library and other learning/information resources.***

The University Library provides users privileges to its library services and access to regular and timely instruction in the use of library and other learning and information services. Users include students, faculty, staff, and sometimes, the general public. Except for the ability to place materials on course reserve, which is reserved for faculty alone, students have the same user privileges regarding access to services as do faculty. As Table 1 below indicates, with a few exceptions, services are available at all locations of the University Library. While all services offered by the University Library are available to users on campus, the majority of key services are also available to users at off-campus instructional sites and those taking classes via distance education.

**Table 1:**

**University Library – Library Services Availability by User and Campus**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **User Groups** | **Availability by Campus\*** | **Availability by Distance Users** |
| Physical Book/Multimedia Checkout | Students, Faculty, Staff, Community | B, E, A, R | No |
| Digital Collections | Students, Faculty, Staff | B, E, A, R | Yes |
| [Poster/Plotter Printing](http://utrgv.libguides.com/poster_printing) | Students, Faculty | B, E, A, R | No |
| Help Desk/Technical Assistance | Students, Faculty, Staff | B, E, A, R | Yes |
| [Computer & AV Equipment for Checkout](https://www.utrgv.edu/library/services/media-services/index.htm) | Students, Faculty, Staff | B, E, A, R | No |
| [Text Reference](https://www.utrgv.edu/library/services/ask-a-librarian/call-text/index.htm) | Students, Faculty, Staff | B, E, A, R | Yes |
| [Chat Reference](https://www.utrgv.edu/library/services/ask-a-librarian/chat/index.htm) | Students, Faculty, Staff | B, E, A, R | Yes |
| [Email Reference](https://www.utrgv.edu/library/services/ask-a-librarian/email/index.htm) | Students, Faculty, Staff | B, E, A, R | Yes |
| [Phone Reference](https://www.utrgv.edu/library/services/ask-a-librarian/call-text/index.htm) | Students, Faculty, Staff | B, E, A, R | Yes |
| In Person Reference | Students, Faculty, Staff | B, E, A, R | No |
| [Research Consultations](https://www.utrgv.edu/library/help/request-forms/research-consultation/index.htm) | Students, Faculty, Staff, Community | B, E, A, R | Yes\*\*\* |
| Gallery Space | Students, Faculty | B, E | No |
| Library Events & Programming | Students, Faculty, Staff, Community | B, E, A, R | No |
| Library Tours | Students, Faculty, Staff, Community | B, E, A, R | No |
| Community Research Programs | Community | B, E | No |
| [Instruction Sessions](https://www.utrgv.edu/library/help/request-forms/request-library-instruction/index.htm) | Students, Faculty, Staff, Community | B, E, A, R | Yes |
| Library Workshops | Students, Faculty, Staff, Community | B, E, A, R | Yes |
| Video Tutorials | Students, Faculty, Staff, Community | B, E, A, R | Yes |
| [Research Guides](https://utrgv.libguides.com/researchguides) | Students, Faculty, Staff, Community | B, E, A, R | Yes |
| [Recommend a Purchase](https://www.utrgv.edu/library/help/request-forms/recommend-a-purchase/index.htm) | Students, Faculty, Staff | B, E, A, R | Yes |
| [ILL/Document Delivery](https://utrgv.illiad.oclc.org/illiad/) | Students, Faculty, Staff | B, E, A, R | Yes\*\* |
| Intercampus Book Request | Students, Faculty, Staff | B, E, A, R | Yes\*\* |
| [Scholarly Communications Services](https://utrgv.libguides.com/scholcomm) | Students, Faculty | B, E, A, R | Yes |
| [Copyright Assistance](https://utrgv.libguides.com/copyright) | Students, Faculty, Staff | B, E, A, R | Yes |
| [Study Rooms](https://www.utrgv.edu/library/services/reserve-study-room/index.htm) | Students, Faculty, Staff | B, E, A, R | Yes\*\* |
| [Reserves](https://www.utrgv.edu/library/help/request-forms/reserve-request-forms/index.htm) | Students, Faculty | B, E, A, R | No |

*\*Campuses = Brownsville (B), Edinburg (E), Aaronson (A), Ramirez (R)*

*\*\*Requests are available to all users regardless of location, some delivery of physical items or use of study rooms is only available at physical library locations.*

*\*\*\*Research consultations are available online for students and faculty but may be restricted for community members.*

Library locations offer the most diverse range of open hours on campus, welcoming students for ninety-seven and a half hours a week in Edinburg and Brownsville and seventy-nine and a half hours a week at the Aaronson and Ramirez locations. Library hours of operation can be found on the following document: Library Hours of Operation. School of Medicine students and faculty have 24/7 access to the Aaronson library with their valid ID card. The main campus libraries remain open twenty-four hours the Sunday through Thursday of finals week of both Fall and Spring semesters.

