

# Research & Instructional Services



**ST. JOHNS  
RIVER**  
STATE COLLEGE

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**LIBRARY**

Reaffirmed by SJR State Library Faculty

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# INTRODUCTION

## Library Mission

The mission of the B.C. Pearce Learning Resources Center, the Orange Park Campus Library, and the St. Augustine Campus Library (herein collectively referred to as the Library) is to provide quality services, instruction, and resources which support the mission of St. Johns River State College and meet the informational, educational, cultural, and lifelong learning needs of the College community.

The Library employs knowledgeable academic librarians who strive to meet the College community's informational and instructional needs while cultivating a friendly, user-centered environment. Each campus library has two full-time librarians who are 12-month faculty members as well as several adjunct librarians. All full-time library faculty members provide Research & Instructional Services, participate in department and College outreach efforts, engage in collection development efforts, and are involved in the department's institutional effectiveness measures, discipline-specific and College-wide accreditation matters, and College initiatives. Several librarians also serve as a department level coordinator or liaison for library systems and products.

This document provides the framework for the Library's Research & Instructional Services and will refer to duties pertaining to other Library roles as needed. However, the intricacies of those other roles may be detailed further in other documents.

## Purpose of Research & Instructional Services

The purpose of Research & Instructional Services is for librarians to provide a comprehensive program of formal and informal instruction (to individuals or groups complemented by stand-alone or course-embedded educational resources) to teach students to seek, retrieve, evaluate, and utilize information in their studies at SJR State and throughout their lives. In all of those efforts, the librarians seek to impart the tenets of information literacy that will serve users' academic and informational needs now and in the future.

Research & Instructional Services are provided to all authorized users of the SJR State Library although the scope of those services may vary by user group. Currently enrolled SJR State students taking classes on campus, online, or at a high school site, faculty, adjunct faculty, high school teachers conducting dual enrollment or collegiate high school courses, College trustees, administrators, and staff may avail themselves to the full complement of services provided by the Library's faculty. Research assistance is provided to community patrons in Putnam, St. Johns, & Clay county in-person to the extent that product licensing permits and faculty time allows. Online research assistance is provided to all Florida college students through the statewide Ask-A-Librarian service.

## SERVICES PROVIDED

### In-person Research Assistance Services

The purpose of in-person Research Assistance Services is to provide an individual with immediate answers, assistance, or instruction. For any user in the library, the Library faculty will:

- Provide answers to specific, factual questions
- Assist in using the library's catalog and digital resources
- Assist in formulating a search strategy
- Assist in constructing a research topic and thesis statement
- Help find credible sources
- Assist in citing sources using the appropriate format as designated by the course instructor (APA, MLA, or Chicago Style)
- Help request items from other campuses & institutions via intra-campus or inter-library loan
- Provide technology assistance for school-related assignments

### Online, Chat, Email, Text, and Telephone Research Assistance Services

The scope of online, chat, email, text, and telephone Research Assistance Services is the same as that offered in-person. Instructional materials and library assistance is provided

24/7 via materials posted on the Library page in MySJRstate and the library's LibGuides which are accessible at <http://libraries.sjrstate.edu/library>.

During regular library hours, users may call or email the Public Services Librarians at any SJR State campus library. Emails will be answered within 24 hours of receipt during regular operating hours.

**Palatka:** 386-312-4153, [BrittneeFisher@sjrstate.edu](mailto:BrittneeFisher@sjrstate.edu) or  
[JoyceSmith@sjrstate.edu](mailto:JoyceSmith@sjrstate.edu)

**Orange Park:** 904-276-6751, [AndrewMacfarlane@sjrstate.edu](mailto:AndrewMacfarlane@sjrstate.edu)

**St. Augustine:** 904-808-7474, [BerylWhite-Bing@sjrstate.edu](mailto:BerylWhite-Bing@sjrstate.edu)

Library users may also employ the statewide [Ask-a-Librarian](#) email, text, and chat service. If an SJR State Librarian is not logged on to Ask-A-Librarian, questions will be answered by a librarian within the state of Florida. Chat and text messaging reference services are available from 10 a.m. to midnight Sunday through Thursday and from 10 a.m. to 5 p.m. Friday and Saturday. Email reference services are available 24/7.

## Instructional Services

Information Literacy and other library-related instructional sessions are available either in-person for all courses offered by SJR State at any location upon request of the instructor. In-person instructional sessions can be held in the Library or in the instructor's classroom. A Librarian will also travel to off-site locations for dual-enrollment, Collegiate High School, and adult education courses offered through SJR State. These instructional sessions can be customized by topic, by course, or by assignment. Topics frequently discussed in instructional sessions include how to use the library's resources and services, developing search strategies, formulating a research topic and thesis statement, how to maximize efficiency through use of features unique to the library catalog and other digital resources, finding credible sources, and citing sources using the appropriate format.

Information Literacy instruction is also provided online through Canvas. The Information Literacy modules in Canvas may be embedded into an instructor's course and be

customized there as needed. Library faculty will assist all instructional faculty in incorporating and customizing this instructional content.

