Library and Instruction Services Response to the Distance Education Committee pursuant to Appendix G of the CSU/UPI 2012 contract

The Library and Instruction Services is comprised of five departments: Library & Information Services Public Service (LISPS), Library & Information Services Technical Service (LISTS), Center for Teaching and Research Excellence (CTRE), Learning Assistance Center (LAC), and University Archives.

(1) Ensure that the technology used is appropriate to the nature and objectives of the course and program offerings;

- CTRE staff works closely with faculty to provide the best technology options available. Examples of technology used/requested include:
    - Moodle (Course Management System)
    - Elluminate/Collaborate II (Virtual sessions)
    - nVivo9 (Qualitative research software)
    - Jing (Video capture)
    - Animoto (Free video creation tool)
    - TurnItIn (Plagiarism protection)
    - SmarterMeasure (Online testing)
    - Mathematica (Technical computing software)
    - SPSS (Statistics software)
    - Respondus/StudyMate (Assessment tools for eLearning)

(2) Communicate distance education policies to the University community;

- The CTRE works with the Distance Education Committee in creating procedures for distance education such as:
    - Faculty training in online education prior to teaching online
    - Approval Process for Online and Hybrid Course Offerings
    - DAC Review Committee (DAC requirement for online education)
    - Online Course Review Committee
    - Recommended Course Design Evaluation Rubric for Department Chairperson
    - Recommended Online Attendance Policy (Student Attendance)

(3) Support the services related to distance education;

- The CTRE provides faculty and student training on the technologies used in distance education.
    - OCT (Online Certification Training for faculty)
    - START (Student Technology Academic Readiness Training (Online))
    - CTRE Moodle Student Workshops
- The LAC plans to continue utilizing technology in an effort to:
    - Promote virtual learning excursions

- o Purchase and instruct students with software tools
- o Host technology integration workshops for faculty
- o Enhance students' ability to utilize personal computers
- o Utilize scheduling software for appointment-based tutorials
- o Utilize interactive whiteboards and student response systems
- o Provide proctoring services for distance education instructors
- o Participate in webinars for increased professional development
- o Assist students with research projects utilizing the *Internet*, *PowerPoint*, and *Excel*
- o Assess the efficacy of remediation programs/services through the use of online surveys
- Library
  - o CISIT, Chicago State University Library Information Literacy Tutorial

- In accord with the Distance Learning Standards and Guidelines of the American Library Association the Chicago State University Library adheres to **the Access Entitlement Principle** which states 'Every student, faculty member, administrator, staff member, or any other member of an institution of higher education, is entitled to the library services and resources of that institution, including direct communication with the appropriate library personnel, regardless of where enrolled or where located in affiliation with the institution." http://www.ala.org/acrl/standards/guidelinesdistancelearning. The library is a member of the *Online Computer Library Center (OCLC)* an international and national library resource cooperative; *Consortium of Academic and Research Libraries in Illinoi*s (*CARLI)* a state library resource cooperative, *Center for Research Libraries (CRL),* an international consortium of university, college, and independent research libraries that supports advanced research and teaching in the humanities, sciences, and social sciences, and the *National Network of Libraries of Medicine (NNLM)* a Medical and Health Science Library Cooperative. These memberships expand not only the breadth of materials available to students enrolled in distance learning programs of the University but provide a network for material delivery. The Chicago State University Library is a full service academic library that offers services and resources including but not limited to Reference and Instruction, Media, Print and Electronic materials, Special Collections and Interlibrary Loan. Library Instruction services provide a laboratory for clientele to acquire information literacy skills. The library also supports a growing collection of electronic resources available to all students enrolled in distant learning courses.

