

**Distance Education Library Services**  
**University of North Carolina at Charlotte**  
**J. Murrey Atkins Library**  
**Policies and Procedures**

**Mission Statement:** Distance Education Library Services support the teaching, learning and research needs of students, faculty and staff affiliated with the Distance Education programs at UNC Charlotte. We are committed to providing seamless access to our resources and collections and strive to make the library work for you.

**Eligibility:** Any student enrolled in a Distance Education program and designated as a distance education student is entitled to receive library support services from the Distance Education Library Support office.

**Distance Education Library Services Office:** The Distance Education Librarian is responsible for providing or coordinating whatever library support services are needed.

**Requesting Services:** Eligible students should email or telephone the Distance Education Librarian, the Ask A Librarian service, or use the web form available on the Atkins Library Distance Education web page to request services.

**Library Support Services for Distance Education:**

- Regular announcement to faculty and students about the availability of Distance Education Library Services
- Telephone, email, fax, and in-person consultation with the Distance Education Librarian or Subject Specialist Librarian
- Copies of journal articles, book chapters or other library materials delivered via postal mail, fax, or electronic delivery
- Books from the J. Murrey Atkins Library's collection checked out and mailed to the student or faculty member by UPS or First Class Mail
- Referral to J Murrey Atkins Library's Inter-Library Loan (ILL) service for materials not owned by the library
- Materials placed on electronic reserve at the request of the instructor
- Library materials sent via courier to remote locations at the request of the instructor
- Library instruction sessions offered at the J Murrey Atkins Library, via interactive video, online, or at a remote class meeting site at the request of the instructor
- Limited technical support for students having trouble accessing the library's resources remotely