2.9 Learning Resources and Services

Definition
The institution, through ownership or formal arrangements or agreements, provides and supports student and faculty access and user privileges to adequate library collections and services as well as to other learning/information resources consistent with the degrees offered. Collections, resources, and services are sufficient to support all its educational, research, and public service programs.

Compliance Judgment
Compliance

Narrative
The libraries at Tulane University generally stand together in the lower-middle tier among members of the Association of Research Libraries [1], a group recognized as the top 123 research libraries in North America (Association of Research Libraries, 2009). These collections serve as a major cultural resource for researchers and scholars regionally and nationally, and Tulane’s special collections often draw researchers internationally, especially in the areas of Latin American studies, jazz, and New Orleans history. Tulane’s libraries house more than 4 million print volumes, provide access to articles from more than 83,000 current serials, and invest more than $8 million a year in library acquisitions. The holdings include an unusually large array of digital resources, such as full text databases and online journals. The libraries also collect documents, manuscripts, ephemera, microforms, and a variety of non-print media, such as sound and video recordings [2].

Tulane Libraries

The Main Library
Howard-Tilton Memorial Library [3] is Tulane University’s main library and supports the university’s undergraduate and graduate programs in the humanities, social sciences, and science and engineering. It is also a major cultural resource for researchers and scholars regionally and nationally, and its unique collections in areas such as Latin American studies, jazz, and New Orleans history often draw researchers from around the globe. The general collections of the Howard-Tilton Memorial Library are housed in the Howard-Tilton building on Tulane’s uptown campus and at an off-site storage facility just a few miles away. The Howard-Tilton building also houses the Latin American Library [4], which holds one of the world’s principal collections for Latin American studies. The Howard-Tilton Memorial Library Special Collections Division includes the Hogan Jazz Archive, Louisiana Research Collection, Rare Books, University Archives, and the Southeastern Architectural Archive. These are located in Jones Hall across from the Howard-Tilton building. Special Collections also includes the Architecture Library located on the second floor of Richardson Memorial Hall.

To ensure that library resources are appropriate to Tulane’s educational programs, collections are tightly focused on the academic needs of the university through a liaison program [5][6] that
assigns librarian bibliographers to work in concert with each academic department supported. The departments themselves assign "book chairs" to work with the library in a liaison partnership. Individual collection policies document selection parameters and considerations for each department and are regularly updated. The bodies and staff involved in this process, as well as the selection process itself, are described in detail in the library's Manual for Bibliographers [7]. This formal liaison relationship with the faculty also informs the development of library services that enhance access to the collections, as do periodic user surveys, the University Senate Committee on Libraries [8], and partnerships with other campus entities, such as Tulane's Technology Services.

The library has formulated a comprehensive set of collection development guidelines and policies that include detailed policy statements [9] for each discipline supported. HTML maintains its collections in accordance with the standards and membership criteria of the Association of Research Libraries (ARL) and the Association of Southeastern Research Libraries (ASERL). Individual collection policy statements, such as those developed for Latin American studies [10] and biomedical engineering [11], include a program description identifying the specific constituency supported, the scope of the collection, the type of materials collected (journals, reference books, monographs, etc.), and the format in which these materials are sought.

The main library broadly supports research across the university's academic programs and research activities. Additionally, three more full-service libraries support the university's professional schools in the health sciences, law, and business. These libraries are described in more detail below.

**Rudolph Matas Health Sciences Library**

The Rudolph Matas Library [12] serves as the primary library for Tulane health sciences programs; these include those offered by the School of Medicine, the School of Public Health and Tropical Medicine, and the National Primate Research Center. The library supports the teaching, research, and patient care functions of the health sciences through the acquisition, organization, and dissemination of biomedical information. It also provides leadership in health information discovery, management, and technologies, as well as education on the utilization of research tools to ensure that both current and future health care professionals are able to effectively and efficiently locate, identify, evaluate, and utilize health science data and information. As reflected in the library's Collections Development Manual [13], the library collects materials in electronic and print formats which are central to medicine, public health, the basic life sciences, and other relevant areas in order to support its mission. Available copies of e-resources are purchased as requested by faculty and students. Faculty and students are also encouraged to suggest print titles for purchase that enhance the collection and support the curriculum and research. The library's online catalog and resources are accessible within the library through the university's wireless network, as well as 42 desktops located throughout the library. As a result of recent renovation, library users have 24-hour access to the main reading room, two study rooms, and one computer lab. The provided Library Guide [14] includes a layout of the library's facilities, as well as other general information, including library hours and off-campus access.

