

## SECTION 2, CORE REQUIREMENT 2.9

The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections as well as to other learning/information resources consistent with the degrees offered. These collections and resources are sufficient to support all its educational, research, and public service programs. (Learning Resources and Services)

### JUDGMENT OF COMPLIANCE

Compliant

Partially Compliant

Noncompliant

### RATIONALE FOR JUDGMENT OF COMPLIANCE

North Georgia College and State University provides learning/information resources to its students and faculty through both ownership and formal arrangements. These resources take the form of Stewart Library's physical collection of monographs, journals, government documents, and media; the virtual library available through GALILEO and other database resources; the collections of other University System of Georgia libraries available through GIL Express; the resources available at various off-campus sites with which NGCSU has formal agreements; as well as resources located in libraries worldwide and available through interlibrary loan. Other learning resources taking the form of academic assistance services are also available on campus.

In a comparison with twenty-three national and state benchmark libraries, NGCSU's Stewart Library exceeded the average in expenditures for books/FTE in each of the last six years, and has been in the top third in four of those years. NGCSU also exceeded the benchmark's average in expenditures for print serials/FTE for four of the last six years and has been in the top third for three of those years [[1](#)]. This data reflects the institution's commitment to enhance the library's physical holdings in support of its academic programs and in support of the research and leisure reading needs of its students and faculty.

Virtual holdings are used by Stewart Library to supplement its print and media collection. The library currently offers 39,000+ electronic books that are made available to patrons both on campus and off through the internet

[2]. E-Books represent a major direction for enhancing the library's collection and serving students and faculty anywhere and anytime. The institution's journal, newspaper and magazine collection is expanding and, like peer institutions, moving from a print on paper format to online subscriptions or contents delivered via aggregator to better serve library users. The following table reports holdings by format.

Print on paper subscriptions	Online subscriptions	Journal content delivered via Aggregator
477 titles	3528 titles	38,268 titles

The library has benefited from regular institutional end-of-year monies to expand the library's print and electronic holdings.

Through GALILEO, a collaborative virtual library project of the University System of Georgia, the institution's students and faculty have access to 200+ subject-specific databases. Increasingly, these databases provide full-text contents, while others offer citations that can be ordered through the library's interlibrary loan service. The GALILEO upgrade, to be completed in 2008, will increase access to full text using SFX technology which seamlessly links users to full text from any database to which the institution subscribes. The institution has supported the library with purchase of additional specialized databases offered through GALILEO at group rates. These 20+ specialized databases encompass a wide range of varied disciplines including, but not limited to, nursing (CINAHL with full-text), business (ProQuest's ABI/Inform), sociology (SocIndex), psychology (ProQuest Psychology Journals), and the sciences (CSA). Further evidence of the institution's commitment to ensuring that students and faculty have superior access to high-quality library resources is the support for the acquisition of local databases and electronic resources beyond the core and group purchases provided through GALILEO. The library also subscribes to an additional 19 databases including such titles as JSTOR (full-text, scholarly journals), America's Newspapers (600+ full-text national and military newspapers), American Periodical Series (1974-1900), Web Editions from the American Chemical Society, Naxos Music Library, and other specialized databases requested by the faculty. Acquisition priorities are established through faculty input and ranking based on trial usage of each new database. In Fall 2005, the institution added a proxy server to manage off-campus access to the rapidly expanding collection of electronic resources.

The institution supports student and faculty access to resources regardless of location through agreements with Gil Express, a cooperative effort of the institutions of the University System of Georgia. GilExpress is particularly noteworthy and gaining national attention with its self-service, rapid-

delivery, web-based tracking system that gives students and faculty access to the book collections of the 34 University System of Georgia libraries. Requested material is delivered within two to four days at the institution of the user's choice [3]. GIL Express was launched in 2004, and both library borrowing and lending have grown rapidly. Currently, it accounts for 15% of the library's total circulation. Usage of GIL Express is expected to increase even more given the direction of our QEP. This model of "just-in-time" delivery is a significant statewide improvement in access to learning resources.

As further evidence of the institution's commitment to ensuring that collections and resources are sufficient to support all its educational, research, and public service programs, NGCSU solicited the input of a library consultant in 2005. The institution has undertaken support of a 21-point plan to respond to the recommendations from the consultants report. Progress on each of the 21 action plans has been steady [4].

There are five areas where NGCSU scored below the average in comparison to its benchmarking peers. The action plans outline corrective steps that will move the institution forward in these weak areas. For example, the peer comparison study indicates that NGCSU has been slipping in the area of electronic serials over the last few years, having been above the group average in only one of the last six years [5]. In order to ensure that this trend does not continue, additional funding has been allocated to expand our electronic serials. When GALILEO dropped ProQuest from its offerings, NGCSU picked up the cost of the database to continue access as requested by faculty in the School of Business and Government. In 2005, the institution made the significant financial commitment necessary to bring JSTOR to its students and faculty. An additional 19 in-demand databases, commonly held by peer institutions, are also available.

Significant progress has also been made in improving communication and access. As part of its newly-adopted Collection Development Policy, the library has reinstated a system of school liaison faculty librarians. Librarians are assigned to specific schools and tasked with collaborating with deans, department heads and faculty on issues of library instruction, services, and collections. Appended to the Collection Development Policy is a Collection Allocation Formula, which seeks to distribute the library's budget fairly across departments. Built into the formula are institutional commitments and enhancements to support new and emerging programs and opportunities [6].

To better align resources with needs, the university's course and program approval process has been revised to include an assessment of the library's

holdings in the area of the proposal and an estimate of the start-up and ongoing costs of providing necessary support [7]. Start-up costs are addressed in the commitments and enhancements area of the library's budget.

