3.8.1 Learning/Information Resources

**Definition**

The institution provides facilities and learning/information resources that are appropriate to support its teaching, research, and service mission.

**Compliance Judgment**

Compliance

**Narrative**

**Tulane Libraries**

The libraries at Tulane University are ranked among the members of the Association of Research Libraries (ARL)\(^1\), a group recognized as the top research libraries in North America. The facilities, services, and resources of the Tulane libraries serve the university's students and faculty, but are also a major cultural resource for researchers and scholars from throughout the Gulf South region. Tulane's special collections regularly draw researchers from other parts of the United States and internationally, especially for scholarly work in the areas of Latin American studies, jazz, and New Orleans history.

The main Howard-Tilton Memorial Library\(^2\) supports research broadly across the university's academic programs and research activities. Three more full-service libraries also support the university's professional schools; these are the Rudolph Matas Library (health sciences)\(^3\), the Turchin Library (business)\(^4\), and the Law Library\(^5\). In addition, Tulane is host to a number of other specialized libraries that enhance research and these include the Amistad Research Center\(^6\), the Minna F. Koch Memorial Library of Botany\(^7\), the Nadine Vorhoff Library and Newcomb Archives\(^8\), and the Alfred H. Clifford Mathematics Research Library\(^9\).

Tulane's libraries are strongly user-centered organizations that continually seek to understand the needs of their users and make decisions based on those needs. In 2005, the university's Renewal Plan\(^10\) called for strengthened undergraduate education, enhanced professional programs, more focused graduate education, and community engagement. The libraries have worked to strongly support these initiatives, as evidenced by service and facilities enhancements, as well as enhancements to the collections.

At the main library, many primary services, including general help and item circulation, have been consolidated within a new prototype Learning Commons\(^11\) where library services today are offered alongside technology support provided by a partnership with Tulane's Technology Services\(^12\).

**Howard-Tilton Memorial Library**

**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\(^13\), was built in 1968\(^14\). On its
entrance level is the new prototype 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 new Learning Commons [15][16] has quickly become the building’s most prominent feature and was designed in 2008-09 as a dynamic, collaborative student environment combining research, technology and media in comfortable, attractive, 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’s Innovative Learning Center [17] for faculty technology assistance and the Center for Library User Education (CLUE) [18], 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 [19], 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 [20] 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 [21] and today sits mostly empty. The basement housed a music library and very large collections of government documents, newspapers, and microforms. It housed the building’s heating, ventilation and air-conditioning (HVAC) mechanical systems. Eight large temporary HVAC towers were 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.

General and Special Collections

The Howard-Tilton Memorial Library’s general circulating collections are among the largest in the Gulf region of the United States. The general collections have grown to include more than 3.4 million volumes housed in the main Howard-Tilton building and an off-site storage facility for older volumes-exclusive of the materials also held in the library’s Special Collections and smaller, separate Tulane libraries. The Tulane University Libraries Statistical Data Master Spreadsheet [22] provides additional details on volumes held for the complete fiscal years of 2008, 2009, and 2010. The library spends more than $3 million annually on digital resources; students and faculty have access to an uncommon array of published digital facsimile collections of scholarly material and to articles in about 76,360 journal titles, most of which are
available online. Information on the library's collection policies is provided in the response to core requirement 2.9.

The Special Collections [23] division of the main Howard-Tilton Memorial Library is housed in Jones Hall directly across from the Howard-Tilton building. Jones Hall houses the Hogan Jazz Archive, Louisiana Research Collection, Rare Books, University Archives, and the Southeastern Architectural Archive. A variety of public spaces and reading rooms for these collections are housed on the second and third levels of this building. Most of the collections themselves are housed in the upper six tiers of a seven-tier stacks core. The lowest tier was flooded during Katrina and remains empty.

