

## **Auburn University Montgomery Library Policies for Library Services for Distance Education Students/Faculty**

In accordance with the Association of College & Research Libraries *Standards for Distance Learning Library Services* recommendations that libraries provide "services and resources equivalent to those provided for students and faculty in traditional campus settings", the AUM Library provides the following services and resources.

### **Distance Education Borrowing Services**

The AUM Library provides distance education users with borrowing services that include the ability to borrow AUM Library materials and to make Interlibrary Loan requests for non-AUM Library material.

Eligible participants for Distance Education Borrowing Services are online students (enrolled in only online courses) or AUM Online faculty who teach only online courses. Students that are enrolled in both online courses and face-to-face courses; or are enrolled in hybrid courses will need to follow the [traditional library borrowing method for students](#). Those faculty teaching courses on campus and online must follow the [traditional library borrowing method for faculty members](#).

### ***AUM Library Material Borrowing Services***

Distance education users can request the following material from the Library's circulating collection:

- Circulating print books
- Circulating AV material

Distance education users can request portions of the following material, and when appropriate and within copyright limitations, AUM Library will provide users with a duplicated items in a digital format and then to the user via the user email. If the file size is too large to be delivered via email, the document will be printed and/or saved to a library-owned device and shipped using the most appropriate and cost effective method:

- Photocopied or scanned articles from non-circulating periodicals
- Photocopied or scanned sections/chapters from non-circulating reference books
- Photocopied or scanned reproductions of print government documents.
- Photocopied or digitized portions of microfilm and/or microfiche.
- Photocopied or digitized portions of Special Collections/Archives materials.

The following materials are not available for distance education borrowing services:

- Complete volumes/issues of periodicals
- Entire reference books
- Physical microfilm/microfiche
- Reserve materials
- Other AUM Library materials that do not circulate.

Requests of an exceptional nature, e.g. books sent out of the country, will be filled on a case by case basis.

### *Submitting an AUM Library Material Borrowing Request*

For ease of processing and efficiency in delivery, distance education users submit an AUM Library Material Borrowing Request through the [AUM Interlibrary Loan system](#).

Users logging into the system for the first time must provide basic information; specifically, an email and mailing address to assist in delivery of requested materials.

Currently, distance education users must identify themselves as online-only users within the Comments section of the request form.

### *Processing Time*

Processing of materials takes no more than 48 hours, Monday-Friday. Requests made on weekends and/or holidays will take longer to process. Shipping time is not included in the 48 hours.

### *Method of delivery*

The Library covers costs for material shipped to distance education users. Borrowers are responsible for all shipping costs to return materials to the Library.

- Print/Physical Material (Books, AV material, etc.) – Delivered using the most appropriate and cost effective method.
- Scanned Images/Chapters/Articles - Delivered to user email.
- **ALabama Libraries Exchange Service (ALLIES) Pick-Up** – For users near one of the ALLIES member libraries, they have the option of requesting that the physical material be sent to that location. The user can pick up and return the item to the partnering library which negates any shipping costs.

AUM Library personnel notifies borrowers via email when materials are shipped. Physical material shipped to the individual user must be returned to the Library via first class mail, FedEx, or UPS.

### *Material Loan Periods*

- Books (Faculty) - 90 days
- AV Material (Faculty) - 60 days
- Books (Graduates) - 90 days or end of the term, whichever comes first
- Books (Undergraduates) - 28 days or end of the term, whichever comes first
- AV Material (All Students) - 14 days or end of the term, whichever comes first

If materials are not returned or renewed within the loan period, overdue fines are charged. Users can renew items either through their [online library account](#), or by phone at 334-244-3647. Items can only be renewed on or before the due date; ***neither graduate nor undergraduate students can renew Overdue material received via the Distance Education Borrowing Services.*** Faculty members can renew Overdue materials by calling the Access Services Librarian at 334-244-3647. Students are only allowed one renewal per item; faculty may renew items twice. ***Items that have holds placed for another patron cannot be renewed regardless of overdue status.***

### *Overdue Fees*

- Books - \$.25 per day, per item. Maximum of \$25.00 per item. 4 day grace period.
- AV Material - \$.25 per day, per item. Maximum \$25.00 per item. No grace period.
- Recalled - \$.50 per day, per item for recalled items. Maximum \$25.00 per item. 7-day grace period after item is recalled. A Recalled item is a request from the library for the item to be returned before the due date. Recalls are rare and typically occur because an instructor has requested that the item be placed on reserve.

