Library Activities

FY 2012

We Bring People and Information Together
Every year the Library finds new ways to support the work of students and faculty in addition to continuing many traditional library services. In the following pages, each college can review myriad ways the Library supports their specific programs as well as obtain an overview of just how busy this facility and its personnel are supporting student success and the work of the faculty.

While the number of physical items checked out to students and faculty have steadily declined over the past five years, the number of online resources and their use has steadily increased. The demand for a variety of computer-supported services in the Library continues to grow—students fill the seats at our computer stations faster than we can install them! The popularity of our in-house services is demonstrated by an ever-climbing number of visitors to the Library. In FY12, the gate count of the number of visitors reached a 6-year high of 527,990 or almost 64,000 more than the lowest gate count of the last six years.

This past fiscal year also saw the Library bring an important new service to campus—an institutional repository powered by the Digital Commons software from bepress. CSU obtained an institutional membership in the fall of 2011 and Library staff members from both the C-M Law Library and the Michael Schwartz Library spent the next several months working with the bepress staff to design and implement our iteration of the software, named EngagedScholarship@CSU by Rob Spademan, Assistant Vice President, University Marketing and Admissions. With support from the Provost’s office, bepress worked with us to gather as many resources as possible to populate the repository with papers, books, and other scholarly works when it went live in March 2012. It has been a whirlwind venture since then as several University departments committed to using the software for journals and conferences as well.

Another significant change for the Michael Schwartz Library was the separation of IMSS (Instructional Media Services and Systems) from the Library. Instructional Media Services was joined to the Library at the start of FY04. Over the next eight years, the service grew and became even more critical to the campus under the leadership of librarian Bruce Jeppesen. However, to provide the organization with more visibility, it was decided that IMS should once again be an independent unit. It is still based in Rhodes Tower and is an invaluable partner to the Library.

I invite you to review the year of challenging work, change, and excitement at the Michael Schwartz Library as captured in the following pages.

Glenda Thornton, Director
Overview of Services & Resources Provided Directly to Students, Faculty, and Staff

Open 326 days per year
14.5 hours of operation per week day on average
3,692 hours of Reference support
527,990 user visits
40,434,842 “hits” on website

Public Use of Library

Access to Resources
- Collection holdings and access to more than 2,000,000 items:
  - **Holdings**—1,842,665 print volumes, including 22,508 music scores; 38,822 audiovisuals; and 10,336 linear feet of archival materials
- **Access**—Primarily to collaboratively purchased OhioLINK resources: 96,934 e-books, 57,882 e-journal titles, 772 databases, 2,191 websites, 8,435 streaming videos, 4,018 streaming audio, and access to jointly owned journal titles held at the northeast Regional Depositor
- Items checked out — 130,874 including 120,404 books and periodicals, and 3,670 media items with 5,407 receiving priority handling (local holds)
- Items used in-house — 40,914
- DVDs, videos, and films shown in class sessions, with a total attendance of 45,072
- Items borrowed from and loaned to other libraries — 46,723
- Materials deliveries to offices — 2,770
- Searches on Scholar — 1,224,802
- CSU searches and downloads from electronic resources 2,833,854— (local and via OhioLINK)

Assistance to Users
- Assisted 34,546 users at service points (approximately half at the Reference Desk, and also in the Archives, Librarians offices, Multimedia Services, Periodicals, Special Collections, and User Services)
- Assisted 541 users online
- Provided instruction and current awareness service, including:
  - 48 orientation sessions of special student populations for 1,366 participants
  - 61 sessions of Introduction to University Life for 1,551 students
  - 88 sessions for various English classes for 2,228 students
  - 231 upper level and graduate courses sessions for 5,370 students
  - 2 sessions in the use of technology for 4 students
  - 16 sessions for 479 high school student
  - 9 seminars/workshops for 184 students
- 10 subject librarians worked with faculty to provide specialized reference, collection development, and subject level instruction

Access to Media
- Media equipment loans — 11,237
- Media production:
  - Audio jobs — 16
  - Video — 28
  - Graphics — 320
  - Mediasite recordings — 146**
- Connections and support for 330 individual IVDL sessions and video conferences**

Use of the Facility
- Gate count — 527,990
- Librarians provided 351 instruction sessions in the Library to 8,448 students
- Multimedia rooms were used for 972 sessions with 15,636 in attendance (includes viewing rooms)
- 468 other events and meetings were held with 6,836 in attendance
- Faculty used facility for 1,032 sessions for 23,647 students

See “Partnerships” on page 10 for other uses of Library facilities
Overview of Library Support Operations