Jones Hall [24] is a 106,524 square-foot building constructed as the first Howard-Tilton Memorial Library in 1938. Its Special Collections library spaces occupy 31,190 square feet and this space is generally at capacity. Moreover, its current collections are estimated at a size of 386,255 volumes or volume equivalents and over the next 20 years are expected to grow by 35% to 512,920 volume equivalents. Improved spaces for these collections and their users are being addressed in the Library Renewal Plan to be discussed below.

The Howard-Tilton Memorial Library also maintains and staffs a small Architecture Library [25] housing about 23,000 print volumes, study space, and work stations within the School of Architecture in Richardson Hall on the upper portion of the uptown New Orleans campus. Circulating items there may be checked out or placed on reserve. The Architecture Library provides an optimal setting for quiet and relaxed study and research as well as for browsing and reading.

At least 500,000 older and overflow volumes from the general collection and a larger number of special collections manuscript folders and archival items are housed off-site about two miles from the uptown New Orleans campus (at 900 S. Jefferson Davis Parkway) in a building housing the Library Off-site Storage Facility [26] and the Tulane Libraries Recovery Center[27]. The recovery center provides Katrina-related processing for restored items and additional storage space. Items off-site are available to users via courier retrieval each weekday.

Services

Services [28] offered by the main Howard-Tilton Memorial Library include all the standard services offered competitively by other large research libraries of this type: interlibrary loan [29] and document delivery services [30], graduate student and faculty carrels, campus wireless network access, photocopiers, scanners and networked printing, reference assistance, walk-in instructional workshops, and course-related instruction, among other services. While the library provides its users with large and diverse collections of digital resources accessible remotely on-campus and off-campus via proxy server, it still holds tremendous numbers of physical items, mostly books, from its circulation service points: 101,577 in fiscal year 2009, 143,169 if counting renewals. In addition, in fiscal year 2009, librarians and staff answered 9,922 reference questions at the library’s help desks. More specialized services include remote user assistance via phone, email, or instant messaging (chat); electronic course reserves; email delivery of (digitally scanned) articles obtained through interlibrary loan; and the 24-hour courier delivery of materials housed off-site.

In the Learning Commons, both Windows- and Macintosh-enabled computers are configured to meet the demands of multimedia and digital-based assignments. In addition to the features
already referenced above, some of the Learning Commons amenities include: a 50" touch screen LCD display for group presentations and a high-resolution flatbed and document scanning. The powerful work stations in the Learning Commons have a suite of cutting-edge software and media-related features, including: Microsoft Office Suite, statistical software packages (SAS, SPSS), iMovie, Final Cut Express, iPhoto, Windows Movie Maker, and Internet access.

Located on the fourth floor of Howard-Tilton Memorial Library, the Music & Media Center [31] is the primary service point for music and audio-visual research assistance and a storage area for large general collections of sound video recordings. The center houses these recordings, as well as four computer work stations, and six viewing stations to listen to or view items.

The library's Liaison Program links librarians [32][33] with each academic department on the uptown campus. The librarian liaison has a number of responsibilities: to make departmental faculty aware of library services and collections; to coordinate the selection and ordering of books, periodicals, and other materials and information services in the department's discipline or subject area; to facilitate and promote use of the library's instructional program by departmental faculty; and to promote communication with the department's faculty and students. The program also includes department liaisons to the library; these faculty members called book chairs are assigned by each department as a central contact for the librarian liaison. The bodies and staff involved in this collections selection process, as well as the selection process itself, are described in detail in the library's Manual for Bibliographers [34].

In interlibrary loan (ILL) [35] services, Howard-Tilton Memorial Library is a net lender because of the strength of its collections. As documented in the Libraries Statistical Data Master Spreadsheet [36], the ILL service in fiscal year 2009 provided 11,314 items to other libraries and obtained 6,647 items from other libraries for Tulane students and faculty. The library's interlibrary loan service utilizes OCLC ILLiad Resource Sharing Management software to expedite and track transactions between libraries and to make the process easier for library users. The software automates routine interlibrary loan functions, managing the library's borrowing, lending, and document delivery through a single interface for staff; ILLiad provides library users with web-based interface to manage their interlibrary loan requests.

