UNIVERSITY OF SOUTH CAROLINA
SACS

Institutional Assessment and Compliance   ·   Principles of Accreditation

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Comprehensive Standard 3.8.3

The institution provides a sufficient number of qualified staff—with appropriate education or experiences in library and other learning/information resources—to accomplish the mission of the institution.

Judgment: Compliant

Response:

University Libraries

The University Libraries employ 49 faculty librarians and archivists, all holding accredited graduate degrees. According to the Statement on the Certification & Licensing of Academic Librarians, "the Association of College and Research Libraries (ACRL) has affirmed that the master's degree from a program accredited by the American Library Association (ALA) is the appropriate terminal professional degree for academic librarians."

Professional librarians and archivists at the University Libraries have faculty status and have all privileges, rights and responsibilities afforded to all University Faculty. University Libraries faculty members receive tenure, but do not have a rank structure. The Libraries have elected representatives to the University Faculty Senate and may serve on any faculty committee, except those where the rank of full professor is a requirement. Librarians currently serve on library and university-wide committees, including the Faculty Senate Committee on Scholastic Standards and Petitions, the Faculty Senate Committee on Curricula and Courses, the Faculty Senate Committee on Instructional Development, the Carolina Core (general education) Committee, and the Admissions Committee.

The Library faculty members teach two sections of Library 100 (a one-credit elective information literacy course) each spring. Librarians teach more than 450 bibliographic instruction sessions each year. Several librarians also teach courses in their areas of expertise, for example, courses such as Music Libraries and Information Services, History of the Book, Introduction to Special Collections Librarianship, and Government Information Sources. Librarians also present at conferences.

Students and faculty of the University of South Carolina recognize the quality of the Libraries' staff through their comments on the LibQUAL+® Survey. In each of the four years that the survey was conducted positive comments regarding librarians and library staff led the number of positive comments in both raw numbers and percentage of comments.

The University Library's staffing levels are above the mean and median levels found in the 2008 Academic Library Trends and Statistics compiled by the Association of College and Research Libraries (ACRL).

Library hiring standards for library support positions, including Library Assistants, Library Managers I and II, Library Technical Assistants, Library Specialists, and Administrative staff have been established by USC Human Resources within the guidelines of USC Board of Regents Policies and are described on the Classified State Titles and Job Descriptions website. The University Libraries employ 81 classified personnel. Classified staff members offer varied educational levels and expertise which are specified in their position descriptions.

Training programs have been carefully developed to help employees increase their effectiveness by building and refining job skills and by gaining greater knowledge of USC operations. The mission of the University's Professional Development office is to "lead and support the development of knowledgeable, skillful, and productive University employees through lifelong learning." Through this office library faculty and staff can improve their skills in communication, business writing, conflict management, sexual harassment recognition and prevention. In addition there are core curriculum courses available to them in contracts, grants, intellectual property, supervision, and technology information. Also library faculty can take advantage of the workshops offered by the Center for Teaching Excellence, the Provost's Office, and other departmental workshops. These units offer workshops to hone teaching skills, discuss recent learning trends and assessment, and assist instructors in staying up to date on new technologies that are effective in teaching today's students. USC also offers to employees a Tuition Assistance program that allows full-time employees to enroll in one three-hour credit course (four hours in the case of a lab course) per academic term at no charge, on a space available basis. Attendance at professional organization conferences and workshops, both in house and across the country, are encouraged by the Libraries. Funds are available for library employees to travel and attend conferences and workshops for professional development. In FY2008-2009, the University Libraries expended nearly $45,000 for conference registrations, travel expenses, and staff development programs. Thirty-five librarians traveled to conferences and attended various workshops.

With the ever increasing use of technology to provide access to information resources and availability of information resources in digital format, the divide between on-campus and distance learning students is increasingly blurred. Library faculty and staff do their best to serve all students as evidenced by the LibQUAL+® Survey results. Thus, the same qualified faculty and staff who provide resources and assistance to onsite faculty and students serve distance education students with equivalent resources and assistance. In order to provide a foundation for service to distance learning students by all library faculty and staff, four librarians and a minimum of four staff members have responsibilities that directly serve the students who live and take classes at a distance.

In particular, a reference librarian serves as the liaison for distance education services. Her duties include serving on the campus Distance Education Advisory Committee and maintaining the Resources and Services for Distance Education website. She also works closely with the other three librarians who provide services to the distance education students. Chat, telephone, and e-mail reference services particularly meet the needs of distance learning students.   Library instruction and orientation sessions are also available for distance learning programs and classes as library staff make presentations using, for example, Abobe Connect (live) and Adobe Presenter (recorded) as well as other means.