**Tulane Law Library**

The Law Library [15] serves the educational and research needs of the faculty, students, and
staff of Tulane University Law School. It serves the university at large by offering access to its Federal and Louisiana Depository Collections. Its collections are located on the third to sixth floors of Weinmann Hall on the university’s uptown campus and house more than 560,000 volumes. The collections include standard sources on U.S. federal and state law; foreign, international, and comparative law; legal commentary on a variety of topics; civil law; maritime materials; and resources of other disciplines of interest to legal researchers. The law library subscribes to hundreds of periodicals, a multitude of electronic databases, and its own special collections. Its international law collection includes publications from all continents, with an emphasis on materials from Latin America, Western Europe, and the European Union. The Judge John Minor Wisdom Collection consists of law books and legal materials that Judge Wisdom amassed during his distinguished career as judge of the United States Court of Appeals for the Fifth Circuit. Its Rare Book Collection includes significant continental European legal history materials and a collection of canon law materials. Additional details on the library’s collections [16] are included in the submitted excerpt of the law school's self-study for the American Bar Association. The Law Library provides a welcoming and comfortable environment with more than 500 study spaces in the computer room, individual study carrels throughout the facility [17], the Reading Room, and lounges and group study rooms. The Law Library's collection development policy was updated in 2010 [18] and approved by the Law School Faculty via its Library Committee (composed of law faculty and law students).

**Lillian A. and Robert L. Turchin Library**

The Turchin Library [19] serves the research needs of the students, faculty, and staff of the A. B. Freeman School of Business. Located on the third floor of the Goldring-Woldenberg Hall, it contains more than 30,000 bound volumes, subscribes to about 200 periodicals and newspapers, and currently licenses a number of electronic databases focusing on business and management for the use of the Tulane community campus-wide. For individual study, 60 lighted study carrels can be found within the library, along with several tables that can be used for group study. The library also offers a current periodical browsing area and houses a video/DVD collection and a Career Development Library; the latter features a collection of materials regarding career selection, resume and cover letter guides, internships, and hints on finding jobs in specific cities. Additionally, the library houses the Taiwan Collection, a generous gift of books relating to Asia donated by the Taiwanese Executive M.B.A. Class of 1995. Although this library has no formal collection policies, it does survey graduating MBA circulation records each year to adjust its collection practices as necessary. For instance, the provided spreadsheet [20] documents the percentage of MBA students who borrowed books in recent years.

**Other Campus Collections**

Tulane is host to a number of other specialized libraries that enhance research. These include the following:

**Amistad Research Center**

Located in Tilton Hall on the uptown campus, the Amistad Research Center [21] is a private entity that began as the first archive documenting the modern civil rights movement. Today the collection includes source materials related to the history of slavery, race relations, African American community development, and the civil rights movement. The center is also home to more than 800 works of African and African American art, including works by several
internationally renowned 19th and 20th century African American masters. Amistad library holdings are listed in the main library's online catalog.

Minna F. Koch Memorial Library of Botany

Housed in Stanley Thomas Hall on the uptown campus, the Minna F. Koch Memorial Library of Botany [22], which includes more than 1000 mostly rare titles, was established in 1957 by New Orleans architect Richard Koch, Anna F. Koch, and Emilie F. Koch as a memorial to their sister, Minna Frotscher Koch, a professional botanist and teacher. Through several gifts and bequests, the Koch family made possible the acquisition of books, journals, and other reference works supporting the activities of the Tulane University Herbarium [23]. This library's holdings are included in the main library's online catalog, although the Koch collection is non-circulating. Inquiries about access to Koch books are directed to the Herbarium Curator.

Nadine Vorhoff Library and Newcomb Archives

Located at the Newcomb College Center for Research on Women in the Caroline Richardson Building on the uptown campus, the Nadine Vorhoff Library [24] and Newcomb Archives[25] maintain the archives of the Newcomb College Center for Research on Women; collect and preserve the records of organizations and individuals, photographs, scrapbooks, ephemera, oral histories and audiovisual materials; house a unique culinary history collection centered on Southern cooking traditions; and operate a circulating library of 10,000 volumes and more than 100 women's studies periodicals. Nadine Vorhoff Library holdings are listed in the main library's online catalog.