Howard-Tilton Memorial Library is a member of the Center for Research Libraries (CRL) [37]. 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.

The library also participates in library consortia and several cooperative or reciprocal borrowing programs. These are described below:

KUDZU [38] 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...
The Louisiana Academic Library Information Network Consortium (LALINC) [39] provides faculty, and in some cases graduate students, borrowing privileges from participating Louisiana academic libraries.

The Tulane University/Loyola University (TU/LU) [40] Cooperative Borrowing Program between Tulane’s Howard-Tilton Memorial Library and Loyola’s Monroe Library 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.

Tulane faculty are encouraged to place books, chapters, test examples, and other study materials on reserve through a course reserves [41] service offered out of the circulation area of the help desk in the Learning Commons. Loan periods for traditional reserve materials vary from two hours to three days. During the last two weeks of the semester, all reserve materials are placed on two-hour reserve and are restricted to use within the building in order to give all students the opportunity to complete their assigned readings. The course reserves service also includes electronic reserves (ERes) [42] service, which is designed to provide students online access to digitized reserve materials. All ERes documents are scanned in PDF format to facilitate the viewing of materials anywhere when connected to the Internet; access to ERes materials is limited by password protection to comply with copyright restrictions.

Services for Other Locations

The 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 [43]. 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, which is accessible via proxy server connection to the campus network. 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 library’s website [44] is the portal to Tulane’s virtual library. It provides easy navigation and access to information about services and resources, and connects users to the library’s vast digital collections. The library website highlights daily news and events through an interactive blog, electronic exhibits, and an interactive calendar on the home page. The website was redesigned in 2009-2010 by the library’s new Web Services department with input from a web steering group and based on initial design work from a nationally recognized commercial design firm based in Washington, D.C., called FigLeaf. The scope of the redesign [45] encompassed the main library website as well as those of the Rudulph Matas Health Sciences Library, Howard-Tilton Special Collections division, and the Latin American Library.

In addition to its own design elements, the library’s website continuously seeks to employ state-of-the-art technologies from a variety of third-party commercial sources to enhance users' knowledge of and access to library collections in all formats. These tools include an Ex Libris Voyager [46] integrated library catalog system, the MetaLib [47] federated search tool for cross-searching proprietary databases, and the SFX [48] e-journal/e-resource knowledge base. These
online catalog and other tools address access to Tulane's library collections globally across libraries. The exception to this shared access to online catalogs is the Law Library; it has a separate online catalog that uses a software common to other law libraries.

Other tools include LibGuides [49], used for the tailored creation of resources grouped by subject, and RefWorks [50], which allows users to create a personal database of references and generate bibliographies in a variety of formats. Librarians actively assist faculty in linking such digital resources to online course syllabi in Blackboard.

**Rudolph Matas Health Sciences Library**

The Rudolph Matas Health Sciences Library [51] serves as the primary library for the School of Medicine, the School of Public Health and Tropical Medicine, and the Tulane National Primate Research Center [52]. The medical library entrance is on the second floor of the School of Medicine Building at the university's downtown location. The health sciences library is open a total of 93 hours [53] per week, with extended hours during final exam periods. The Matas Library has more than 165,000 print volumes in the basic sciences, clinical medicine and public health; it also licenses electronic databases, journals, and books for the entire Tulane community. As reflected in the library's Collections Development Manual [54], to support its mission, the library collects materials in electronic and print central to medicine, health, and the basic life sciences, as well as some materials in other relevant areas.

Full services offered at the Rudolph Matas Health Sciences Library include interlibrary loan [55] and document delivery, graduate student and faculty carrels, campus wireless network access, photocopiers, scanners and networked printing [56], reference assistance, walk-in instructional workshops, and course-related instruction. This library also conducts a library liaison program [57] to maintain regular communications between librarians and academic departments or programs.

