Florida A&M University Libraries

Tallahassee Florida 32307

LIBRARY RESOURCES
IN SUPPORT OF
SOCIAL WORK

Resources

Library resources and services are sufficient to ensure the achievement of the goals and outcomes of Social Work programs. The University Libraries provide collections of current books, periodicals, and pertinent reference materials, which are readily accessible to students and are sufficient in scope to support the curriculum. The Samuel H. Coleman Memorial Library (the main library) and branch libraries provide traditional print, as well as electronic access to full text databases, e-journals, and e-books. Library collections contain materials that support the Social Work curriculum directly and indirectly through interdisciplinary collections in the social sciences.

The following table shows library holdings targeted for use by the general campus and community population, as well as holdings targeted to support Social Work.

Library Resources	General	Social Sciences	Social Work
Holdings	1,450,857	99,665	9,208
Books	1,258,072	97,098	8,507
Microforms	203,899	52,714	271
Media & Images	25,068	71,209	2,181
Electronic Books	114,496	5,083	979
Journals/Serial	102,783	1,702	203
Electronic Journals	78,208	753	141
Electronic databases	320	52	52

The University maintains borrowing agreements and memberships that mutually enhance resources availability for FAMU and other Florida learning communities. Partnerships are with the State University Libraries of Florida, the Florida College System Libraries and the State Library of Florida. Memberships are with the Florida Virtual Campus (FLVC), and the FLVC Florida Distance Learning and Student Services. Florida public postsecondary college and university libraries provide services directly and indirectly to students and faculty of State of Florida postsecondary institutions. Over 108,873 volumes held by the other 40 Florida public postsecondary institutions supplement the FAMU social work collections. The following information details the additional resources and services available to FAMU students and faculty.

Libraries	General	Social Sciences	Social Work
State Universities of Florida	25,114,915	1,572,517	149,644
Florida College System	4,883,380+	15,354+	11,389

Full onsite and reciprocal borrowing privileges to students and faculty at all 40 Florida public institutions of postsecondary education is provided. Service includes daily document delivery via statewide courier among nearly 300 libraries in the Florida Library Information Network (FLIN). FAMU students and faculty have access to the courier service for interlibrary loan transactions.

Faculty and students also have access to the Publication of Archival, Library & Museum Materials (PALMM) Collection. This collection is a cooperative initiative of the public Universities of Florida to provide digital access to unique archival resources for research and scholarship.

Expenditures for Social Work Resources

Year	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
University Libraries Budget	$2,551,096.00	$2,504,384.00	$2,500,401.00	$2,625,803.00	3,417,950.00
Social Work Expenditures					
Books	$17,042.00	$22,531.00	$7,014.00	$20,925.00	$27,330.00
Journals	$45,215.00	$47,238.00	$50,253.00	$54,049.00	$59,030.00
Databases	$61,053.00	$62,730.00	$64,840.00	$85,015.00	$183,017.00
Total	$123,310.00	$132,499.00	$122,107.00	$159,989.00	$269,377.00

In addition to the funds provided by the University, several electronic resources in support of social sciences are funded by the Florida Virtual Campus at an annual cost of approximately $550,000.

Access to Collections and Services

Students, faculty and staff have access to collections, resources and services 24 hours a day, seven days a week, either through the 141 hours that the main library is open or through the library web page. Through the University Libraries' web page, faculty and students have full access to the FAMU library catalog on or off campus, and the library catalogs of the State University System and Florida College System libraries. Online resources and services are available within the libraries, from campus computers, in faculty offices, and from residence halls. Off-campus access is also available 24 hours a day to authenticated users (students, faculty, and staff). Support services such as instruction, interlibrary loans, loan renewals, course reserves, reference assistance, and distance learning services are also accessible from the web page.

Social work collections are housed in the main library, which is located across the street from social work classrooms. A large portion of the social work collection is electronic which is

accessible from anywhere at any time. Approximately 500 books on the subject of social work circulated in 2013-2014, 296 print books and more than 179 e-books. Usage for social work databases was 57,314. The table below indicates database usage.

Database Usage 2013-2014

Database	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Social Services Abstracts	2,357	483	4,041	4,558	4,260	1,682	1,324	2,866	2,347	3,360	765	745	28,788
Sociological Abstracts	2,348	477	4,008	4,343	4,251	1,709	1,336	2,845	2,321	3,370	774	744	28,526
Total	**4,705**	**960**	**8,049**	**8,901**	**8,511**	**3,391**	**2,660**	**5,711**	**4,668**	**6,730**	**1,539**	**1,489**	**57,314**

Assessment of Resources and Services

Operating in a culture of continuous improvement, the University Libraries periodically evaluate library spaces, resources and customer service through the use of surveys, user studies, focus groups, town hall meetings, etc. The libraries analyze the various assessments and share findings with constituents. The Libraries act on any recommendations and concerns stemming from assessments, again sharing results with constituents. Examples of assessment and evaluations can be found on the Reports & Surveys page of the University Libraries' web page.