Math Library

Located on the third floor of Tulane's Gibson Hall on the uptown campus, the A. H. Clifford Mathematics Research Library [26] serves the mathematics research needs of Tulane's Mathematics Department. Math Library holdings are listed in the main library's online catalog, although most items are non-circulating.

Media and Music Collection

Located on the fourth floor of Howard-Tilton Memorial Library, the Music & Media Center [27] is the primary service point for music reference, sound recordings, and video recordings. This collection was severely affected by Hurricane Katrina; the library is currently in the process of rebuilding this center. The Recovery Center Acquisitions Project was set up to create an acquisitions team staffed by library associates to facilitate the searching and ordering for about one million dollars in replacements for destroyed music and media collections.

Library Oversight/Advisory Bodies

The main Howard-Tilton Memorial Library [28], its branches and facilities, and the Rudolph Matas Health Sciences Library [29] are all under the administrative purview of the dean of libraries and academic information resources, who reports to the provost and serves on the university's Deans Council. These units [30][31] are managed through the Library Administrative Group, which includes the dean, an associate dean, and directors of the organizational divisions of public services, technical services, special collections, library information technology, the
Latin American Library, the Rudolph Matas Health Sciences Library, and the administrative office (the office responsible for the general operating budget, including purchases of general equipment and supplies, and general library personnel functions). This group meets weekly and functions as a managing body with an advisory role to the dean. The libraries of the law and business professional schools have directors that report to deans or designees within their respective schools. The Minna F. Koch Memorial Library of Botany, the Nadine Vorhoff Library and Newcomb Archives, and the Alfred H. Clifford Mathematics Research Library are also administered separately from the main library. Although the Amistad Research Center is housed on Tulane's uptown campus, this center is an independent institution; it is not owned by the university.

The University Senate Committee on Libraries, which is composed of faculty representatives and student representatives from student government associations, serves as an advisory group for the university's libraries. This body is chaired by a member of the faculty who is appointed by the University Senate. It meets periodically and hears reports on the libraries primarily from the dean of libraries and academic resources, as well as the directors of the full-service libraries supporting the professional school programs in business, health sciences, and law.

Circulation Policies

The main library and the libraries supporting law, business, and the health sciences each provide general circulation services that lend physical items to their users and generally cooperate to acquire licenses for electronic resources that share access across the campus network. The libraries' circulation policies generally include borrowing guidelines for different constituencies (faculty vs. graduate students vs. undergraduate students, etc.) as well as policies specific to borrowing books, media, journals, and other items. The libraries' hours, electronic resource listings, and other general information are also available on the libraries' individual websites.

Interlibrary Loan

The main library and the three full-service libraries supporting the professional school programs provide interlibrary loan services that allow users to borrow resources held by other libraries. The physical and online holdings of the main library, the health sciences library, and the business library are jointly accessible in a shared online library catalog. Nearly all e-journals and databases shared across the campus network are accessible through SFX and MetaLib platforms maintained by the main library to integrate Tulane's electronic shared resources.

Consortia and Cooperative Agreements

Tulane libraries also participate in library consortia and several cooperative or reciprocal borrowing programs. These are described below:

- Howard-Tilton Memorial Library is a member of the Center for Research Libraries (CRL). The CRL is a consortium of libraries collecting scholarly research materials. Its collections are located in Chicago and access to CRL items is available to Tulane affiliates through interlibrary loan.
• KUDZU [52] is a combined interface to the online library catalogs at 16 libraries in the Association of Southeastern Research Libraries (ASERL), connecting users to more than 30 million items. Loan requests through this system receive priority processing and expedited delivery. The KUDZU shared catalog provides access to library collections at the following institutions, in addition to Tulane: Auburn University, Center for Research Libraries (Chicago,) Clemson University, East Carolina University, Mississippi State University, University of Alabama at Birmingham, University of Alabama, University of Kentucky, University of Louisville, University of Memphis, University of Mississippi, University of South Carolina, University of Tennessee-Knoxville, Vanderbilt University, Virginia Commonwealth University, and Wake Forest University.