**ADMINISTRATION**

- Administered a budget of $4.6 million
- Facilities:
  - Maintained a building of 194,000 square feet (7 floors including instruction rooms: LCLC, 302, 401, 414 & 502; 4 distance learning rooms, media facilities, group study floor, silent study floor, and 81 carrels for students & faculty)
  - Shelved or filed 134,383 print volumes and 13,861 AV items
  - Ongoing assessment of services for continuous improvements (includes biannual LibQUAL+, other surveys, focus groups, and student assessment in information literacy)
  - University Archives housed permanent records for more than 40 CSU offices and departments, adding 178 linear feet of CSU archival material
  - Provided personnel support for 14 librarians, 36 staff, and 13 FTE student employees (e.g., orientation, payroll, evaluations, promotions, training)
  - Participated in fundraising and development activities; oversaw endowments totaling $801,651
  - Served as liaison to Friends of the Library
  - Provided publications and public relations support
  - Hosted events and displays
  - Collected $68,818 in overdue fines, $6,260 from vending operations, and $25,615 from IMSS** and the Digital Production Unit operations
  - Gave 5 copyright presentations for Center for Teaching Excellence to approximately 30 participants

**INTEGRATED MEDIA AND SYSTEMS SERVICES (IMSS)**

- Scanned, converted, and provided ADA compliant electronic reserve documents for 1,151,695 downloads in FY12
- Produced 51,894 digital images in FY12
- Coordinated and provided high level support for all Interactive Video Distance Learning courses and facilities**
- Designed and/or managed the installation of audiovisual technology upgrades in over two dozen classrooms, labs, auditoriums, and conference rooms
- Provided audiovisual design and consulting services for new facilities and classrooms
- Managed more than 9,000 circulations of portable audiovisual equipment
- Maintained major software programs:
  - Camtasia Relay
  - Connect Daily Web Calendar
  - CONTENTdm (Cleveland Memory Project and Ohio’s Heritage Northeast)
  - CybraryN
  - E-Reserves
  - ERM
  - EZProxy
  - Faronics Deep Freeze
  - Flash Media
  - Iliad and Odyssey (Interlibrary Loan)
  - Innovative Interfaces (Scholar, OhioLINK, and SearchOhio)
  - LibCal
  - LibGuides
  - Library Web pages
  - Mediasite
  - MediaWiki
  - Mosio Text-a-Librarian
  - NetSupport
  - RefWorks
  - Webcheckout
  - WorldCat Local
- 8 media rooms, including the writer’s lab, presentation practice room, viewing room, and class meeting areas
- Distributed media equipment and provided support for Rhodes West Classrooms
- Circulated media production equipment to students

**Multimedia Services**

Managed use of and provided support for:

- Film Collection (DVDs, Videos, Film)
- Music media collection (CDs, LPs, etc.)
- Curriculum materials and juvenile books
- ESL collection
- Media and Modern Languages material reserves
- Multimedia production lab for students
- 8 media rooms, including the writer’s lab, presentation practice room, viewing room, and class meeting areas
- Distributed media equipment and provided support for Rhodes West Classrooms
- Circulated media production equipment to students

**IMS services and support were for the period between July 1, 2011 through November 31, 2011. IMS separated from the Library in December 2011.**
Overview of Library Support Operations

- Purchased, received, and cataloged $1,432,340 worth of library resources, including $33,740 for monographs and $1,398,600 for electronic resources.
- Maintained an electronic database of 112,547 total holdings which include 57,882 unique print and electronic journal titles (including Law Library’s titles).
- Continued to enhance the Olink capacity to connect users to ejournal articles.
- The OhioLINK Electronic Theses and Dissertation Center (ETD Center) included more than 500 documents from CSU graduate students. The paper and electronic version of theses and dissertations are available through the Library’s website.
- OhioLINK and ILL borrowing decreased from 32,611 in FY 2010 to 26,758 in FY 2012, or -18%.
- OhioLINK and ILL lending decreased from 31,418 in FY 2010 to 19,965 in FY 2012, or -36.5%.
- Relabeled about 700 books, replacing the faded call number labels, and withdrew about 2,800 books.
- Continued sending our unwanted books to BetterWorldBooks.com with a portion ($317) of proceeds donated to charity and a portion ($1,139) returned to our book budget.
- Completed our locally created electronic resource management system, making information about electronic resources readily available to staff.
- Worked with librarians to weed the stacks.
- Completed the transfer of bibliographic records from our catalog to the OhioLINK Depository Catalog. This transfer will help facilitate the right-sizing of the state-wide shared book and journal collection among OhioLINK members.
- Staff expanded their assignments to include work on digital projects – Cleveland Memory Project and EngagedScholarship@CSU (for more information about EngagedScholarship@CSU, see page 11).
Overview of Library Support Operations

**Environmental Metric for use of Better World Book Service**

<table>
<thead>
<tr>
<th>Env Reused Pounds of books</th>
<th>Env Recycled Pounds of Books</th>
<th>Greenhouse Gas (lbs)</th>
<th>Landfill Space (cu yd)</th>
<th>Trees</th>
<th>Water (g)</th>
<th>Electricity (Kwh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,210</td>
<td>1,114</td>
<td>4,964</td>
<td>4</td>
<td>36</td>
<td>22,265</td>
<td>7,669</td>
</tr>
</tbody>
</table>

**EXPLANATION OF DATA VALUES**

**REUSED BOOKS** – This category is made up of the sum of books sold and donated. The reuse of these books is considered waste prevention. Reducing the volume of waste we create results in limiting the environmental impact of disposal or recycling¹.