As noted in the master statistical data spreadsheet, in fiscal year 2009, users checked out 7,227 physical items at the library's circulation desk, 8,527 if counting renewals. Via interlibrary loan, the health sciences library in fiscal year 2009 provided 3,307 items to other libraries and obtained 3,955 items from other libraries for Tulane students and faculty downtown. During the same year, librarians and staff answered 10,848 reference questions at this library's reference desk.

As noted in the Rudolph Matas Library Guide [58], this library also provides off-campus access [59] to many of its resources. This includes the development of online tutorials [60] designed to specifically assist distance learners in the health sciences and students and faculty working or researching around the country or around the world who may not be able to attend the local library instruction classes. These tutorials cover such topics as the interlibrary loan service and RefWorks. This library guide also breaks down the services and facilities available per floor within the library building.

**Tulane Law Library**

The Tulane Law Library [61] serves the educational and research needs of the faculty, students, and staff of the Tulane University Law School. It also serves the university at large by offering access to its Federal and Louisiana Government Document Depository Collections.
The Law Library [62] is located on floors three through six of Weinmann Hall on the university's uptown campus. It provides a welcoming and comfortable environment with more than 500 study spaces in the computer room, individual study carrels [63] throughout the facility, an excellent Reading Room, and a variety lounges and group study rooms. The law library is open at total of 113 hours per week, with extended hours during final exam periods.

Full services offered at the Tulane Law Library include interlibrary loan [64] and document delivery, graduate student and faculty carrels, campus wireless network access, photocopiers, scanners, and networked printing [65], reference assistance, walk-in instructional workshops[66], and course-related instruction. In fiscal year 2009, users checked out 3,434 physical items at the library’s circulation desk, 4,269 if counting renewals. Via interlibrary loan during the same year, the law library provided 289 items to other library and obtained 551 items from other libraries for Tulane law students and faculty. In addition, librarians and staff answered 7,550 reference questions at this library’s reference desk during the same fiscal year. The Tulane Law Library subscribes to several electronic databases that can be accessed off-campus by all uptown campus students via the campus proxy server. An example of one such database is Hein-on-Line, a major law database that includes various libraries of journal/periodical articles, primary legal and statutory materials, government publications, and foreign legal materials. Other databases, such as LexisNexis, Westlaw, and the Bureau of National Affairs Publications, are restricted to access by law school students or faculty, but may be accessed worldwide by those users through either individual usernames/passwords or through the law school's proxy server.

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

The Lillian A. and Robert L. Turchin Library [67] serves the research needs of the students, faculty, and staff of the A. B. Freeman School of Business [68]. Located on the third floor of the Goldring-Woldenberg Hall, it provides space for more than 30,000 bound volumes and a variety of comfortable users and study space, including 60 lighted study carrels, and several tables for group study. The business library is open at total of 84 hours per week, with extended hours during final exam periods.

Full services offered at the Turchin Library include interlibrary loan and document delivery, graduate student and faculty carrels, campus wireless network access, photocopiers, scanners, and networked printing, reference assistance, and related instruction, among other services. During the 2009 fiscal year, users checked out 1,103 physical items at the library’s circulation desk, 1,641 if counting renewals. Via interlibrary loan, the law library provided 18 items to other libraries and obtained 39 items from other libraries for Tulane law students and faculty during the same year.

**Additional Libraries that Enhance Research**

The specialized libraries of the Amistad Research Center, the Minna F. Koch Memorial Library of Botany, the Nadine Vorhoff Library and Newcomb Archives, and the Math Department Library each have their own facilities, hours of operation, and provision of basic services such as user assistance and access to photocopiers.

**Recovery, Restoration, and Facility Improvements**
As seen in the Campus Projects and Master Plan update [69] 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 [70].