• The Louisiana Academic Library Information Network Consortium (LALINC) [53] provides faculty, and in some cases graduate students, borrowing privileges from participating Louisiana academic libraries.

• The Tulane University/Loyola University (TU/LU) [54] Cooperative Borrowing Program between Tulane's Howard-Tilton Memorial Library and the Monroe Library at Loyola University New Orleans allows undergraduate students at the two institutions to borrow from either library. The Tulane and Loyola main campuses are directly adjacent to each other in uptown New Orleans.

• The Law Library cooperates with other law libraries in the New Orleans area including the Loyola Law Library, the Law Library of Louisiana (Supreme Court Library), and the U.S. Fifth Circuit Library.

• The Rudolph Matas Library is a member of various consortia [55], including the National Network of Libraries of Medicine South Central Region (NN/LM SCR) and the South Central Academic Medical Libraries Consortium (SCAmEL).

**Services to Other Locations**

Programs housed outside of either the uptown or health sciences campuses are primarily supported by a large collection of electronic resources, including more than 600,000 ebooks and articles from some 60,000 periodicals; these are accessible by logging into the campus network remotely via proxy server. Expert library research assistance is also available remotely by phone and chat software. The main library has a number of special services targeting students and faculty outside of the primary New Orleans campus locations, such as those offered for the Tulane facility in Biloxi, Mississippi [56]. Notably, this includes courier delivery to Biloxi of physical items circulated from the main library collection to augment the vast amount of material now available through the library in digital form. Faculty and students outside of the uptown location may request these physical items for delivery using a simple online form. In addition, faculty at these locations can remotely request that items from the main library be placed on electronic reserve. Other services include remote reference assistance, library instruction as detailed in the response to comprehensive standard 3.8.2, and courier delivery of materials obtained through interlibrary loan.

The libraries supporting Tulane's professional schools also provide off-campus access to resources, mainly through electronic resources. For example, the Rudolph Matas Health
Library Assistance and Instruction

As detailed in the response to comprehensive standard 3.8.2, the university ensures appropriate use of the library and other learning/information resources by providing timely and effective help and instruction that enable students, faculty, and staff to take full advantage of the learning resources provided by the university. User assistance and reference information are provided to users at the main Howard-Tilton Memorial Library; at the three Tulane professional school libraries supporting researchers in the health sciences, law, and business; as well as at the Nadine Vorhoff Library [58]; and Newcomb Archives for women's studies [59]. Each of these libraries maintains staffed service points for this purpose. Help and information are delivered in modes that include in-person on-site support and remote support via phone, email, and web-based delivery. The main library augments its user assistance options with interactive blog and instant messaging (chat) services.

Tulane libraries also offer instructional workshops or course-related instructional sessions. For example, the information literacy program [60] at Howard-Tilton Memorial Library (HTML) is designed to assist students in developing a set of skills and abilities that enable them to find, access, evaluate, and use information sources within and beyond their academic studies. Using the Information Literacy Competency Standards for Higher Education as a framework [61], librarians participating in the program help students become information-literate by collaborating with faculty to integrate information literacy skills into the curriculum; creating online tutorials [62], research guides [63], research help handouts; teaching course-related workshops and walk-in workshops [64]; and providing one-on-one research consultations and in-person and virtual reference interactions. For these purposes, the program targets required courses, gateway courses in academic departments, and capstone courses. For example, English Composition (ENGL 101 or 1010) is a required course for first-year students. Information literacy instruction for the ENGL 101/1010 course [65] addresses basic research skills and concepts and provides a base upon which to build subsequent information literacy sessions. Intermediate information literacy instruction takes place in gateway courses in academic departments and introduces discipline-specific research methods and specialized research tools. Information literacy instruction in capstone courses addresses more advanced information literacy and discipline-specific skills, concepts, and research methods.

