UNC Asheville
Ramsey Library

Policy and Procedures for Library Support of Distance Learning

1. Policy

   1.1. It is the goal of Ramsey Library to ensure that adequate library resources are readily available to all students and faculty wherever programs or courses are located and however they are delivered. This policy applies to all regular credit courses whether offered off-campus, via the World Wide Web, or by other means, but does not apply to continuing education courses.

   1.2. Ramsey Library will provide distance learners with assistance in accessing information resources as well as instruction in the use of library and information sources in traditional as well as electronic formats.

   1.3. It is the policy of Ramsey Library to offer the academic community remote access to digitized information within the limits of economic feasibility and cost-benefit. At present, digital resources tend to provide more information for the investment as well as enhanced access for students and faculty whether on site or located at a distance.

   1.4. Information seeking by UNCA distance students is greatly facilitated by the UNC Cooperative Library Lending Agreement. This agreement, revised May 2001, allows UNCA students, faculty, and staff to check out materials from any of the fifteen other UNC system libraries upon verification of their borrowing status at UNCA. See the UNC Reciprocal Borrower Authentication page (http://www.lib.ncsu.edu/ads/unc/) for more information. In accordance with that Agreement, it is the responsibility of distance education students to ensure that they are registered in their home library's patron database.

2. Procedures

   2.1. When the Office of Special Academic Programs develops a distance course or program that office will notify the instructor of the need to coordinate the provision of library services with UNCA's Distance Learning Services Librarian (Anita White-Carter, 251-6434, whitecarter@unca.edu). Special Academic Programs will also notify the Distance Learning Services Librarian about the course being planned and the name of the instructor.

   2.2. The Distance Learning Services Librarian will work with the instructor to develop a plan to meet the information needs of distance students enrolled in the course or program.

   2.3. The plan to meet the information needs of each distance course or program will be submitted to the Office of Special Academic Programs by the Distance Learning Services Librarian and included with documentation for the course.

   2.4. All distance students will receive from their instructor a packet of information describing library and information resources and services available by visiting Ramsey Library as well as by electronic access. These materials will include instructions on accessing Ramsey Library electronic resources via the student's Internet service provider or alternative access to the web.

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2.4.1. Special Academic Programs will provide the Distance Learning Services Librarian with the names, mailing addresses, and e-mail addresses (if available) of enrolled students at the earliest feasible time.

3. Funding

3.1. Necessarily, most of the cost of supporting library and information services for distance students and faculty must be born within general funding of the library infrastructure (e.g., collections, databases, staff). However, the library will draw upon "library" funds generated by distance learning credit hours to support the purchase of books to be located at distance learning sites, partial costs of electronic products accessible to distance learners, the mailing or transportation of materials directly to distance students or distance sites, and personal costs attributable to the demands of supporting distance learning operations.

3.1.1. In situations when the plan to provide distance learning information services calls for the creation of a "reserve" or reading collection at the distance site materials will be pulled from the Ramsey collection ONLY if there are multiple copies or if the Distance Learning Services Librarian determines that there is no demand on campus. Otherwise, materials for remote reserve or reading collections will be purchased for that purpose from funds set aside to support the library costs of distance learning.

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Adopted: 1/28/02