(4) Monitor the training and support for faculty who teach using Internet technologies;

- The CTRE along with the Distance Education Committee track the number of completers of the OCT, S.T.A.R.T., and CSIT

(5) Ensure that appropriate library resources, technology resources, laboratory facilities, and equipment required by the distance education offerings are provided;

- The CTRE Advisory Board and the Distance Education Committee working with the CTRE survey faculty on a regular basis on their technology needs.
- To facilitate academic success and to meet the needs of distance learning students, the Department of Public /Instruction Services of the Library provides access to the following resources and services:
  - o **Off Campus Access:** Instructions for accessing online library resources is available at: http://library.csu.edu/using/databases/
  - o **CSU Library Catalog:** Search for Books and journals in CSU Library holdings at: http://library.csu.edu/
  - o **Electronic Databases**: Search for materials including media on your topic through CSU Library's databases at:
  http://library.csu.edu/cgibin/eresources/eselect.py?title=All%20Databases
  - o **How to use Databases:** For how to use databases at: http://csu.libguides.com/content.php?pid=219031&sid=1919405
  - o **Electronic Journals Article:** Search for journal articles using a wide variety of databases, and link to the full-text articles at: http://atoz.ebsco.com/Titles/cgcsu?lang=en&lang.menu=en&lang.subject=en .
  - o **Request New Materials:** Request new materials to be considered for purchase at Use Book/Media Request at: http://csu.libguides.com/content.php?pid=239678&sid=1977622.
  - o **Borrowing/Requesting:** Instruction on how to request books and articles not available online at CSU Library. Follow this link for instructions http://library.csu.edu/ill/ .
  - o **Help from CSU Librarian**: Contact CSU Librarian by phone (773-995-2235) or email (reference@csu.edu) for reference and research assistance. The Reference Department serves as a gateway to all library inquiry.
  - o **24/7 Help:** For reference and research assistance the library CSU AskAway (Illinois Librarian Online), a 24/7 Live Online Resources at: http://www.questionpoint.org/crs/servlet/org.oclc.home.TFSRedirect?virtcategory=12876.
  - o **Library Instruction:** Library instruction is available to all classes. Library instruction is initiated by the class instructors. Instructors must call 773-995-2235, or submit a request at instructionrequest@csu.edu at least one week in advance.
  - o **Research Consultation:** Consultations are available to faculty and students at any point of the **Tutorial** research process. Contact the Reference 773-995-2235 or email (reference@csu.edu) to set up a session at least one week in advance. For online research consultation see also CISIT, Chicago State University Library Information Literacy Tutorial at: http://library.csu.edu/csit/ .

- o **Tutorials/Subject Guides** Learn how to search and use some of the library's resources. For more information see:
  - o Student Information about the Library and Research at http://csu.libguides.com/studentguide
  - o Faculty Resources at: http://csu.libguides.com/content.php?pid=219031&sid=1919405,
  - o Or all subject guides at: **http://csu.libguides.com/.**
  - o **RefWorks:** Keep track of your sources and in-text citations. Refworks makes it easier by keeping all of your citations in one convenient location accessible anywhere. For RefWorks Tutorial, see: http://csu.libguides.com/content.php?pid=121305.
- The Department of Technical Services of the library provides the technology support and technical process to select, order, organize and online display all available electronic and digital resources in the library, which ensures and maintains all electronic and digital resources and related systems and facilities for Distance Education, including the online cataloging system processing remote online services for online teaching, learning and research.
- Chicago State University's Archives and Special Collections Unit collects manuscripts and records that reflect the historical, literary, and academic traditions of CSU and the south side community of Chicago. ASC's core mission lies in its commitment to serve as a resource and learning laboratory; it seeks to stimulate and nourish teaching and learning, serve scholarship, and raise the profile of the University by making CSU records and special collections widely available. ASC also encourages interdisciplinary research by members of the University and broader academic communities. All materials are carefully protected through strict conservation policies, professional processing, and our state of the art library facilities. We also administer the campus records management program, which helps offices and departments comply with the State University Records Retention Schedules.
  - o University Archives and Special Collections staff is available to assist with student and faculty research and to teach archival instruction sessions for distance education classes; our digital collections may be accessed through the CSU library web site, and some of our collections can be searched via the CSU library and the Archive Eloquent Catalog.
    - ▪ **Archive web site**: http://library.csu.edu/asc/
    - ▪ Search the Archival Catalog for access to our special collections and university archival material
    - ▪ Locate our **Digital Collections** http://library.csu.edu/digitallibraries/
    - ▪ To schedule a **research consultation** or **archival instruction** session please call the University Archivist (773-995-3843)
    - ▪ **Help** via e-mail at csu_archives@csu.edu (csu_archives) and phone (773-995-2246)