The University Libraries Thomas Cooper Library circulation staff plays an active role in providing access to information and services to distance education students with the book delivery program. Interlibrary Loan provides quick and easy access to journal articles through the scan and deliver service The Systems staff update and monitor the off-campus access to all of the online resources available to all USC-Columbia students, including the distance students. The Systems Department recently hired a new web developer who will add much to the libraries' web presence; the department is expecting to hire an additional staff member to help with programming.

The budget and long range planning for University Libraries naturally includes services and resources for distance education students. The Libraries plan to continue the acquisition of online resources, increasing access as well as convenience for all students. Circulation and interlibrary loan units continually look for better ways to supply materials to all students. The reference librarians are exploring text messaging as another avenue for quick, convenient service that can be used by local and distance students. As resources and services become more Internet-based, money and planning is directed in that way. The result is that all students, both local and distance, are using the same resources and services.

Beyond LibQUAL+® Survey and other Library assessment initiatives, the Vice Provost and Director of Distance Learning coordinates quality assurances related to access and availability of services provided to distance learning classes and students. The white paper on distance education and the five-year action plan build on data-based assessment of the success of distance learning activities to identify problems and ultimately assure the quality of access to materials required for distance learning. The plan also includes strategic initiatives that are designed to broadly assure quality of distance learning.

Regional Campuses

USC Lancaster

Medford Library employs three full-time professional librarians. All three hold ALA-accredited Master's of Librarianship degrees. The Head Librarian and the Assistant Librarian hold faculty rank and tenure; the third professional librarian is in a staff position. Library staff credentials are available.

The professional staff is supplemented with well-trained part-time employees and part-time student assistants chosen for their public service orientation. The part-time staff member who is working primarily on nights and weekends is a highly trained and experienced educator who was selected specifically for his effectiveness and ability in introducing new users to new technologies. Attendance at professional organization conferences and workshops is encouraged and supported through departmental travel funds for both librarians and staff. The Medford Library staff is motivated, professional, meets ACRL staffing guidelines, and undergoes systematic and continuous evaluation in accordance with university and state guidelines.

USC Salkehatchie

The University of South Carolina Salkehatchie employs two professionals to staff its two library facilities. Both hold appropriate credentials (i.e., M.L.S., M.L.I.S. degrees). The University of South Carolina Salkehatchie employs two temporary workers to staff the libraries in the evenings and Sundays. These staff members have varied educational levels and expertise. They are encouraged to participate in development opportunities offered by the academic community and online instruction.

USC Salkehatchie librarians are members of various standing committees within the Salkehatchie Faculty Organization, of committees and councils within the library community of the University of South Carolina, and members of state and national library organizations. The librarians teach bibliographic instruction sessions, both class and one-on-one sessions. The librarians also give training to new and returning library work-study students in the fall and/or spring semesters in the circulation module, OPAC, library web site, particularly the databases, shelving, and various other library duties.

The Salkehatchie librarians participate in as many professional growth and development classes, workshops, conferences and meetings, as time and staffing will allow. The librarians and staff also take advantage of web conferences, particularly for instruction for some of the databases.

USC Sumter

The University of South Carolina Sumter Anderson Library employs one professional librarian who holds the appropriate credentials (M.L.I.S. degrees). The Association of College and Research Libraries (ACRL) considers that "the master's degree in library science from a library school program accredited by the American Library Association is the appropriate terminal professional degree for academic librarians." The University of South Carolina in its Policy on Unclassified Academic Titles (ACAF 1.06) recognizes the following definition for the title Librarian: "A regular, full-time appointment of a person who normally holds a terminal degree in his/her field and a master's degree in library science and has strong potential for effective professional service. Librarians are eligible for tenure. This title can be expanded to Assistant Librarian or Associate Librarian as appropriate to the status of the individual."

Anderson Library employs two full-time positions; library manager I and library technical assistant. These staff members have varied educational levels and expertise. They are encouraged to participate in development opportunities offered by the academic community and online instruction.

The librarian and library manager are members of various standing committees within the USC Sumter Faculty Organization, of committees and councils within the library community of the University of South Carolina, and members of state and national library organizations. The librarian, library manager and library technical assistant teach bibliographic instruction sessions, both class and one-on-one sessions. They also provide training to new and returning library work-study students in the fall and/or spring semesters in the circulation module, OPAC, library web site, particularly the databases, shelving, and various other library duties.

