

LIBRARY Services for Off-Campus Students and Staff Policies and procedures

The Information & Learning Commons (ILC) endorses the ACRL "Guidelines for Distance Learning Library Services" (July 1, 2008).

Policy Statement

The "ACRL Guidelines for Distance Learning Library Services" state that *"library resources and services in institutions of higher education must meet the needs of all their faculty, students, and academic support personnel, regardless of where they are located."* Based on this principle, the Information & Learning Commons will strive to deliver to all off-campus students and staff services and resources equivalent to those, on-campus.

Main Objectives

- To provide to off-campus students and staff equivalent access to information resources and services, reference support and assistance, interlibrary request and document delivery service as if they were on-campus.
- To offer to off-campus students and staff reference services that will be more personalised since they do not have direct access to the full range of services and library materials. Reference support will be offered, in person, by email, phone or fax.
- To use interlibrary request and document delivery services to promptly deliver materials to off-campus students and staff. All document delivery (email, fax, or mail) will comply with current Greek copyright law and fair use standards.
- To offer instruction and training opportunities equal to those provided to on-campus students and staff. Information skills tutorials will take place to teach off-campus students to use library information resources and services effectively and enable them to identify resources pertinent to their course work and research. Online guides will be available on the ILC web pages.
- To closely collaborate with the Computing Support Services & IT Staff in providing the necessary support on technical related issues.
- To regularly assess the needs of off-campus students and staff to ensure that off-campus services are serving and reflecting the specific needs.

Service Priorities

- The Library Services Desk will hold the responsibility to regularly communicate to off-campus students and staff the availability of off-campus library services.
- The ILC staff will offer unit-related assistance to off-campus students. They will be available by phone, email or in person to offer support with assignments, projects, dissertations and with locating any needed materials.

- The ILC staff will send, within 2 working days, photocopies or scanned documents requested by off-campus students and staff from items that are held in the collections of the ILC. Copies will be emailed, faxed or mailed to any home or business address.
- The ILC staff will process requests for materials **not held** by the ILC within 2 working days. Borrowed materials will be mailed, emailed, faxed to off-campus students and staff. All document deliveries will be consistent with current Greek copyright law.
- The Computing Support Services & IT Staff will offer timely technical advice for electronic information resources access issues, and other computer related problems.

The Library Committee will regularly review the above policies and procedures to ensure that CITY College Library is properly serving all off-campus students and staff.