**RECYCLED BOOKS** – Books we deem unsalable and not appropriate for donation to our participating literacy partners. Recycling books is termed waste reduction¹. Our recyclers report that the efficiency of recycling a book yields 97% of that book as usable fiber.

**POUNDS OF BOOKS** – The average weight of the outbound books that Better World Books has processed is 1.37 pounds. This average weight is multiplied by the number of books categorized as ReUsed. Recycled books are multiplied by the efficiency rating of generating recycled fiber (see Usable Fiber below).

**TREES** – The number of typical trees assumes a mix of hardwoods and softwoods 6-8 inches in diameter and 40 feet tall. The number of trees saved per ton of 100% recycled fiber produced is twenty four².

**WATER (g)** - There are 8,750 gallons of water saved per ton of paper produced when comparing 100% forest fiber sources to 100% postconsumer fiber².

**METHANE & GREENHOUSE GASES (lbs)** – Landfilling produces .725 pounds of methane per book³. One way of measuring the impact of greenhouse gases is by assigning them a Global Warming Potential (GWP). The concept of a global warming potential (GWP) was developed to compare the ability of each greenhouse gas to trap heat in the atmosphere relative to another gas. The definition of a GWP for a particular greenhouse gas is the ratio of heat trapped by one unit mass of the greenhouse gas to that of one unit mass of CO2 over a specified time period*. Methane has a GWP of 25 which makes this particular emission a greater cause for concern than CO2. The total greenhouse gases, including Methane saved in production of one ton of paper from 100% postconsumer fiber versus 100% forest fiber sources is 2108 pounds⁴.

**LANDFILL SPACE (cu yd)** – 1 ton of books takes up 3.3 cubic yards of space in a landfill³. The total pounds divided by 2000 equals total tons. Tonnage multiplied by 3.3 cubic yards and multiplied again by the 97% efficiency rating of postconsumer content paper yields the total cubic yards of space conserved.

**Kwhs** – There are 4893 Kilowatt Hours of electricity saved per ton of paper produced when comparing 100% forest fiber sources to 100% postconsumer fiber². The conversion factor utilized was 1 Btu = 0.00029307108333 kilowatt hour.

**Tons of Usable Fiber** – Our recyclers report that 97% of the books that we send are turned into usable fiber. This 3% of refuse is used in calculation of any pertinent metrics. The total pounds of Recycled books divided by 2000 yield the total tonnage of usable fiber.

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2. Environmental impact estimates were made using the Environmental Defense Fund Paper Calculator. For more information visit http://www.papercalculator.org


**E-Resource Downloads**

1,065 downloads
Springer
*Linear and Nonlinear Programming*

249 downloads
Oxford Scholarship Online
*Oxford Handbook of International Business*

244 downloads
ABC-CLIO
*Hip Hop Culture*

872 downloads
Sage
*Encyclopedia of Educational Psychology*

55 downloads
Gale

7,514 downloads
OhioLINK Electronic Journal Center
*Physics in Medicine and Biology*

viewed 7,466 times
MSL Academic Endeavors
*Cleveland: The Best Kept Secret*
(most frequently viewed ebook)
Subject: My final paper

Carol, thank you for all your help.

Yary C. (CSU Student)

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email message to Carol Zsulya to thank her for her help with research on a marketing strategy paper

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**Subject Librarian:**

Carol Zsulya: *All Business Disciplines and Programs*

**Library-funded expenditures for instructional materials selected by college:**

| Books | $2,678 | 9 % of Total |

Expenditure does not include library-funded collaboratively purchased OhioLINK resources of $987,606

Business Book Circulation as a % of the whole: 4%

**Media Services for Business:**

| Equipment loans | 316 | 3% of total* |
| Distance Learning or Videoconferencing Sessions | 31 | 9% of total |
| Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings) | 1 | |
| In attendance at classroom showings of films purchased or rented by the Library | 2,678 | |
| In attendance in instruction sessions in Multimedia Services | 94 | |

**Business Subject Librarian**

- Maintained Subject Portals (quick access to web-based information) for all College of Business academic departments receiving 3,101 hits in FY12
- Taught 43 library instruction classes to 1,162 students, most at the Business College, West Center, and at Progressive
- Provided instructional facilities for 7 classes taught by faculty to 228 students
- Visited with 49 faculty members
- Maintained office hours 2 afternoons per week in the College of Business
- Answered 210 reference questions for students and faculty via email
- Provided reference/research consultation for 93 students

**In Support of all Colleges**

- 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
- Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions

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*Percentage excludes figures for general, non-college-specific resources/services.*
Subject Librarians