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 [71], which calls for a more distinctive and focused curriculum and competitive positioning. Tulane intends to rebuild and expand its library collections [72], 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 [73] include email[74] and self-service password reset and a wired and wireless
network throughout campus and residential dorms. A first-level telephone help desk 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 to diagnose and repair mobile computing devices. In January 2010, the Technology Connection 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 and provides authenticated distribution via its e-Academy service. Student learning is also supported via the Technology Commons, a service that includes technology equipment delivery to all classrooms, and support for installed computers and projectors in 63 general pool classrooms, 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 is the collection of academic technology support services offered by Technology Services. Faculty professional development support for teaching is primarily provided through the Innovative Learning Center (ILC). The ILC offers a variety of technology equipment and services to support the academic goals of Tulane faculty. Professional development workshops are provided to assist faculty with such topics as technology-enhanced instruction, Blackboard usage, and learning styles. (See also the narrative responses to 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.

**Other Resources**

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.

Assessment of Appropriateness

The Tulane libraries are continually engaged in the assessment of library buildings, collections, and services. Examples of facilities assessment can be seen in its large-scale architectural planning, such as the Library Renewal Plan, as well as in smaller-scale projects, including the structural assessment of the Special Collections stacks core in Jones Hall and the ongoing review of the new prototype Learning Commons in the Howard-Tilton building. Surveys undertaken in Fall 2009 and Spring 2010 directly evaluated students’ satisfaction with the new Learning Commons and the effectiveness of its resources. Examples of collections assessment can be seen in the library’s detailed and regularly updated collections policies and in its active liaison program linking librarians to academic departments and assigned faculty in those department to the library. Examples of service assessment can be seen in the periodic surveys conducted out of the library’s Public Services Division that have examined matters such as adequacy of library hours and help assistance. The effectiveness of Tulane’s library and learning resources for the support of the university’s educational, research, and service needs are also determined through the libraries’ annual evaluation of multiple data compiled for the comparative Association of Research Libraries Statistics program, from faculty feedback obtained through the library’s liaison program, from assessment of library instructional offerings, and from the libraries’ regular self-review of library policies, guidelines, and documentation.

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 that 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.

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.

Supporting Documents

1. [web #273](Association of Research Libraries (ARL) website)
2. [web #900](HTML Library Website: About HTML Page)
32 web #287  HTML Collections Contacts
33 web #1757 HTML Collections - Selection Guidelines
34 pdf #1709 HTML Manual for Bibliographers
37 web #288 Center for Research Libraries Website
38 web #290 Kudzu Program Website
39 web #291 LOUIS Louisiana Library Network Website
40 web #292 HTML TULU Project Website
41 web #293 HTML Reserves Policy
42 web #294 HTML Electronic Reserves - Form
43 web #295 HTML Mississippi Faculty Website
44 web #296 HTML Website
45 pdf #1368 HTML Website Redesign Brief
46 web #297 Voyager Integrated Library System Website
47 web #298 MetaLib Website
48 web #299 SFX Website
49 web #300 Springshare LibGuides Website
50 web #1376 HTML RefWorks
52 web #312 National Primate Research Center Website
53 web #1758 Rudolph Matas Library: Hours
54 web #1720 Rudolph Matas Library: Collections Development Manual
55 web #1723 Rudolph Matas Library: Interlibrary Loan
56 web #1727 Rudolph Matas Library: Computer and Networking
57 web #1722 Rudolph Matas Library: Liaison Program
58 web #1721 Rudolph Matas Library: Library Guide
59 web #1724 Rudolph Matas Library: Off-Campus Access
60 web #1725 Rudolph Matas Library: Online Tutorials
61 web #302 Law School - Library Website
62 pdf #1862 Law Library Guide Excerpt - Layout
63 pdf #1865 Law Library Guide Excerpt: Study Rooms and Carrels
64 web #1736 Law Library: Interlibrary Loan
65 web #1739 Law Library: Computers/Printing
66 web #1737 Law Library Instructional Services
68 web #1655 A. B. Freeman School of Business Website: Home