

Library Information Resource Access for Students Enrolled in Milligan College Distance Education and Online Courses

The P.H. Welshimer Memorial Library is committed to serving the Milligan College learning community (students and faculty) with relevant, quality information resources (books, journal articles, media, and online resources) necessary for the completion of course assignments and conducting research. This commitment is extended to students enrolled in distance and online courses with as little restriction as possible. The following policy outlines Library information resource access provisions, procedures, and restrictions.

MILLIGAN COLLEGE IDENTIFICATION CARD. All currently registered students enrolled in distance or online courses must have a Milligan College Identification Card (or equivalent) with the student's NAME, ADDRESS, and unique 14-digit BARCODE NUMBER. In addition, the student should have supplied the College with current contact information including mailing address, telephone number, and (preferably) your Milligan College email address. The Milligan College Identification Card serves as the student's Library card, and is necessary for checking out books and media (e.g., DVDs, CDs) from the Lending Collection and accessing Library online resources.

P.H. WELSHIMER MEMORIAL LIBRARY WEBSITE. The Library website at <http://library.milligan.edu> serves as the central information resources access point for distance and online students. From this website, students can search *MCSearch*, online library catalogs, and access reference resources, e-book collections, and journal article databases. The website also serves as a conduit for contacting librarians (via chat, or email) for information resource questions and research assistance.

BOOKS AND MEDIA FROM THE LIBRARY'S LENDING COLLECTION. Distance and online students who reside **more than 50 miles from the Library** may check out physical books and media (e.g., DVDs, CDs) from the Lending Collection following this procedure:

- 1) Books and media are searched from the Milligan College Online Catalog following this path from the Library home page at <http://library.milligan.edu> > "Catalogs" menu item > select the "Milligan Library Catalog" > perform search. Reference books, print periodicals, theses, and archival items are non-circulating and cannot be checked out.
- 2) Book and Media Request webform at <http://library.milligan.edu/distance-request-form/> should be filled out and submitted. All information must be supplied to assure accurate and timely processing of requests. **A separate form should be filled out for each item requested.** A maximum of twenty (20) items can be requested for check out at a time.
- 3) Items will be shipped via USPS Media Mail to student's address at no charge. Students should allow 7-10 days, depending upon location, for items to arrive. **Students are responsible for the cost of returning items to the Library.** Students should save the enclosed return shipping label and consider saving the original mailing envelope/box for returns. To avoid replacement charges, students should immediately report any items that arrive in damaged condition to the User Services Librarian at library@milligan.edu or 423-461-8703.
- 4) Books and media are checked out for six (6) weeks from date items are requested, with option for one four (4) week renewal. Renewal requests should be sent to the User Services Librarian at library@milligan.edu or 423-461-8703.
- 5) **Books and media must be returned to the Library before the due date at the student's expense.** Items should be carefully and securely packaged with return shipping label affixed. Items can be returned economically using USPS Media Mail service.

- 6) **Students will be assessed a replacement charge for all non-returned, lost, or damaged items checked out from the Lending Collection. The replacement charge is the Library's current cost of replacing the item plus a \$20 per item processing fee.**

ONLINE RESOURCES (including access to *MCSearch*, the Library's online catalog, e-books, and journal databases). Many pages on the Library website, including *MCSearch* and the Milligan Library Catalog, are open for browsing and searching. However, links to access specific online information resources (such as electronic encyclopedias or journal databases) will bring up an authentication window prompting the student to enter their **NAME** and 14-digit **BARCODE NUMBER** from their Milligan College Identification Card (or equivalent) in the appropriate fields. Authentication is necessary to allow off-campus students access to the Library's licensed content. Students experiencing difficulty accessing resources from off-campus should contact the Library using one of the methods listed on the library website: <http://library.milligan.edu>.

JOURNAL ARTICLES THROUGH INTERLIBRARY LOAN (ILL). Distance and online students needing access to journal articles that are not available in full-text, either from the Library's print periodicals or in an online journal database to which the Library subscribes, may request these articles through the Library's interlibrary loans service. Requests for articles are made on the webform at <http://library.milligan.edu/ill/journalrequest/>. All requested information must be supplied to assure accurate and timely processing of requests. With rare exception, articles are typically sent to students via email as PDF attachments. Adobe Reader (available as a free download from <http://get.adobe.com/reader/>) is required to open and view these articles.

BOOKS AND MEDIA THROUGH INTERLIBRARY LOAN (ILL). Due to logistical issues related to assuring timely delivery and return of items from other libraries, the Library does not provide interlibrary loans of books or media to students enrolled in distance and online courses.