Kathy Dobda: Doctoral Studies

Diane Kolosionek: Counseling, Administration, Supervision & Adult Learning; Curriculum & Foundations; Health, Physical Education, and Recreation; and Teacher Education

Gail Marredeth: Nursing

Library-funded expenditures for instructional materials selected by college:
- Books — $4,435 16% of Total
- Serials — $263 8% of Total

Expenditure does not include library-funded collaboratively purchased OhioLINK resources of $987,606

Education Book Circulation as a % of the whole: 9%

Media Services for Education & Human Services:
- Equipment Loans or 38% of total*
- Distance Learning or Videoconferencing Sessions for 27% of total
- Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings)
- In attendance at classroom showings of films purchased or rented by the Library
- In attendance in instruction sessions in Multimedia Services

Education & Human Services Subject Librarians
- Maintained Subject Portals (quick access to web-based information) for all CoEHS academic departments receiving 6,637 hits in FY12
- Taught 42 library instruction classes to 907 students
- Provided instructional facilities for 112 classes taught by faculty to 3,133 students
- Provided Library Orientations and Library Instruction for the Intensive English Language Program (IELP)

Events/Displays held in partnership with the Library
- Set up display of scholarly works at the College of Education and Human Services Annual Author’s Reception, held in Fenn Tower

In Support of all Colleges
- 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
- Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions

*Percentage excludes figures for general, non-college-specific resources/services.
Subject Librarian:
Theresa Nawalaniec: Chemical & Biomedical Engineering, Civil & Environmental Engineering, Electrical & Computer Engineering, Engineering Technology, and Mechanical Engineering

Library-funded expenditures for instructional materials selected by college:
Books — $1,613  6% of Total

Expenditure does not include library-funded collaborately purchased OhioLINK resources of $987,606

Engineering Book Circulation as a % of the whole: 4%

Media Services for Engineering:
104 Equipment Loans or .9% of total*
12 Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings)
50 In attendance at classroom showings of films purchased or rented by the Library
26 In attendance in instruction sessions in Multimedia Services

Engineering Subject Librarian
- Maintained Subject Portals (quick access to web-based information) for all College academic departments receiving 4,659 hits in FY12
- Taught 5 library instruction classes to 205 students
- Provided instructional facilities for 1 classes taught by faculty to 4 students
- Participated in Accreditation Board for Engineering and Technology (ABET) meeting for Fenn College of Engineering Re-certification
- Met with 7 Engineering Faculty
- Continued outreach hours in the Fenn College of Engineering (2 hours weekly) and answered 72 reference questions for faculty, students, and staff
- Invited to and participated in Web of Science Usability Study on “Author Finder” feature to help improve the database
- Created 5 subject-specific online Research Guides
- Added 15 papers to Engaged Scholarship@CSU in Engineering Faculty Publications
- Set up Selected Works pages for 3 Engineering Faculty

In Support of all Colleges
- 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
- Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions

*Percentage excludes figures for general, non-college-specific resources/services.
Michael Schwartz Library Book Circulation of Law Materials — 2% of total

**Media Services to Law:**

1. Equipment Loans, or .06% of total *
2. Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings)
3. In attendance at classroom showings of films purchased or rented by the Library
4. In attendance in instruction sessions in Multimedia Services

**Michael Schwartz Library supports the College of Law and Law Library:**

- Paid all OhioLINK Electronic Journal Center expenses including 382 journals that cover law-related topics
- Prepared a joint MSL/Law Library proposal for tech fee funds to pay for software package, Serials Solutions, which provides improved online access to all University serial resources, including 5,676 Law Electronic Periodicals and 1,725 Law Print Periodicals
- Michael Schwartz Library and Law Library staff continue to work collaboratively on United States government documents and electronic materials maintenance, giving a streamlined result for users. The staff have consolidated records for 4,631 shared bibliographic records including:
  - 3,004 books
  - 18 videos
  - 1 map
  - 10 ebooks
  - 1,598 print serials

*Percentage excludes figures for general, non-college-specific resources/services.

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**Constitution Day**

CSU’s Constitution Day celebration included a film presentation of *The Constitution Project: Search and Seizure* which features *Mapp v. Ohio*, a landmark United States Supreme Court case. After the film, Jonathan Wintem-Rich, Professor of Law, led a discussion about the exclusionary rule: what should happen when the police illegally invade someone’s privacy in violation of the Fourth Amendment, (held in the Moot Courtroom).

The Law Library featured a Constitution Day exhibition in September related to this presentation and discussion.
Dear Ms. Smeraldi;
Many thanks for your detailed and coherent presentation of the library resources available to us and for familiarizing us with the most efficient steps we can take to gain better access to them when developing and expanding our research projects.

Edwin Price
(ENG 102 faculty)

Ann Marie;
Thanks for your well-organized and useful presentations. I don’t know if I shared with you after the last session that most of the students had never done a library reference orientation and several of them said it would have been very useful for other classes they have/are taking if they had done it earlier in their careers. Since these are evening students they often take courses out of sequence.