Facilities

The main Howard-Tilton Memorial Library is composed of three buildings. The main Howard-Tilton building, a five-floor 214,268 square-foot structure [66], was built in 1968 [67]. On its
entrance level is the new Learning Commons, an area near the rear of the building for technical services staff and processing, and some general collections stacks on the north side of the building. The Learning Commons [68][69] has quickly become the building’s most prominent feature and was designed in 2008-2009 as a dynamic, collaborative student environment combining research, technology, and media in comfortable, attractive, and useful spaces. These spaces feature individual and group work areas, large-screen collaborative work areas, comfortable seating in a variety of configurations, and iMacs and personal computers equipped with an array of software, including productivity applications and media production tools. Laptop-carrying visitors to the Learning Commons find a high speed 802.11n wireless network, convenient electrical locations, laptop-friendly seating, and a coffee shop near the building entrance. The Learning Commons is also the place to interact one-on-one with research librarians, technology experts, media specialists, and library staff working out of a central service point.

The second floor of the building houses general stack areas plus a renovated interim space for microforms and newspapers. The third floor houses general stack areas plus a collaborative space for Technology Services’ Innovative Learning Center [70] for faculty technology assistance and the Center for Library User Education (CLUE) [71], which features technology-equipped classrooms that serve as a base for the library’s instruction program. The two instructional classrooms are equipped with SMART Boards, high-powered projection systems, lecterns, at least one PC each, and a variety of video and sound systems. The fourth floor houses general stack areas plus an interim music / media center and the Latin American Library (LAL) [72], one of only three stand-alone collections of its kind in the U.S. This library is recognized as one of the top research collections in the world for Latin American studies. Today on floors one through four, the building has approximately 550 general user seating spaces and 275 seats available in assigned faculty and graduate carrels. Offices for library staff are distributed throughout. The building is open a total of 118 hours [73] per week, but extended hours are in place during final exam periods.

The 40,000 square-foot basement/ground floor level of the Howard-Tilton building was effectively destroyed by Hurricane Katrina in 2005 [74] and today sits mostly empty. The basement housed a music library and very large collections of government documents, newspapers, and microforms. It also housed the building’s heating, ventilation and air-conditioning (HVAC) mechanical systems. Eight large temporary HVAC towers have since been installed along the rear of the building and connect through windows to each floor. Today this temporary HVAC system pumps air into the library through plastic inflatable tubes crossing the width of each floor, mounted from the ceiling to allow library users to walk freely through the building.

The three libraries supporting the professional schools all maintain appropriate facilities to support their schools and academic programs. For example, the Law Library [75] contains 52,000 square feet of space assigned for library purposes. This includes nineteen offices for librarians, library support staff, and the computer department. Two smaller offices are located on the sixth floor next to the Wisdom Collection for visiting faculty. This library offers 557 seats and 288 study carrels; the carrels are each equipped with power outlets and hard-wired ports to connect to the university’s network. Aside from the facilities details referenced in each of the library’s specific sections above, all three of these libraries include both student and faculty carrels, campus wireless network access, photocopiers, scanners, and networked printing.
Restoration, Recovery, and Facility Improvements

As seen in the Campus Projects and Master Plan update [76] presented to the Board of Tulane University in December 2009, the university is committed to improving library facilities. In addition to the recent completion of the HTML Learning Commons (in September 2009), Tulane's top facility improvement and renovation projects include the mitigation project to relocate HVAC/mechanical systems and collections lost in Hurricane Katrina as well as master planning efforts for HTML's renewal and growth.

The university's library facilities were significantly impacted by Hurricane Katrina. For the Howard-Tilton building, in addition to the damage to the basement identified above, major areas of the building once used for seating are now occupied by book stacks. The library will need to increase its stacks area in the Howard-Tilton building to accommodate collections returning from Katrina-related restoration and repurchases. Moreover, additional space will be needed to meet the library’s 20-year growth requirements. The building currently holds 1,815,345 volumes, and based upon analysis of growth data, its collections are anticipated to grow to at least 2,686,662 volumes in the next 20 years. Like most research libraries today, conservative growth projections like Tulane’s reflect the increased utilization of digital resources for reference, serials, and government document collections.

The university will reconstruct the library's HVAC systems and flooded basement spaces in additional floors atop the Howard-Tilton building through build-back and hazard mitigation programs offered by the Federal Emergency Management Agency (FEMA). Construction for this project is projected to begin in 2011. Renovation of the lower floors of the building and provision for future growth and enhanced user and collections spaces will be addressed in a separate, broader construction project called the Library Renewal Plan [77].