The University Libraries submit an annual assessment plan to the Office of University Assessment outlining outcomes and objectives for the year. At the end of the assessment cycle the Libraries submit an annual assessment report summarizing assessment results.

Services

FAMU Libraries provide a full range of traditional and innovative library services. Users have access to reference services via local and toll free telephone, electronic mail, online chat service (AskALibrarian), and fax. Services enable users to access and to use information resources in the libraries and from remote locations. The Information Commons, in Coleman Library, allows users to access main library services from one common area. Several Library services are available from this service point. Services include borrowing privileges, interlibrary loan, course reserves, reference and research services, and systems support services.

Borrowing Privileges
Students, faculty, and staff have borrowing privileges at the FAMU Libraries, and reciprocal borrowing privileges to the 40 public universities and colleges in Florida. Borrowers may view and renew items that are currently checked out through the online catalog.

Interlibrary Loan
Students, faculty, and staff who are currently enrolled and engaged in academic research have Interlibrary Loan (ILL) borrowing privileges to the 40 public universities and colleges in Florida

and to other libraries globally. Requests may be initiated in person or through the online catalog, which along with reciprocal borrowing and the provision of licensed databases, provides access to materials that the University does not own.

Course Reserves
Print and electronic materials may be placed on reserve at the Libraries. The reserve service provides a central and convenient location for students to retrieve materials. These materials are owned by the University or come from the private collections of faculty who place materials on reserve for enrolled students. Nine titles are currently on reserve for social work classes. These titles circulated 151 times during the 2013-2014 academic year.

Reference and Research Services
On site and virtual reference/research services are provided. Reference Services include individual research/consultation, the provision of electronic and print research guides and the provision of online tutorials. Reference librarians provide a variety of instructional services to meet the information literacy needs of students, faculty, staff, administrators, and the community at large.

Instruction/Information Literacy
The University Libraries provide competent, quality, and timely instruction through a variety of instructional services. Information is delivered through informal and point of use instruction, individual and group instruction, formal orientations and literacy sessions, orientation to new student groups, subject specific scheduled workshops, printed handouts, research guides and online tutorials. Instruction is provided to local users as well as to distance learners. Information literacy sessions are designed to equip users with the skills needed to locate, evaluate, and use library information resources and services. Formal literacy instruction is based upon goals as defined by classroom faculty. These classes are held in state-of-the-art classrooms, which allow hands-on interactive instruction. Library instruction is based upon guidelines published by the Association of College and Research Libraries (ACRL) Guidelines for Instruction Programs in Academic Libraries.

Seven information literacy sessions with a total attendance of 107 were held for social work in 2013-2014. Most students participating in the post evaluation responded, *Satisfied to Very Satisfied.*

Liaison Program
Librarians work with all academic units to assure that the collection supports defined curricular goals and that adequate services, including instruction are provided. The Social Work Department has appointed a representative to the Library Collection Development Committee. This liaison works in collaboration with library faculty to evaluate, select, and purchase resources recommended for sociology.

Social work faculty are notified of new resources upon request and, once or twice during the semester via correspondence with the library liaison for the Social Work Department. A link to new books is perennially available in the library catalog. A list of all new databases acquired during the previous fiscal year is made available and handed out to faculty at the Faculty Planning Conference at the beginning of the academic year.

Systems Support Services
The Systems Department provides and maintains 250 public computers along with software, hardware and support services necessary for providing and using information resources. Computers are configured to provide access to the libraries' web page and online catalog. Computers are also configured with various types of production software allowing users' access to the Microsoft Office Suite (Word, Excel, PowerPoint, OneNote, InfoPath, Groove, and Access), Write-N-Cite, Course Compass, SPSS, SAS, Census Tract and etc. Additional services are made available in response to customer service surveys and other assessment.

Computers are located on each floor of the main library and in all branch libraries. Printing is available from all computers. Documents queued to print may be picked up from any print station in the main library or any branch library. Separate email stations are available near the Information Commons Desk. A scanner that provides scanning of photos and multiple document formats and sizes is available.

A help desk is staffed as part of the Information Commons to assist users with software applications and technology support. Helpdesk staff assists users with directional questions, laptop registration and circulation, referrals and resolution of computing and printing needs and issues.