Hasta manana!!
Nadine Grimm
(ENG faculty)

Emails to Ann Marie Smeraldi

Kathy Dobda: Art, Classical & Medieval Studies, History, and Philosophy
Diane Kolosionek: Political Science
Fran Mentch: Anthropology, Social Work, Sociology & Criminology, Black Studies and Women’s Studies
Ann Marie Smeraldi: English
Theresa Nawalaniec: Religious Studies
Yuezeng Shen: Asian Studies
Barbara Strauss: Middle Eastern Studies, Music, and Urban Agriculture
Carol Zsulya: Economics & Communication

Library-funded expenditures for instructional materials selected by college:
- Books — $14,899 53% of Total
- Serials — $2,015 63% of Total
Expenditure does not include library-funded collaboratively purchased OhioLINK resources of $987,606

CLASS Book Circulation as a % of the whole: 66%

Media Services for CLASS:
- 3,681 Equipment Loans or 33% or total*
- 138 Distance Learning or Videoconferencing Sessions for 42% of total
- 63 Media production jobs (e.g. audio, video, multimedia, graphic, print, Mediasite recordings)
- 29,264 In attendance at classroom showings of films purchased or rented by the Library
- 13,903 In attendance in instruction sessions in Multimedia Services

CLASS Subject Librarians
- Maintained Subject Portals (quick access to web-based information) for all CLASS academic departments receiving 31,768 hits in FY12
- Taught 205 library instruction classes to 5,033 students
- Provided instructional facilities for 795 classes taught by faculty to 17,620 students
- Provided Workshop for Writing Center Staff
- Began to create online Research Guides to replace Subject Portals
- Worked closely with the Cleveland Transfer Connections program
- Maintained office hours in Social Work
- Participated as member of Social Work Continuing Education Committee

Events/Displays held in partnership with the Library
- “Engaged Learning in Times of War and Peace” exhibit (photo at left) by Regennia N. Williams, Associate Professor of History; and Founder and Director of The Initiative for the Study of Religion and Spirituality in the History of Africa and the Diaspora (RASHAD)
- Banned Books Reading (in partnership with the Society of Professional Journalists)
- Social Work display
- Read-In Day: Celebrating Women’s History Month. Sponsored by the Library in conjunction with the English Department, Cleveland State University Poetry Center, and the College of Liberal Arts and Social Sciences
- Exhibit: “Engaged Student Research: Shirley Graham (DuBois): Citizen of the World,” created by 3 student scholars under the direction of Adrienne Gosselin, Associate Professor, English

Exhibit: “Engaged Learning in Times of War and Peace”
• India Experience display

**In Support of all Colleges**

- 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
- Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions

*Percentage excludes figures for general, non-college-specific resources/services.
FY 2012 Michael Schwartz Library Support

College of Sciences & Health Professionals

Subject Librarians

Gail Marredeth: Biology, Geology, & Environmental Sciences, Health Sciences
Fran Mentch: Psychology
Theresa Nawalaniec: Chemistry, Mathematics, & Physics

Library-funded expenditures for instructional materials selected by college:

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Expenditure</th>
<th>Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>$4,429</td>
<td>16%</td>
</tr>
<tr>
<td>Serials</td>
<td>$931</td>
<td>29%</td>
</tr>
</tbody>
</table>

Expenditure does not include library-funded collaborately purchased OhioLINK resources of $987,606

Science Book Circulation as a % of the whole: 11%

Media Services for Science:

- 2,760 Equipment Loans or 25% of total*
- 28 Distance Learning or Videoconferencing Sessions for 8% of total
- 116 Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings)
- 6,192 In attendance at classroom showings of films purchased or rented by the Library
- 234 In attendance at instruction sessions in Multimedia Services

Science Subject Librarians

- Maintained Subject Portals (quick access to web-based information) for all College of Science academic departments receiving 10,092 hits in 2012
- Taught 29 library instruction classes to 587 students
- Provided instructional facilities for 59 classes taught by faculty to 1,476 students
- Met individually with 5 Science Faculty
- Attended Math Learning Center Open House and met Math faculty and student tutors
- Invited to and attended Chemistry department meetings regarding the Scheibley Trust, which is allocated for library materials for Chemistry
- Created 3 online Research Guides (Chemistry, Physics, and Math)
- Held first ever library instruction session for the Math Department
- Added 15 papers to Engaged Scholarship@CSU in Physics Faculty Publications

Events/Displays held in partnership with the Library

- Created a scaled-down library display, which was used for the remainder of 2011, showcasing the International Year of Chemistry (IYC)

In Support of all Colleges

- 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
- Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions

*Percentage excludes figures for general, non-college-specific resources/services.
Library-funded expenditures for instructional materials selected by college:
Books — $261 1% of Total