### *Lost Items and Replacement Fees*

After the maximum fine per item has been reached, the user will be billed for the replacement cost of the item plus a \$25.00 processing fee. If the material is not returned, the user must pay the replacement costs and a \$25.00 non-refundable processing fee.

Borrowers are responsible for all overdue fines/fees, and any replacement costs for lost or damaged materials.

### *Distance Education Interlibrary Loan Services*

Interlibrary Loan (ILL) is a service through which the AUM Library obtains materials that it does not own from other libraries. Distance education users can request the following materials through ILL:

- Photocopies or scans of book chapters
- Photocopies of articles in journals, anthologies, and proceedings from symposia and conferences
- Theses and dissertations, if available in electronic format

Due to time limitations, *distance users cannot request non-AUM Library print books through ILL.*

**Unless otherwise noted in this policy, distance education users must abide by the traditional [AUM Library ILL policies](#).**

### *Submitting an ILL Request*

Prior to requesting an item from another institution through ILL, users should check about the availability of the item through the AUM Library. Users may check the Library Catalog for books and other physical materials. For periodicals, search the entire list of electronic resources to which the AUM Library subscribes.

Users will make ILL requests using the same system utilized to request [AUM Library Material](#):

### *Delivery Method and Estimated Delivery Time of ILL Requests*

Currently, all requests are delivered electronically. When the article is delivered, the user will receive an email that provides instruction on how to access the article through the AUM Library ILL system. Distance education users can expect delivery between 2 – 4 days, not including weekends and/or holidays. However, users should always allot up to two weeks when submitting an ILL request, as issues or problems can arise that are beyond the AUM Library's control.

## **Distance Education Reference Services**

The AUM Library aims to provide the same quality of reference services and assistance to distance education users as face-to-face users. If logistically feasible, distance education users can visit the AUM Library Reference Department, or schedule face-to-face or virtual reference consultations with AUM librarians. Additionally, distance education users can call 334-244-3649 and ask questions via the Reference Desk phone and/or voicemail system.

While distance education users are free to utilize the aforementioned services, the AUM Library provides Virtual Reference Services that allows users the opportunity to contact AUM Library personnel regarding any question or concern they might have. The Virtual Reference Services include the following:

- **Ask YOUR Library** – Users can visit the <http://askus.library.aum.edu/> to browse our FAQs. From that page they can submit a question through our system. The expected turnaround answer time is 24 hours on weekdays, and 48 hours on weekends.
- **Chat With YOUR Library** – Users can instantly connect and chat in real time with librarians and library staff members during the chat hours of operations. Typically the hours of operations follow the Library's standard operating hours with a few exceptions. Users can click on the Chat icon or they can wait 30 seconds for a prompt message to appear, from which they can launch a chat with a library operator.
- **Text YOUR Library** – Users can text our 334-384-1851 to ask any type of question. The expected turnaround answer time is 24 hours on weekdays, and 48 hours on weekends.

Virtual reference is conducted both at the Reference Desk and in the librarians' offices. All library personnel that provide face-to-face reference assistance conduct virtual reference assistance.

## **Distance Education Library Instruction**

The Library provides instruction on use of its resources through a variety of methods and actively promotes inclusion of instructional materials in course shells on the University's course management system. These methods may include:

- Online research guides - course specific/subject area
- Online tutorials
- One-on-one consultations with librarian subject specialists via telephone, email or our virtual reference services
- Blackboard Collaborate or a similar synchronous classroom product
- Additional technologies as they become available

## Citations

Association of College & Research Libraries. *Standards for Distance Learning Library Services*. July 2008. Rev. June 2016. (<http://www.ala.org/acrl/standards/guidelinesdistancelearning>).