The purpose of the Library Renewal Plan is to define the space needs and building improvements required for the main library facilities at Tulane's uptown campus location to serve the university for the future. The Library Renewal Plan is closely aligned with the university's Renewal Plan [78], which calls for a more distinctive and focused curriculum and competitive positioning. Tulane intends to rebuild and expand its library collections [79], to improve and redefine its learning spaces, and to expand its library technologies. As described in the Comprehensive Collections Recovery Plan 2010, Tulane's collections losses were extensive; more than 700,000 print volumes and 1.4 million pieces of microform were underwater in the Howard-Tilton building alone-with an additional 516,000 manuscript folders and other archival items submerged in the lowest stack tier of Jones Hall. This collections recovery plan details projected expenditures related to specific collections recovery efforts, such as construction of an interim microforms area and shelving for replacement of music holdings. The overall Library Renewal Plan goal is to reset the HTML as a unique place on campus, a center of knowledge and research for the learning community, which the university sees as critically important to its future and its goal to recruit and retain the best faculty and students.

Additional Learning Resources

General Technology Services and Academic Computing

Tulane uses technology to enhance student learning via the strategic and operational priorities
executed by Tulane University's Technology Services, Tulane's centralized provider of technology tools and services. Core university-wide communication technologies that enhance student learning [80] include email [81] and self-service password reset and a wired and wireless network [82] throughout campus and residential dorms [83]. A first-level telephone help desk [84] is provided 24/7 to all students, faculty, and staff along with an online, self-service knowledge base. In addition, the unit supports a laptop station walk-up service [85] to diagnose and repair mobile computing devices. In January 2010, the Technology Connection [86] was launched; this recent addition to the uptown campus is a full-service computer store established to assist in hardware and software purchases for campus computing. Tulane University maintains several site and volume licenses of standard productivity and communication software applications [87] and provides authenticated distribution via its e-Academy service [88]. Student learning is also supported via the Technology Commons [89], a service that includes technology equipment delivery [90] to all classrooms, and support for installed computers and projectors in 63 general pool classrooms [91], 3 public computing labs, a student-athlete center, and the HTML Learning Commons already referenced within this response. As such, the Technology Commons supports a total of 450 public computers for Tulane's community.

**Innovative Learning Center**

The Innovative Learning Center (ILC) [92] is the collection of academic technology support services offered by Technology Services. The ILC offers a variety of technology equipment and services to support the academic goals of Tulane faculty. Professional development workshops [93] are provided to assist faculty with such topics as technology-enhanced instruction, Blackboard usage, and learning styles. (See also the narrative responses to comprehensive standards 3.4.12 and 3.7.3 for additional information on instructional technology and learning-based resources.) ILC initiatives and services include Blackboard academic support, instructor training workshops, and consulting on presentation and course delivery technologies.

**Adequacy and Relevance**

The Tulane libraries are continually engaged in the assessment of library buildings, collections, and services. The adequacy and relevance of Tulane's library and learning resources for the support of the university’s educational, research, and service needs are primarily determined through the libraries’ annual evaluation of multiple data compiled for the comparative Association of Research Libraries Statistics program [94], from faculty feedback obtained through the library’s liaison program, from periodic user surveys, from assessment of library instructional offerings, and from the libraries’ regular self-review of library policies, guidelines, and documentation. The main library’s annual assessment plan [95] for the most current fiscal year is submitted with this report. Some of the user surveys conducted by the main library include the submitted Late-Night User Survey [96] and library instruction surveys [97][98][99].

The Fall 2009 and Spring 2010 survey [100], which evaluated students’ satisfaction with the new Learning Commons, also assisted the university in determining the effectiveness of its library resources. In addition, as described in the response to comprehensive standard 3.8.3, the library's criteria for staff promotions require its professional staff to be actively involved in professional associations and professional development activities; in fact, the rank of Librarian IV specifically requires demonstrated evidence of leadership within the profession.

The professional school libraries also evaluate their effectiveness at supporting their specific constituencies. For instance, the Law Library underwent a self-study in preparation for the 2009
inspection of the Tulane Law School by the American Bar Association (ABA)/Association of American Law Schools (AALS) as part of their seven-year sabbatical program. For this self-study, a report was generated by various members of the faculty and staff and was sent to the ABA/AALS inspectors prior to the actual inspection. The submitted Law Library portion of the self-study report described the library's organization and structure, the collection, services, and various outreach programs. The report was approved by the Law Faculty.