Expenditure does not include library-funded collaboratively purchased OhioLINK resources of $987,606

Urban Affairs Book Circulation as a % of the whole: 4%

Media Services for Urban Affairs:
3 Equipment Loans or .02% of total*
35 Distance Learning or Videoconferencing Sessions for 11% of total
2 Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings)
1,225 In attendance at classroom showings of films purchased or rented by the Library
26 In attendance at instruction sessions in Multimedia Services

Urban Studies Subject Librarian:
• Maintained Subject Portals (quick access to web-based information) for all Urban Studies departments receiving 1,220 hits in FY12
• Taught 17 library instruction classes to 396 students
• Maintained weekly office hours at the college

In Support of all Colleges
• 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
• Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions

*Percentage excludes figures for general, non-college-specific resources/services.
Subject Librarian
Ann Marie Smeraldi: General Education/First Year Experience Librarian

Expenditures for Instructional Materials Supporting Reference, General Education and all Colleges:
Books — $33,792
OhioLINK — $987,606

Media Services:
225 Equipment Loans
5 Distance Learning or Videoconferencing sessions
298 Media production jobs (e.g., audio, video, multimedia, graphic, print, Mediasite recordings)
217 In attendance at classroom showings of films purchased or rented by the Library
797 In attendance in instruction sessions in Multimedia Services

General
• Librarians worked with approximately 1,551 students in 61 sessions of Introduction to University Life
• Maintained general subject portals (quick access to web-based information) receiving 1,152 hits in FY12
• Hosted the Writing Center, which conducted 3,563 tutorials for 1,020 students
• Assisted 1,492 students, who used Library facilities to register for courses
• Provided tours of the Library for New Employee Orientation
• Gave 5 copyright presentations for Center for Teaching Excellence to approximately 30 participants
• Information literacy session for TRIO participants, Viking Boot Camp, and ASC 101 instructors
• Served on the committee for selection of the University’s Common Reading book for 2011/2012 (The Immortal Life of Henrietta Lacks by Rebecca Skloot)
• Conducted orientations for doctoral, international students, grad assistants, ESL, English instructors, new faculty, etc.
• A librarian was embedded in each of the Learning Communities for fall 2011
• Librarians participated in the planning sessions for 2011/2012 Learning Communities
• Introduction of EngagedScholarship@CSU
• Participated in Welcome Week

Events/Displays for Campus Community
• New Student Orientation
• New Faculty Orientation
• Faculty/Staff Book showcase
• Outstanding Book Collection display
• CNN televised daily (caption only) in Library Connection Lounge II
• Writing Workshops
• “The Great Lakes Exposition: 75th Anniversary Exhibit”
• Honors Poster Session
• Book discussion led by Richard Fox, Cleveland Public Library: Let the Great World Spin by Colum McCann (Friends of the Library)
• Constitution Day Display titled “We the People”
• Constitution Day Commemoration, September 17, 2011, including free cupcakes and drawing for online quiz
• “Putting Cleveland on the Map: Publishers and Their Products Depicting Greater Cleveland” by Bill Barrow, Special Collections Librarian for Octavofest: Celebrating the Book and Paper Arts, a city-wide event held annually in October. Octavofest.org
FY 2012 Michael Schwartz Library Support

College-Wide (Non-College Specific) continued from previous page

• “You Can Map Anything”-- Octavofest Exhibit
• Library’s Student e-book Survey
• 23rd Annual Scholars & Artists Reception: Featuring Mark Tebeau, Professor of History at CSU, Presenting “Mobile History: Teaching & Learning in the Age of Mobile Computing.” Included display of scholarly works by faculty, staff, and emeriti (Friends of the Library)
• Learning Communities Poster Day held in the Library
• Book discussion led by Richard Fox, Cleveland Public Library and Kathy Dobda, Assistant Director for Public Services, Michael Schwartz Library: The Immortal Life of Henrietta Lacks by Rebecca Skloot (Friends of the Library in partnership with CSU’s Common Reading Experience)
• Library Exhibit based on the 2011/2012 Common Reading Experience book titled, The Immortal Life of Henrietta Lacks by Rebecca Skloot
• Snapshot Day: A Day in the Life of Ohio Libraries
• “African Americans in Cleveland” display in celebration of Black History Month, including materials provided by Black Studies/Howard A. Mims African American Cultural Center
• Book discussion led by Barbara Strauss, Assistant Director of Technical Services, Michael Schwartz Library: In the Garden of Beasts by Erik Larson (Friends of the Library)
• CSU Spring Open House--Library Participation:
  • “Library Online and In Person” presentation by Kathy Dobda, Assistant Director for Public Services, Michael Schwartz Library
  • “Mapping Cleveland” presentation by Bill Barrow, Special Collections Librarian, Michael Schwartz Library
• Book Discussion led by Glenda Thornton, Director of Michael Schwartz Library: World and Town by Gish Jen
• Book Discussion led by Annie Jouan-Westlund, CSU’s Associate Professor of French, The Paris Wife by Paula McLain--suggested reading accompaniment: A Moveable Feast by Ernest Hemingway (Friends of the Library)
• National Library Week including:
  • Local Author visit: Paula McLain, discussion and book signing of her bestseller, The Paris Wife (Friends of the Library)
  • Book Sale (Friends of the Library)