Library faculty will create instructional content for all College faculty upon request. This content may be developed to meet the needs of faculty at the discipline, course, or section level and may be customized for any instructor. Library faculty have two methods for delivering this instructional content to faculty and their students: Canvas or LibGuides. Content in either format can be made private and accessible only to relevant students. A LibGuide provides additional access options that can make content open to a wider range of students. Library faculty will discuss the merits of each delivery option with the instructor and decide upon the best product given the needs of the instructor.

Library faculty may also offer stand-alone, academic workshops for students on topics such as research strategies, evaluating and citing sources using the appropriate format, avoiding plagiarism and copyright infractions, test preparation, and how to use the library's resources and services. Library faculty are willing to create workshops on any topic to fulfill the needs of students and faculty as identified by Learning Resources faculty and staff and/or in response to an instructor's request.

Workshops for faculty may be offered during the College's Professional Development Institute and during intersession. Certificates of completion are offered to faculty who attend library workshops; these certificates are accepted by the College as proof of continuing education which may be included in continuing contract portfolios.

### **Citation Assistance Services**

The Library faculty offer in-person and online instruction to groups or individuals about citing resources. The Library faculty may advise students how to cite resources using APA, MLA or Chicago format based on the instructor's preference for a given research paper.

Citation guides are available at each campus library. Links to online citation guides are provided on the Library tab in MySJRstate or may be accessed directly at <http://libraries.sjrstate.edu/Citations>.

## Research Material Acquisition Services

Patrons requiring material that is not currently available at a particular SJR State campus library will be provided options for acquiring said material by the Library's faculty. There are two means of acquiring needed research material quickly: inter-library loan and intra-library loan. If the Library's collection would benefit from the addition of an item, Library faculty may choose to acquire said item for the campus collection.

## Inter-Library Loan Services

Library faculty will assist qualified users with placing inter-library loan requests to secure books or articles from other libraries. Currently enrolled SJR State students, faculty, Trustees, administrators, staff, and emeritus faculty and staff may borrow books and articles nation-wide through SJR State Library's inter-library loan service. Requests are filled in 1-2 weeks. Renewal of inter-library loan materials is at the discretion of the lending library.

Library faculty will refer certain user groups to other sources for their inter-library loan needs. Other Florida college or university system's faculty and students are provided inter-library loan services through their home institutions. Community patrons and Continuing Education students do not have inter-library loan privileges through the SJR State Library. These patrons will be referred to their local public library for this service.

The SJR State Library will lend books and articles that are part of its collection to fulfill inter-library loan requests from other libraries. The loan period will be at the discretion of the lending campus. No charge will be assessed for this service. Designated Library faculty at each campus will field and fulfill inter-library loan requests.

## Intra-Library Loan Services

Intra-library loan services (borrowing and lending among the SJR State campus libraries) is a service available to all patrons. Requests are filled in 2-3 days. Library faculty will assist users in placing intra-library loan requests and will work with Circulation Services to fulfill requests.

## Collection Development Services

Library faculty participate in the library's collection development efforts by recommending items for acquisition after reviewing inter-library loan requests, consulting professional publications in various fields, consulting recommended reading lists, and working as library liaisons with certain departments (Nursing, Allied Health, Florida School of the Arts programs, and Early Childhood Education). The library's [Collection Development Policy](#) guides the librarians' acquisitions decisions. Recommendations from the College community are also considered.

## Educational Technology Assistance

### Video Recording Assistance

Library faculty and staff will assist students who need to make a video presentation as part of a class requirement. The scope of this assistance is limited to providing the student access to needed equipment, setting up said equipment, providing basic, point-and-shoot assistance if needed, and providing assistance uploading the video to Canvas if needed. A video camera, backdrop, and lighting is available for student's use in the library.

### Hardware & Software Assistance

Library faculty will provide assistance with basic computer and software functions including Office products, Canvas, MySJState, VR experiences in the Library's collection and its related hardware, Respondus and its related hardware, and Smarthinking. In-depth tutorials on the intricacies of specific software programs are outside the scope of Research & Instructional Services.

### Photocopying/Scanning Assistance

Library faculty and staff will assist patrons in making copies of research documents provided that the request lies within the restraints of the copyright laws. Patrons may make personal copies using the public scanner/printer. A wireless scanner is also available for all library users.

### Telephone Access

*Incoming Calls/Paging Patrons*

The Family Educational Rights and Privacy Act (FERPA) governs the notification of patrons and prohibits the paging of library patrons. It is the policy of the library that all paging requests be referred to the Campus Security Department. The library will page a patron only at the request of the Office of the Vice President of Student Affairs, the College Security Department, or any a law enforcement agency with proper documentation.

### *Outgoing Calls*

Patrons may be permitted by Library faculty to use the phone at the Circulation Desk to make outgoing, local calls in the case of an emergency.

### *Communications Device for Deaf and Hard of Hearing Patrons*

The Academic Advising Department is responsible for providing assistive technology to currently enrolled students.

## **Providing a Scholarly Environment**

The Library's faculty and staff enforce the posted [Department of Learning Resources Code of Patron Behavior](#) and do their best to ensure the Library provides a suitable environment for study and research. Given each facility's layout and the work requirements of students and employees, however, the Library is not a quiet-only environment and does not have space that can be used solely for quiet study. In Palatka and St. Augustine, quiet study spaces are designated in each library as scheduling allows. This room may be reserved for quiet or group study by any student by speaking to a library faculty or staff member.