Staff

All Library and related personnel meet or exceed minimal educational requirements as defined by the Association of College and Research Libraries (ACRL). Librarians hold master's degrees from ALA accredited schools. Additionally, two faculty librarians have completed the specialists' degree in library science and four faculty librarians have completed master's degrees in other subject disciplines. The University employs 15 librarians. Support staff are also very well qualified, evidenced by three support staff holding a master's degree and 17 support staff holding bachelor's degrees.

Facilities

All faculty and students have full access to the facilities of FAMU's Coleman Memorial Library and branch libraries. These facilities more than adequately support faculty and student use of information technology for instruction, learning and research. Coleman Memorial Library occupies approximately 88,964 net square feet. Almost 20,000 additional square feet are available in the branch libraries. The University Libraries have a seating capacity of 834, including group study rooms, a student study lounge and cafe, and 20 graduate/faculty study

carrels. The recent addition to Coleman Library also includes a state of the art information literacy classroom and teleconference rooms. All library facilities enjoy dense fiber optic wiring (one outlet for every 40 square feet of floor space) to the desktop. In addition to fiber wiring, much of the main library and its immediate grounds are wireless, enabling students and faculty convenient and generous access to the wireless network using their own supported laptops, or they may borrow one of 24 network-ready laptops from the Library Systems Department for use in the library.

The Office of Instructional Technology is housed in Coleman Library. Instructional Technology contains two teleconference centers/distance learning classrooms, with a combined seating capacity of over 50 people, designed for both satellite teleconferencing and for mediated viewing. The OIT also contains an open computer laboratory and faculty development laboratory. Audiovisual resources and equipment are available for faculty to reserve and/or view.

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Florida A&M University Libraries
Social Work Journals
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The University Libraries have access to over 700 electronic journals in support of Social Work. The following is a selected list of significant social work journals, followed by a list of links by subject area. The number in parenthesis indicates the number of e-journals held in that respective subject area.

- Administration in Social Work (now Human Service Organizations Management, Leadership & Governance)
- Child and Adolescent Social Work Journal
- Child Welfare
- Clinical Social Work Journal
- Families in Society
- Human Service Organizations Management, Leadership & Governance
- Journal of Social Work Education
- Policy and Practice of Public Human Services
- Public Welfare
- Smith College Studies in Social Work
- Social Casework (now Families in Society)
- Social Service Review
- Social Work
- Social Work Research

Social Welfare & Social Work
Child & Youth Development (112)
Criminology, Penology & Juvenile Delinquency (198)
Disabilities (76)
Family Violence (4)
Gerontology (55)
Social Welfare & Social Work - General (219)
Substance Abuse (65)

ASSIA: Applied Social Sciences Index and Abstracts provides a comprehensive source of social science and health information for the practical and academic professional.

BNA Criminal Law Report reports on significant developments, trends, and emerging patterns in criminal law. Coverage of federal and state court decisions, federal legislative activities, and administrative developments in criminal law.

Cambridge Journals Online provides full text access to journals in the sciences, social sciences, and humanities.

Cambridge Psychology Books provides access to 366 psychology books covering all areas of psychology from applied psychology to social psychology.

Chicano Database identifies all types of material about Chicanos and provides uniform subject access to this literature. CDB's scope includes the broader Latino experience of Puerto Ricans, Cuban Americans, and Central American immigrants.

The Christian Science Monitor provides full text coverage of global news from 1988 to the present.

ClasePeriodica indexes 2,600 Latin American scholarly journals published in the Spanish, Portuguese, French and English languages. CLASE indexes the social sciences and humanities. PERIODICA covers science and technology.

Contemporary Women's Issues provides full text access to global information on women in over 150 countries. Disciplines covered are sociology, psychology, health, education and human rights.

PsycARTICLES®, from the American Psychological Association (APA), is a definitive source of full text, peer-reviewed scholarly and scientific articles in psychology.

PsycINFO®, from the American Psychological Association, contains over a million citations and summaries of articles from journals, books, book chapters, dissertations, and technical reports in psychology and related fields.

Social Sciences Full Text indexes, abstracts and provides full text of selected periodicals. Coverage includes a wide range of interdisciplinary fields covered in a broad array of social sciences journals. Abstracting coverage begins with periodicals published in January 1994.

Social Services Abstracts provides bibliographic coverage of current research focused on social work, human services, and related areas, including social welfare, social policy, and community development.

Sociological Abstracts contains the latest research in sociology and related disciplines in the social and behavioral sciences. The database draws information from an international selection of over 2,600 journals and other serials publications, plus conference papers, books, and dissertations.

Several multidisciplinary databases provide access to social work journals and content, including, *JSTOR*, *Sage Journals Online*, *ScienceDirect*, *Taylor and Francis Online*, and *Wiley Online Library*.