Many of the resources and services referenced above are available for online, off-site, and distance education students. Aware of the importance of supporting this student population, the University Library strives to provide easy access to resources and services online, several specifically geared to online and distance education students and faculty, including:

* Library Account Access ([My Account](https://utrgv.primo.exlibrisgroup.com/discovery/login?vid=01UT_RGV_INST:UTRGV))
* Ebooks Finding Aid ([E-books](https://www.utrgv.edu/library/find/ebooks/index.htm))
* Databases by Subject Finding Aid ([Databases by Subject](https://www.utrgv.edu/library/find/databases/databases-by-subject/index.htm))
* E-Journal Search Button on Discovery Platform ([E-journal Search](https://utrgv.primo.exlibrisgroup.com/discovery/search?vid=01UT_RGV_INST:UTRGV&sortby=rank&lang=en))
* Interlibrary Loan ([ILL Request](https://utrgv.illiad.oclc.org/illiad/))
* Chat, text, phone, and email reference services ([Ask Us](https://www.utrgv.edu/library/services/ask-a-librarian/index.htm))
* Online booking and video chat research consultations ([Request a Research Consultation](https://www.utrgv.edu/library/help/request-forms/research-consultation/index.htm))
* Online research guides available by discipline or course ([Research Guides](https://utrgv.libguides.com/researchguides))
* Troubleshooting Help via Report Access Problems Form ([Report Access Problems](https://www.utrgv.edu/library/help/report-access-problems/index.htm))
* Digital Special Collections ([Digital Collections](https://utrgv.libguides.com/SCA/digital-collections))
* Institutional Repository ([IR](https://utrgv-ir.tdl.org/))
* Embedding in Online Courses
* Creating Video Tutorials for Online Courses by Request

It is an important goal of the library to provide efficient access to research materials and services for users with temporary or permanent disabilities. [Accessibility in the Library](https://www.utrgv.edu/library/services/disability-services/index.htm) includes adaptive technologies, item retrieval, and accessible furniture.

**Library Instruction and Research Services**

The University Library strives to ensure that users have access to regular and timely instruction in the use of the library and other learning and information resources through a combination of reference, instruction, and technology services. This timely and user-friendly instruction supports the mission of the Library ([Library Mission](https://www.utrgv.edu/library/about-us/mission-statement/index.htm)) by assisting students to become independent, discriminate users of information, as well as to advise faculty about how to best integrate library resources and services into course assignments and activities so that information literacy outcomes are met. The Library’s Research and Instruction Librarians accomplish these objectives through a variety of methods detailed below.

UTRGV faculty can request targeted hands-on library instruction for students in their courses. Instruction sessions are offered to all disciplines and educational programs. Research and Instruction Librarians collaborate with faculty to develop appropriate activities and learning outcomes for instruction sessions as well as review relevant research assignments. The net result is course-integrated library instruction sessions that are highly tailored to the learning objectives for each course. Faculty may request a library instruction session online ([Instruction Request Form](https://www.utrgv.edu/library/help/request-forms/request-library-instruction/index.htm)) or by contacting an Instruction Librarian. Please see attached instruction calendars and examples of correspondence from instructors requesting traditional, ITV, and online library instruction for undergraduate, graduate, and PhD students.

Library instruction for online courses is performed in a variety of ways. Research and Instruction librarians can embed in online courses providing instruction via videos, engaging students on discussion boards, or through live video conferencing. Librarians can chat, video call, and share applications to guide students virtually at a distance. Librarians and library support staff are available to provide training to all students on how to find the resources that they need for research, whether via online databases, e-journals portal, reliable websites, or Interlibrary Loan.

In addition to the traditional instruction methods, librarians also create research guides, and customized video tutorials and instructional workshops and conduct library tours and orientations. Research guides and tutorials are located on the Library’s web page ([Research Guides](https://utrgv.libguides.com/researchguides)). The University Library participates in university orientation events on and off campus for students and faculty, including new student, transfer, graduate student, and faculty fairs.

