COM LIBRARY DISTANCE LEARNING GUIDELINES

COM Library provides access services for all of its patrons, whether local or distant. In addition to the resources accessible in the library, COM Library will provide resources that are available off the main campus and/or remotely.

COM LIBRARY RESOURCES

- COM Library will provide access to the online Library Catalog for searching the library collection through its Web pages.
- COM Library will provide Web access to the library’s collection of netLibrary eBooks through its Web pages.
- COM Library will provide access to Internet resources through its Web pages.
- COM Library will provide remote password access to databases available through its Web pages via a dedicated proxy server.

REFERENCE AND INSTRUCTION

- COM Library will provide the services of a professional librarian via e-mail, text, chat, phone contact and LibAnswers when the library is open. Students can receive reference assistance via the LibAnswers knowledge base when the library is closed.
- COM Library will provide a professional librarian for bibliographic instruction through the library upon request.
- COM Library will provide guides, reference resources and information literacy instruction through the library Web pages, LibGuides and LibAnswers.
- COM Library will provide a Virtual Librarian who is embedded in BlackBoard courses. The Virtual Librarian posts messages to a discussion topic called Virtual Library, and he or she is on-call the entire semester to answer student questions and assist them with research.

REQUESTING, RECEIVING AND RETURNING ITEMS

ITEMS FROM COM LIBRARY:

- COM Library will provide online forms through the Library Catalog to request items that are in the library collection. Distance Students requesting items online must complete the online request form(s) and provide all information.
- COM Library will use a courier service that is available to off-campus sites for the delivery of materials.

ITEMS FROM OTHER LIBRARIES:

- COM Library will provide TexShare cards to any credit COM student requesting them. These cards provide access to academic and public libraries all over the state of Texas through the TexShare card program, with 6 academic and more than 20 public libraries within a twenty mile radius of all COM campuses. The cards can be obtained by phone or e-mail and then mailed to the patron if necessary.
- If COM Library and TexShare resources cannot satisfy distance student need, COM Library will arrange Interlibrary Loan via email or phone.
• COM Library will provide distance students up to 7 items out at a time for instructional purposes.
• COM Library will provide checked out items to the distance student for the usual loan period or until the end of the semester (whichever comes first), which must be returned to the COM Library or instructor by the date due.