

Chapter 2 – Services

- 2.1 Instructional Services
- 2.2 Copier Services
- 2.3 Interlibrary Loans
- 2.4 Reserves
- 2.5 Proctoring Tests
- 2.6 Special Needs Services
- 2.7 Copyright
- 2.8 Distance Learning
- 2.9 Electronic Classroom
- 2.10 Meeting Rooms (Scheduling)

2.1 Instructional Services

The Gaston College Libraries offer tours and instructional classes on the use of library resources – print materials, electronic databases, and virtual reference services. Classes can be conducted in the library or in a classroom setting. Librarians are available to design and teach instruction sessions tailored to fit the specific research and curricular needs of the students, as well as workshop and training needs for the faculty and staff. Sessions include, but are not limited to, guided hands-on practice with information technology - electronic database/online virtual reference searching demonstrations, and search strategy workshops for faculty, staff, and students.

- Faculty, staff, students and other library users can request one-on-one tutorials to the libraries' electronic databases, virtual reference services, and/or a general tour of the library
- To schedule library instruction at the Morris Library, call 704-922-6357.
- To schedule library instruction at the Lincoln Campus Library, call 704-748-1050.
- To schedule library instruction at the Kimbrell Campus Library, call 704-825-3737 EXT 227.

2.2 Copier Services

Gaston College Libraries provide vendor-operated copy machines for photocopying. The libraries comply and support the Copyright Law of the United States (Title 17, United States), which supports the making of photocopies or other reproductions of copyright materials. Copies of these restrictions are available at the library and posted near copy machines. Please note that the Lincoln Campus Library does not have a copier.

2.3 Interlibrary Loans

Materials not available in the Gaston College Libraries may be available from other libraries through Interlibrary Loan Service. Library account holders may request books from other libraries within the North Carolina Community College System. The Gaston College Libraries have signed a library cooperative agreement with libraries that make up the Community College Libraries in North Carolina (CCLINC) and follow the established CCLINC Interlibrary Loan Policies.

Estimated time for item arrival through state courier service is three to five days. The item is held for one week. Videos and audio books are generally not provided through interlibrary loan. Items are generally loaned by colleges and universities and some public libraries and therefore are subject to the loaning institutions due dates.

2.4 Reserves

Reserve services ensure that students have adequate access to high-demand items to complete classroom assignments. The reserve collection may include items from the libraries' collections, as well as personal materials. Audiovisual equipment is available in the preview room located on the first floor of the Morris Library.

In order to place items on reserve, faculty members should complete the reserve request form. Please allow twenty-four hours for materials to be processed and available for students' use.

Checkout periods for reserve materials vary and can be adjusted to accommodate faculty and student needs.

Faculty members should review their reserve items at the end of each semester.

Items on reserve may be accessed at the Circulation Desk. Items may be searched by the instructor's name or subject/curriculum heading, on the online catalog, on library Web site: <http://www.gaston.edu/library>.

2.5 Proctoring Tests

The Libraries do not have staff available to proctor exams or tests. Anyone needing their test proctored must contact the Gaston College Learning Center at each campus.

2.6 Special Needs Services

It is the goal of the Libraries to offer the fullest possible access for patrons with special needs. The Morris Library maintains several pieces of equipment designed to assist

patrons with special needs including a computer workstation with large monitor and special software providing Internet access and a Video Eye electronic visual aid.

2.7 Copyright

The libraries abide by current copyright laws. Please refer to the Morris Library webpage for Gaston College Copyright policy. The libraries will not violate copyright laws.

2.8 Distance Learning

The libraries provide ready access to library resources and services for students enrolled in distance learning classes. All students are eligible for library cards, which enables them to checkout materials. Web-based reference services are available from the libraries' homepage, including the CCLINC consortium catalog, NC LIVE, and other databases. Passwords for remote usage are issued at the circulation desk.

The information access librarian provides direct library support for distance learning students and is available through an e-mail link from the distance learning portion of the libraries' webpage.

At the present time, most of the college's distance learning students are also enrolled in seated classes and are able to register for library cards and passwords in the libraries. If students are truly distance students and not on campus, they will be issued library cards and services via U.S. mail and email.

Cooperative agreements are in place that provides resource sharing and services within the North Carolina Community College System.

2.9 Electronic Classroom

The Electronic Classroom located in Morris Library on the 1st floor in room 112 is available to all faculty, staff and students at Gaston College. There are 20 workstations available with space for an additional 12 students to bring their own laptops. Wifi is available for curriculum students. There is an instructor's station located in the front of the room attached to a data projector and there is a white board behind the screen.

We are devoted to offering effective library instruction sessions for your students. Library instruction sessions are most successful when they are provided within the context of specific class assignments. Please send a copy of your assignment(s) when you request a library instruction session. We will be happy to work with you individually to create/modify your assignment. As library instruction sessions are collaborative in nature, we ask that you be present during the session.

Instructors who bring classes to use the library without booking a library session will be asked to book a session with the librarian. During the days and especially in the

evening there are not enough staff to make independent use an efficient way of utilizing library resources.

To request library instruction for your class, please let us know:

- Course number and name
- Preferred time and date for library instruction
- Number of instruction sessions
- Number of students
- Assignment(s) students are working on

Kindly provide us at least 3 days advance notice to enable the best possible scheduling and planning of your session. We can discuss possibilities of multiple sessions, hands-on sessions, information literacy assignments, or other options that best suit your course content and goals.

Independent Use

Occasionally instructors will ask to book the electronic classroom for independent work. Because of the high demand on the electronic classroom there will be a maximum of only 3 dates to be booked at a time. Once the 3rd date is completed you may submit a request for additional bookings and again at no more than a maximum of 3.

Following library instruction, if there are occasions for independent work please be aware that the librarian is still available for continued instruction. Even though the session is completed does not mean that instruction is completed. On several occasions it is appropriate that the librarian check on the class to view progress and assist if additional help is needed.

Should you have any questions, please feel free to contact the following instruction librarian to book the electronic classroom:

Calvin Craig - Morris Library (Dallas Campus) - Information Access Librarian
(craig.calvin@gaston.edu or 704-922-6357)

and please contact the following staff members for other campuses instructional sessions.

Bonita King, Coordinator of Library Services at Lincoln Campus;
704/748-1050;
king.bonita@gaston.edu

Jody Mosteller, Coordinator of Library Services at Kimbrell Campus;

704-825-3737, ext 228;
mosteller.jody@gaston.edu

Electronic Classroom Policies

- No food or drink (per Technology Services policy regarding Gaston College computer labs)
- Please keep noise to a minimum
- When class is in session please close both doors
- Pick up all trash and push chairs under tables
- All students will abide by the Gaston College Acceptable Use Policy regarding computer access
- The Electronic Classroom closes 15 minutes before the library. Please consult the Morris Library hours for more information.

2.10 Meeting Rooms (Scheduling)

The Morris Library houses two conference rooms that may be scheduled for meetings. The small conference room is located on the first floor (room 114) and provides seating for eight (8) around a conference table.

The large conference room is located on the second floor (room 226) and accommodates ten (10) people around a conference table. Additional seating is available.

Meeting rooms in the Morris Library are reserved for Gaston College meetings and college-sponsored events.

Rooms are scheduled by the library secretary/technician (704-922-6356).

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