Library Summary
FY 2014

We Bring People and Information Together
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
- 532,126 user visits
- 6,111,899* “views” on web site

PUBLIC USE OF LIBRARY

Access to Resources
- Collection holdings and access to more than 1,000,000 items:
  - **Holdings**—1,022,689 print volumes, including 22,465 music scores; 39,135 audiovisuals; and 10,831 linear feet of archival materials
  - **Access**—Primarily to collaboratively purchased OhioLINK resources: 137,302 e-books, 51,812 e-journal titles, 733 databases, 2,193 websites, 8,781 streaming videos, 4,772 streaming audio, and access to jointly owned journal titles held at the northeast Regional Depository
- Items checked out — 104,281 including 98,504 books and periodicals, and 2,434 media items with 3,343 receiving priority handling (local holds)
- Items used in-house —23,484
- DVDs, videos, and films shown in class sessions, with a total attendance of 27,437
- Items borrowed from and loaned to other libraries — 34,643
- Materials deliveries to offices — 2,047
- Searches on Scholar —3,045,695
- CSU searches and downloads from electronic resources 2,852,142— (local and via OhioLINK)

Assistance to Users
- Assisted 30,737 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 498 users online
- Provided instruction and current awareness service, including:
  - 31 orientation sessions of special student populations for 889 participants
  - 77 sessions of Introduction to University Life for 1,916 students
  - 85 sessions for various English classes for 2,094 students
  - 3 sessions for 110 high school student
  - 18 seminars/workshops for 280 students
  - 10 subject librarians worked with faculty to provide specialized reference, collection development, and subject level instruction

Use of the Facility
- Gate count — 532,126
- Librarians provided 330 instruction sessions in the Library to 8,517 students
- Multimedia rooms were used for 967 sessions with 13,885 in attendance (includes viewing rooms)
- 763 other events and meetings were held with 10,754 in attendance
- Faculty used facility for 1,038 sessions for 25,013 students

*Method of statistics gathering has changed to use of Google Analytics
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; Math Emporium (added in fall 2013), media facilities, group study floor, silent study floor, and 81 carrels for students & faculty)
  - Shelved or filed 108,142 print volumes and 3,306 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 283 linear feet of CSU archival material
  - Provided personnel support for 14 librarians, 26 staff, and 13 FTE student employees (e.g., orientation, payroll, evaluations, promotions, training)
  - Participated in fundraising and development activities; oversaw endowments totaling $904,795
  - Provided publications and public relations support
  - Hosted events and displays
  - Collected $53,386 in overdue fines, $2,942 from vending operations, and $10,169 from the Digital Production Unit
  - Gave 4 copyright presentations for Center for Teaching Excellence to approximately 60 participants

**Systems Services**
- Scanned, converted, and provided ADA compliant electronic reserve documents for 66,989* downloads in FY14
- Maintained major software programs:
  - Camtasia Relay
  - Connect Daily Web Calendar
  - CONTENTdm (Cleveland Memory Project)
  - CybraryN
  - E-Reserves
  - ERM
  - EZProx
  - Faronics Deep Freeze
  - Faronics Insight
  - Flash Media
  - Illiad and Odyssey (Interlibrary Loan)
  - Innovative Interfaces (Scholar, OhioLINK, and SearchOhio)
  - LibAnswers
  - LibCal
  - LibGuides
  - Library Web pages
  - Mediasite
  - MediaWiki
  - OneSearch
  - RefWorks
  - Webcheckout

- Maintained 400 Library PCs and related software

**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
- Distribution of media equipment to Rhodes Tower Classrooms
- Circulation of media production equipment to students

**EngagedScholarship@CSU**
EngagedScholarship@CSU, the university’s open-access digital repository holds, more than 10,000 scholarly papers authored by CSU faculty and staff. It electronically manages an increasing number of conferences held on campus each year, and provides a system for the production of online journals. The repository also holds original books produced by faculty via the library’s publishing imprint, MSL Academic Endeavors. 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@CSU is connected to the larger network of other institutions using Digital Commons, now numbering 368 institutions.
<table>
<thead>
<tr>
<th>Tenant</th>
<th>Room</th>
<th>Systems Support</th>
<th>Library Support</th>
<th>Building &amp; Security Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1st floor</strong></td>
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<tr>
<td>Assistive Technology lab</td>
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<th>Library Support</th>
<th>Building &amp; Security Support</th>
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<td>*New Student Orientation</td>
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<td><strong>Admissions for Project 60 registration</strong></td>
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*One orientation for Spring semester is held in December with about 60 students and 15 – 20 University staff.

* 11 orientation dates are held May through August with 200 – 220 students expected and probably 20 – 30 University staff.

**The Project 60 registration is 3 times a year with about 25-30 people coming in for help and 10 University staff.