Anderson Library librarian and professionals participate in as many professional growth and development classes, workshops, conferences and meetings, as time and staffing will allow. Due to the limited staffing, it is sometimes difficult to attend off-campus, as well as on-campus, workshops, meetings, and conferences. At times, the only way to attend a professional meeting has been by telephone conference. The librarians and staff also take advantage of web conferences, particularly for instruction for some of the databases.

USC Union

The Head Librarian holds the Master of Library Science (MLS) degree. The American Library Association considers the MLS the terminal degree for the field. This position is supplemented by three part-time student assistants as well as a full-time clerical assistant, all of whom are trained to provide patrons with basic help as needed. According to the ACRL standards, staffing requirements should meet the minimum of three technicians for an FTE range of 1000 – 2999 students. USC Union has 1/5 the FTE of the range. Professional development opportunities are provided through the USC Human Resources Office on an ongoing basis.

The USC Union Library's professional development programs are based on those of the main USC campus. They are designed to improve individual and organizational performance and help USC achieve overall institutional goals. Training programs have been carefully developed to help employees increase their effectiveness by building and refining job skills and by gaining greater knowledge of USC operations. Developmental programs prepare personnel for increased or new responsibilities and broaden individuals as a whole. The mission of Professional Development is to lead and support the development of knowledgeable, skillful, and productive University employees through lifelong learning. Professional development opportunities are provided through the USC Human Resources Office on an ongoing basis.

USC Union Library professional development programs:

- Help employees adjust to new work situations more easily and create a greater sense of community through a systematic orientation program.
- Provide knowledge of the appropriate application of operating procedures so employees are able to function more quickly and efficiently in the Library.
- Encourage employees to hone skills by providing instruction and practice in work-related areas such as leadership, teambuilding, writing, or computing.
- Improve interpersonal skills through human relations training and increase productivity by improving communications between managers and employees.
- Foster good employee relations and reduce turnover by sponsoring programs that lead to greater job satisfaction and promotional opportunities.
- Provide information about University and Library policies and procedures.
- Enhance the quality of work life for USC employees.

Law Library

The law library currently has the following personnel: eight professional librarians (faculty), eight classified employees and 7 part-time student workers. The librarians (faculty) all hold accredited graduate degrees. According to the Statement on the Certification & Licensing of Academic Librarians, "the Association of College and Research Libraries (ACRL) has affirmed that the master's degree from a program accredited by the American Library Association (ALA) is the appropriate terminal professional degree for academic librarians."

Since 2002, the library's reference department has grown from three librarians with dual degrees (J.D. and M.L.S.) to five librarians with dual degrees. In the spring of 2009, the law library hired an Assistant Director of Faculty Services to support law faculty scholarship. This expansion of personnel has allowed for improved reference and research assistance for faculty and students. All full-time, professional librarians have been hired through national searches. All professional librarians hold accredited library science graduate degrees and are either tenured or on the University's tenure track. Tenured librarians are subject to periodic post-tenure reviews. Attendance at professional organization conferences and workshops, local and national, is encouraged by the law library. Funds are available for professional librarians to travel and attend conferences and workshops for professional development.

The classified employees of the law library have extensive experience working in an academic law library. The longest serving employee has worked in the law library for over twenty years. The most recent hire was in April 2007. The average tenure of classified employees is 9.3 years of service in this library. One classified employee holds a Ph.D. in History from the University of South Carolina and another is pursuing an M.L.I.S. degree from the University.

Law library faculty members are active in service activities of the law school and the university generally. The law library Director is an *ex-officio* member of the law school's Executive Committee and the Curriculum Committee (in which library support for curricular offerings can be evaluated). As a senior member of the law school's administration, the Director also participates in monthly meetings with other senior administrators during which information is exchanged concerning library activities and law school priorities. Members of the library faculty are invited to participate in monthly law faculty meetings and regularly do so. The Director serves as an *ex-officio* member of the Library Committee which advises on library policies and serves as a feedback mechanism on the type and quality of library service.

Law library faculty members represent the law school on university-wide committees. Librarians currently serve or have served as law school representatives to the Faculty Senate and as officers of the Senate. Librarians serve or have served on various university committees such as the Faculty Grievance Committee, the Committee on Libraries, the Budget committee, the Honorary Degrees committee, the Copyright Committee, and the University Athletics Advisory Committee. Several librarians are faculty advisors to student organizations. All librarians who teach Introduction to Legal Research serve as advisors to first-year law students and each serves as a library liaison to one of the Law School's journals.