Partnerships in the use of Library facilities
• Adaptive Technology Lab
• CPL@CSU
• IS&T Computer Lab
• Teacher Education Instruction/Meeting Room
• Poetry Center
• Writing Center
• Writers’ Lab
• Study Abroad display and area for information sessions (in partnership with Center for International Services and Programs)
• Learning Communities meeting area—A place for students to relax between classes, read a good book, or think before tackling a challenging assignment
• Athletics Study Tables

In Support of all Colleges
• 1,151,695 student downloads from Electronic Course Reserves representing courses from all Colleges but Law
• Library staff answered 34,546 questions, which included 16,838 reference questions answered by subject librarians and 4,081 computer/technical questions
EngagedScholarship@CSU, CSU’s open-access institutional repository, was introduced to the campus in March 2012. It promotes discovery, research, cross-disciplinary collaboration and instruction by collecting, preserving and providing access to scholarly work created at CSU. The repository will also provide access to journals, reports, conference proceedings, student scholarship, and relevant documents created by administrative offices, departments and programs. Members of the Cleveland State University academic community are invited to contribute completed scholarship for long-term preservation and worldwide electronic accessibility. EngagedScholarship@CSU was initially funded through the Provost’s office and is a service of the Cleveland State University Libraries.

EngagedScholarship@CSU uses the Digital Commons platform from bepress, Berkeley, California. By using the KickStart program from bepress, EngagedScholarship grew to 1,154 documents by the end of June 2012, which had been downloaded a total of 6,520 times. The project targeted the following academic departments to be included in the initial round: the Maxine Goodman Levin College of Urban Affairs, Engineering (Chemical and Biomedical Engineering; Electrical and Computer Engineering), Physics, Business (Management and Labor Relations; Marketing), Education (Curriculum and Foundations; CASAL), Political Science, Sociology and Criminology, and History. Faculty pages, called SelectedWorks pages, were created for the authors. Authors, in turn, receive monthly emails with statistics indicating the number of downloads and searches for their works.

EngagedScholarship is connected to the larger network of other institutions using Digital Commons, now numbering 272 institutions.
<table>
<thead>
<tr>
<th>Print Resources in Scholar</th>
<th>FY 2012</th>
<th>FY 2012</th>
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<tbody>
<tr>
<td>Total Titles</td>
<td>546,578</td>
<td>1,832,329</td>
</tr>
<tr>
<td>Total volumes/items</td>
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<td><strong>Monographs</strong></td>
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<td><strong>Scores</strong></td>
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<td><strong>Periodicals and books (to be added to Scholar)</strong></td>
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<td><strong>Periodicals</strong></td>
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<td><strong>Theses and Dissertations</strong></td>
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<td><strong>Print Resources in Microform</strong></td>
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<tr>
<td><strong>Total Print Resources</strong></td>
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<td><strong>Media Resources in Scholar</strong></td>
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<td>38,822</td>
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<tr>
<td><strong>Total Media Resources</strong></td>
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<td><strong>Total Physical Resources</strong></td>
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<td><strong>Electronic Resources in Scholar</strong></td>
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<td>170,409</td>
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<tr>
<td><strong>Total Electronic Resources</strong></td>
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<td>170,409</td>
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<td><strong>Locally Digitized Resources</strong></td>
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<td>51,894</td>
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<td><strong>Total Locally Digitized Resources</strong></td>
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<td><strong>Total Digital Resources</strong></td>
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<td>274,197</td>
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<td><strong>GRAND TOTAL</strong></td>
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<td><strong>Archival Resources</strong></td>
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<td><strong>Special Collections</strong></td>
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<td>7,153</td>
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<td><strong>University Archives</strong></td>
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<td><strong>Total Archival Resources</strong></td>
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<td><strong>Current Subscriptions FY12</strong></td>
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<td><strong>Number of Titles FY12</strong></td>
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<td><strong>Paper Periodical</strong></td>
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<td><strong>Electronic Periodicals (paid subscriptions, including EJC)</strong></td>
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<td><strong>Other Paper Continuing Resources</strong></td>
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<td><strong>Other Electronic Continuing Resources (not journals)</strong></td>
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<td><strong>Total Subscriptions</strong></td>
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<tr>
<td>DIGITAL RESOURCE USE TRENDS</td>
<td>FY 08</td>
<td>FY 09</td>
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<tr>
<td>--------------------------------------------</td>
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<tr>
<td>Searches on Scholar catalog</td>
<td>1,843,513</td>
<td>2,275,195</td>
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<tr>
<td>Electronic resource searches (OhioLINK)</td>
<td>659,835</td>
<td>963,866</td>
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<tr>
<td>Electronic resource searches (CSU purchased)</td>
<td>120,733</td>
<td>189,202</td>
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<td>Electronic resource downloads (OhioLINK)</td>
<td>499,087</td>
<td>482,965</td>
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<tr>
<td>Electronic resource downloads (CSU purchased)</td>
<td>79,468</td>
<td>74,939</td>
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<td>Electronic books use (OhioLINK)</td>
<td>34,940</td>
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<td>Electronic books use (ebrary section requests - CSU purchased)</td>
<td>33,520</td>
<td>29,150</td>
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<td>Electronic theses/dissertations use (downloaded from ProQuest and OhioLINK ETD)</td>
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<td>15,671</td>
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<td>OhioLINK Digital Resource Center use (downloads)</td>
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<td>OhioLINK digital video use (uses=hits on files)</td>
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<td>Films on Demand (titles viewed)</td>
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<td>n/a</td>
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<td>OhioLINK digital audio use (Naxos music downloads)</td>
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<td>11,535</td>
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<td>ARTstor searches and browse</td>
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<tr>
<td>ARTstor access events (view, print, download, etc.)</td>
<td>n/a</td>
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<tr>
<td>EngagedScholarship@CSU (downloads)</td>
<td>n/a</td>
<td>n/a</td>
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<tr>
<td>Hits to the Library’s streaming media files</td>
<td>27,452</td>
<td>21,659</td>
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<tr>
<td>Page Views on Cleveland Memory</td>
<td>13,727,806</td>
<td>19,763,385</td>
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<tr>
<td>Page Views on the Library website</td>
<td>14,779,847</td>
<td>26,078,788</td>
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<tr>
<td>Page Views on Library’s Virtual Reference webpages</td>
<td>60,416</td>
<td>53,666</td>
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<tr>
<td>Page Views on Library’s Subject Portal webpages</td>
<td>144,452</td>
<td>133,216</td>
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</table>