**Non-Library Learning Resources**

Tulane University provides other learning/information resources and services that support the academic mission of the institution. The Center for Educational Resources and Counseling (ERC), a department within the Division of Student Affairs, provides personal and group counseling to help students work through relationship difficulties, family concerns, stress, traumatic events, anxiety, depression, loneliness, and difficulties adjusting to college; educational counseling is present for students who experience some type of difficulty in their academic work and need help to discover the causes of such difficulties. Crisis intervention services provide emergency coverage either directly or through cooperative arrangements with other resources on campus and/or in the local community. In addition, the ERC’s outreach interventions provide programming that focus on the developmental needs of students that will allow them to maximize their potential to benefit from an academic experience. Through its Testing Services unit, the ERC administers career/vocational testing and evaluations designed to detect and determine student learning problems, such as attention deficit and/or hyperactivity disorder (ADHD). In addition, the ERC’s Goldman Office of Disability Services (ODS) is dedicated to providing equal access and a positive environment to students and employees with registered disabilities. Among several other services, the ODS staff provide assistance to students with disabilities in obtaining accommodations for testing and on-campus housing. The ODS is committed to enhancing students’ capacities to learn by providing a friendly and supportive environment to students with disabilities. These and other ERC services are used by an estimated 65 percent of Tulane’s undergraduates and accord the ERC a critical role in Tulane’s overall efforts to provide comprehensive support to its student community.

Newcomb-Tulane College, the academic home of all full-time undergraduate students, offers additional learning resources. For instance, at the Tutoring Center, distinguished graduate and undergraduate student tutors, who have been recommended by Tulane professors, provide free walk-in service to undergraduate students. The Writing Studio, run by the Department of English, offers assistance to students in various aspects of writing, including the organization of ideas, language, and documentation. Additional information about learning resources and learning technology is included in the responses to comprehensive standard 3.4.9 and 3.4.12 respectively.

Providers of non-library learning resources also engage in assessment of their resources and services. For example, the ERC identifies yearly goals and accomplishments related to its services and learning resources. This unit also implements student surveys addressing satisfaction with services offered, including career and ADHD testing. Additional information about the assessment of educational support services is included in the narrative response to comprehensive standard 3.3.1.3.
## Supporting Documents

1. [web #273](#) Association of Research Libraries (ARL) website
2. [pdf #304](#) Libraries Statistical Data Master Spreadsheet
3. [web #900](#) HTML Library Website: About HTML Page
4. [web #903](#) Latin American Library Website (About)
5. [web #1757](#) HTML Collections - Selection Guidelines
6. [web #1805](#) HTML: Program Support
7. [pdf #1709](#) HTML Manual for Bibliographers
8. [pdf #910](#) University Senate Constitution Excerpt: Committee on Libraries
9. [web #1362](#) HTML Collection Policies by Department Website
10. [web #1361](#) HTML Sample Collection Policy - Latin American Studies
11. [web #1719](#) HTML Collection Policy Sample: Biomedical Engineering
12. [web #301](#) Rudolph Matas Library
13. [web #1720](#) Rudolph Matas Library: Collections Development Manual
14. [web #1721](#) Rudolph Matas Library: Library Guide
15. [web #302](#) Law School - Library Website
16. [pdf #1849](#) Law School - ABA Self-Study - Library Chapter Excerpt: Collections
17. [pdf #1865](#) Law Library Guide Excerpt: Study Rooms and Carrels
18. [pdf #1843](#) Law Library Collection Development Plan - April 2010
19. [web #303](#) Turchin Library
20. [pdf #1847](#) Turchin Library: MBA Circulation Records
21. [web #274](#) Amistad Research Center Website
22. [web #275](#) Minna F. Koch Memorial Library of Botany
23. [web #1853](#) Tulane University Herbarium
24. [web #276](#) Newcomb College Center for Research on Women (NCROW) Website - Nadine Vorhoff Library
25. [web #902](#) Newcomb Archives
27. [web #286](#) HTML Music and Media Center Website
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