School of Medicine

The School of Medicine Library employs nine librarians, all holding accredited graduate degrees. According to the Statement on the Certification & Licensing of Academic Librarians, "the Association of College and Research Libraries (ACRL) has affirmed that the master's degree from a program accredited by the American Library Association (ALA) is the appropriate terminal professional degree for academic librarians." The librarians hold faculty appointments in the School of Medicine. These librarians serve on School of Medicine committees, including the Admissions Committee, Scholarship and Loan Committee, Student Services and Publications Committee, and Information Technology Committee. The Director of Library Services serves on the School of

Medicine Executive Committee, Curriculum Committee, and Marketing Committee. Library faculty represent the School of Medicine on university-wide committees including Faculty Senate, Faculty Grievance Committee, and Committee on Libraries. Library faculty provide curriculum-integrated instruction in the School of Medicine's M.D., biomedical sciences graduate, and nurse anesthesia programs. Of the nine librarians, seven are tenure-track appointments and two are non-tenure track appointments. The Library also employs seven paraprofessionals and four graduate student assistants. The Library strongly supports professional development for its faculty and staff and funds annual attendance of national and regional conferences, webinars, and continuing education courses. Karen McMullen, Head of Access Services, was recognized for 20 years of service, and Ruth Riley, Director of Library Services, was recognized for 10 years of service at the University's annual State Service Awards Program on April 5, 2010.

Supporting Documentation:

Description	Source
Librarians, Faculty, and Staff	
Librarians and Archivists	http://www.sc.edu/library/sacs/vitas
Lancaster Vitas	http://usclancaster.sc.edu/library/data/
Certification of Librarians	http://www.ala.org/ala/mgrps/divs/acrl/standards/statementcertification.cfm
Qualifications for Rank	http://saeu.sc.edu/RCFaculty/docs/RCmanual2009.pdf#RegulationsQual
Faculty Status	http://www.sc.edu/tenure/criteriatenure/universitylibraries.pdf
Classified Titles and Job Descriptions	http://www.state.sc.us/cgi-bin/ohr/classman2
Directories	
Faculty Directory	http://www.sc.edu/library/phonelist.html
Staff Directory	http://www.sc.edu/library/phonelist.html
Law Library Librarians	http://www.law.sc.edu/faculty/
Tenure Criteria	http://www.sc.edu/tenure/criteriatenure/lawlibrary.pdf
Post-Tenure Reviews	http://www.sc.edu/tenure/criteriaposttenure/law_law_library.pdf
Salkehatchie Faculty Website	http://uscsalkehatchie.sc.edu/facstaff/faculty.html
Human Resources, Training, and Development	
Human Resources	http://hr.sc.edu/
Professional Development	http://hr.sc.edu/profdevp.html
Faculty Training and Development	http://www.sc.edu/provost/acadadmin/workshops/index.shtml
Center for Teaching Excellence	http://www.sc.edu/cte/
Policy on Unclassified Academic Titles	http://ipr.sc.edu/pdf/policies/acaf106.pdf#Librarian
Libraries, Associations, and Offices	
University Libraries	
Lancaster – Medford Library	http://usclancaster.sc.edu/library/index.html
Salkehatchie	http://uscsalkehatchie.sc.edu/library/index.html
Sumter – Anderson Library	http://www.uscsumter.edu/index.php/library
Union	http://uscunion.sc.edu/library/library.html
Association of College and Research Libraries	http://www.acrl.org/ala/mgrps/divs/acrl/standards/statementterminal.cfm
Provost's Office	http://www.sc.edu/provost/acadadmin/workshops/index.shtml
Faculty Senate	http://www.sc.edu/faculty/
Services and Benefits	
Services	
Distance Education	http://www.sc.edu/library/pubserv/disted.html
Book Delivery	http://www.sc.edu/library/pubserv/circ.html#Distedbook
Scan and Deliver Service	http://ill2.tcl.sc.edu/docdel/default.html
Off-Campus Access to Online Resources	http://www.sc.edu/library/proxy/proxy.html
Tuition Assistance	http://hr.sc.edu/benefits/tuition.html
Surveys and Trends	
Academic Libraries Trends and Statistics	http://www.ala.org/ala/mgrps/divs/acrl/publications/trends/2008/d_SumPer.pdf
LibQUAL+® Survey	http://www.sc.edu/library/assessment/libsurvey/libqualsurvey.html
Student Survey Results, Lancaster	http://usclancaster.sc.edu/library/data/
White Paper on Distance Education	http://ipr.sc.edu/pdf/evaluations/DistLrn5YrPlan.pdf
Five Year Action	http://ipr.sc.edu/pdf/evaluations/DistEd5YrPlan.pdf

Plan	