<table>
<thead>
<tr>
<th>OTHER TRENDS</th>
<th>FY 08</th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
<th>FY 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of materials budget spent on electronic resources</td>
<td>69%</td>
<td>67%</td>
<td>80%</td>
<td>83%</td>
<td>96%</td>
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<tr>
<td>Items checked out</td>
<td>183,212</td>
<td>168,021</td>
<td>164,980</td>
<td>147,152</td>
<td>130,874</td>
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<tr>
<td>Visitors to the Library</td>
<td>464,360</td>
<td>500,092</td>
<td>509,945</td>
<td>490,120</td>
<td>527,989</td>
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<td>Visitors (virtual) to the Library webpage</td>
<td>795,939</td>
<td>786,843</td>
<td>926,182</td>
<td>1,038,114</td>
<td>411,326†</td>
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<tr>
<td>Visitors (virtual) to Cleveland Memory</td>
<td>2,537,358</td>
<td>1,445,630</td>
<td>1,014,411</td>
<td>750,846</td>
<td>97,613†</td>
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<tr>
<td>Items borrowed from other OhioLINK libraries</td>
<td>29,624</td>
<td>30,332</td>
<td>29,893</td>
<td>27,300</td>
<td>24,485</td>
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<tr>
<td>Items loaned to other OhioLINK libraries</td>
<td>23,557</td>
<td>21,445</td>
<td>21,779</td>
<td>16,430</td>
<td>12,869</td>
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<tr>
<td>Items borrowed from libraries through ILL (beyond Ohio)</td>
<td>3,540</td>
<td>2,871</td>
<td>2,718</td>
<td>2,229</td>
<td>2,273</td>
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<tr>
<td>Items loaned to libraries through ILL (beyond Ohio)</td>
<td>8,776</td>
<td>8,781</td>
<td>9,639</td>
<td>8,475</td>
<td>7,096</td>
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<tr>
<td>Reference and technical questions answered</td>
<td>45,024</td>
<td>47,227</td>
<td>39,591</td>
<td>30,219</td>
<td>34,546</td>
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<tr>
<td>Librarian led instructional sessions</td>
<td>390</td>
<td>403</td>
<td>392</td>
<td>425</td>
<td>413</td>
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<tr>
<td>In-house faculty led instructional sessions</td>
<td>781</td>
<td>907</td>
<td>973</td>
<td>1,318</td>
<td>1,032</td>
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<td>Other Library facility bookings for campus activities</td>
<td>648</td>
<td>616</td>
<td>644</td>
<td>658</td>
<td>650</td>
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<tr>
<td>IMS media equipment circulations to faculty</td>
<td>11,716</td>
<td>9,228</td>
<td>9,590</td>
<td>12,552</td>
<td>13,861</td>
</tr>
</tbody>
</table>

| † Method of statistics gathering changed to use of Google Analytics |
| ‡Ebooks not loaded in EBC and statistics not yet available from vendors websites |