3.8.2

The institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources. **(Instruction of library use)**

USC students and faculty have access to library personnel in several locations: the main, music, business, and math libraries; the law and medical libraries; the regional libraries; and four special collections. The main library has a 24/7 schedule during regular semesters, and online assistance is available through a variety of avenues (phone, e-mail, chat, instant messaging, etc.). The libraries have also developed online tutorials and guides. Targeted services have been implemented to ensure that distance education students have access to resources, and instruction can be delivered to those students in a number of ways: in person, live via satellite or the Internet, or as a recorded session. Statistics provide evidence that students and faculty are utilizing available reference services.

The library has a long history of formal library user education and instruction; current efforts have achieved deep penetration in UNIV 101 (Student in the University), ENGL 101 (English Composition), and ENGL 102 (Literature and Composition). Upon request, subject specialists offer sessions in specific disciplines. The University Libraries also offers a one-credit course that focuses on information literacy, LIBR 100. Statistics provide evidence that these formal instruction sessions reached 8,753 students in 2008/09.

The libraries have recently established an Information Literacy Team, and it has prepared an information literacy plan for 2008-2011 . A major priority for the plan is to build upon the strengths of the current information literacy foundation and to integrate information literacy more fully into the curriculum (starting with pilot projects in selected disciplines); this team will also help co-ordinate the libraries' participation in the university's new general education requirements (with special emphasis on the core component that focuses on information literacy).

Assessment efforts include feedback gathered during sessions, consultations and surveys directed to faculty, pre-and post- tests in UNIV 101, and administration of the LibQUAL survey. In general, assessments indicate satisfaction with the libraries' instructional initiatives. The Literacy Team will be coordinating with the Assessment Information Management Team to develop a systematic assessment plan for the information literacy program as it expands in the future.