In a climate of expanding the reach of institutions to serve a more geographically widespread population, North Georgia has developed formal relationships with other institutions to house programs remotely from Dahlonega. Library services are provided to these external programs through a combination of formal agreements with existing libraries. At Gainesville State College, North Georgia students and faculty have full library privileges, as well as access to materials purchased or transferred specifically for the remote site [8, Section 3, p. 127]. At North Metro Technical College and Lanier Technical College (non-USG institutions), arrangements have been made for students to access on-site library resources as well as access to the electronic book and journal holding. Currently, nursing students have access to the medical and patient family libraries at hospitals and facilities where they are placed for clinical work [9, Section 3, pp. 130-31]. To ensure that remote students have regular and timely access to information literacy instruction and library assistance in locating resources, the library has added a part-time library faculty position to external programs without on-site libraries.

Recognizing that NGCSU has fallen behind its benchmark peer group in information literacy and library instruction, the institution recently approved a new faculty librarian position, Coordinator for Library Instruction and Distance Learning in 2006. The internal reorganization of library faculty into a liaison model in 2005, has improved the library's instruction program significantly. This realignment has made the librarians more accessible to students and faculty. Efforts are also underway to upgrade the library's instruction space to provide a more interactive learning experience. Library instruction is currently conducted in computer labs or the library's seminar room. With the adoption of information literacy as the Quality Enhancement Plan after a two-year campus-wide discussion, significant design work is in development to create a comprehensive plan for information literacy learning outcomes. The QEP design team is composed of a broad range of faculty and staff and includes a library faculty member with information literacy expertise.

Beyond the library, NGCSU offers various other learning resources for its constituents: the Writing Center, the Math and Computer Science Tutorial Center, the Language Lab, and LEAP tutoring services, for example.

The Writing Center is open to all students and faculty of the university for assistance with all writing projects, not just course-based assignments. Tutors in the Writing Center are available by appointment, with 367 appointments for Fall 2005 [10] and 255 appointments for Spring 2006 [11]. Tutorials were for coursework in English, political science, psychology, philosophy, history, sociology, math, education, and biology, among others. Additionally, the Writing Center offers seminars each semester on avoiding plagiarism, conforming to APA style format, and preparing for the Regents Skills Test.

At each of the forty-five networked stations in the Language Lab, students may practice listening and speaking skills and engage in conversations with other students. Also available to them at this site are supplemental course materials for language courses and a growing library of several hundred DVDs in the three foreign languages taught at NGCSU. Students who staff the lab are also available as tutors for students needing further assistance.

In order to better facilitate a more effective means of delivering student services, the Learning Empowerment for Academic Progress (LEAP) Tutoring services was created in Spring 2006. All tutoring services from around campus were placed under one administrative umbrella. Previously, Student Development and Counseling Services and the Honors Program had provided tutoring services. The Corps of Cadets has an independent program of tutoring for at-risk cadets, which works closely with the new administrative system.

#### Document Reference:

Number	DB Num	Document Title	Resource
1		Stewart Library Peer Comparison, 1998-2004	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Lib_Peer_Comp_1998-2004.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Lib_Peer_Comp_1998-2004.pdf</a>
2		Stewart Library eBook page	<a href="http://www.ngcsu.edu/Adminsrv/Library/ebooks.shtml">http://www.ngcsu.edu/Adminsrv/Library/ebooks.shtml</a>
3		GIL Express Book Request	<a href="http://www.ngcsu.edu/Adminsrv/Library/illgilexpress.shtml">http://www.ngcsu.edu/Adminsrv/Library/illgilexpress.shtml</a>
4		Stewart Library Progress Report #3, July 3, 2006	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Stewart_Lib_Progress_Report3_July-2006.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Stewart_Lib_Progress_Report3_July-2006.pdf</a>
5		Stewart Library Peer Comparison, 1998-2004	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Lib_Peer_Comp_1998-2004.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Lib_Peer_Comp_1998-2004.pdf</a>

Number	DB Num	Document Title	Resource
6		Stewart Library Collection Development Policy	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Coll_Dev_Policy.pdf">http://www.ngcsu.edu/sacs/Reference_Room/documents/Library_docs/Library_Coll_Dev_Policy.pdf</a>
7		NGCSU Course & Program Review Form	<a href="http://www.ngcsu.edu/Resource/forms/Cour_sRev.PDF">http://www.ngcsu.edu/Resource/forms/Cour_sRev.PDF</a>
8		ASN in Nursing, CPR 2004, Section 3	<a href="http://www.ngcsu.edu/Resource/IRP/irphome/Institutional%20Effectiveness/cpr/ASN%20CPR.pdf">http://www.ngcsu.edu/Resource/IRP/irphome/Institutional%20Effectiveness/cpr/ASN%20CPR.pdf</a> , p. 127 in PDF.
9		ASN in Nursing, CPR 2004, Section 3	<a href="http://www.ngcsu.edu/Resource/IRP/irphome/Institutional%20Effectiveness/cpr/ASN%20CPR.pdf">http://www.ngcsu.edu/Resource/IRP/irphome/Institutional%20Effectiveness/cpr/ASN%20CPR.pdf</a> , p. 130-131 in PDF.
10		Fall 2005 Weekly Reports, Writing Center	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/ngcsu_rpts_4.htm#writing">http://www.ngcsu.edu/sacs/Reference_Room/documents/ngcsu_rpts_4.htm#writing</a>
11		Spring 2006 Weekly reports, Writing Center	<a href="http://www.ngcsu.edu/sacs/Reference_Room/documents/ngcsu_rpts_4.htm#writing">http://www.ngcsu.edu/sacs/Reference_Room/documents/ngcsu_rpts_4.htm#writing</a>