Instruction and research services are provided in a variety of formats across all colleges as demonstrated in Table 2.

**Table 2:**

**University Library – Instructional Engagement by College, 2017-2018**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **College** | **Classes** | **Research Consultations** | **Student Workshops** | **Faculty Engagement\*** | **Total Undergraduate Student Engagement** | **Total Graduate Student Engagement** | **Research Guide Usage** |
| Business & Entrepreneurship | 0 | 3 | 0 | 12 | 2 | 1 | 38 |
| Education | 13 | 0 | 0 | 10 | 230 | 27 | 180 |
| Engineering & Computer Science | 1 | 0 | 0 | 1 | 6 | 0 | 65 |
| Fine Arts | 12 | 3 | 0 | 9 | 207 | 0 | 75 |
| Health Affairs | 10 | 5 | 0 | 5 | 136 | 130 | 211 |
| Liberal Arts | 138 | 42 | 30 | 24 | 3622 | 70 | 742 |
| Sciences | 0 | 0 | 0 | 14 | 0 | 0 | 83 |
| University College | 15 | 2 | 0 | 0 | 359 | 0 | 6 |
| Graduate College | NA | NA | 2 | NA | 0 | 19 | NA |
| School of Medicine | 37 | 79 | 0 | 0 | NA | 512 | 19,207 |
| **TOTAL** | **226** | **134** | **32** | **75** | **4027** | **759** | **20,607** |

\*Faculty engagement at faculty workshops open to all colleges.

The Circulation Desk at each location is a support hub for members of the campus community where librarians and library assistants provide individual, hands-on research assistance, computer instruction, and general reference and technical support. The library provides assistance via email, text, chat, telephone, or in person to students and faculty who have research or computer questions. Students and faculty requiring in-depth research support can arrange specialized consultations with Research and Instruction librarians as well.

Distance learners needing assistance can receive one-on-one interactive library instruction by accessing the UTRGV Library’s chat service, email, text, telephone or video conferencing. In this way, the library is able to conduct reference interviews and assist with their research inquires through virtual means. Users can access all forms of contact from the UTRGV library’s webpage and have access to services during the library’s regular hours of operation.

Research and Instruction Librarians provide orientation, outreach, and instruction services to off-site locations throughout the year, coordinating with the McAllen Teaching Site and Art Annex directors to provide a librarian presence during high traffic hours during the first weeks of every semester (Art Annex Outreach Emails, MTS Orientation Emails). During the 2017-2018 academic year, librarians provided 2 classes and 21 orientations and outreach services to the Art Annex and 4 classes and 12 orientations to the McAllen Teaching Site.

Research and Instruction Librarians collect regular assessment of instruction services. During the 2017-2018 academic year, librarians conducted a qualitative assessment (3-2-1 Assessment Form) of all instruction sessions. For 2018-2019, the department is conducting qualitative and quantitative assessment focusing on student learning objectives for all rhetoric and composition courses ([Instruction Assessment Form](https://utrgv.co1.qualtrics.com/jfe/form/SV_6PeqnoRQMBVgW5D)). Detailed information about the University Library annual assessment plan is attached (Library Assessment Plan 2017-2018, Library Assessment Plan 2018-2019).

**Supporting Documentation in Shared Drive**

Instruction Request Example: In Person Undergraduate Course

Instruction Request Example: In Person Undergraduate Course

Instruction Request Example: In Person PhD Course

Instruction Request Example: ITV Undergraduate Course

Instruction Request Example: ITV Graduate Course

Instruction Request Example: Online Graduate Course

Schedule of instruction: September 2017

Schedule of instruction: October 2017

Schedule of instruction: November 2017

Schedule of instruction: December 2017

Schedule of instruction: January 2018

Schedule of instruction: February 2018

Schedule of instruction: March 2018

Schedule of instruction: April 2018

Schedule of instruction: May 2018

Schedule of instruction: June 2018

Schedule of instruction: July 2018

Schedule of instruction: August 2018

3-2-1 Assessment Form

Instruction Assessment Form

Library Assessment Plan 2017-2018

Library Assessment Plan 2018-2019

Art Annex Outreach Emails

MTS Orientation Emails