

Cleveland State
University



Michael Schwartz Library

engagedlearning

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:

<ul style="list-style-type: none">• Camtasia Relay• Connect Daily Web Calendar• CONTENTdm (<i>Cleveland Memory Project</i>)• CybraryN• E-Reserves• ERM• EZProx• Faronics Deep Freeze• Faronics Insight	<ul style="list-style-type: none">• Flash Media• Illiad and Odyssey (Interlibrary Loan)• Innovative Interfaces (Scholar, OhioLINK, and SearchOhio)• LibAnswers• LibCal• LibGuides• Library Web pages• Mediasite	<ul style="list-style-type: none">• MediaWiki• OneSearch• RefWorks• Webcheckout
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- Maintained 400 Library PCs and related software

MULTIMEDIA SERVICES

Managed use of and provided support for:

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|---|---|
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 |
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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.

**Michael Schwartz Library Tenants and Partnerships
January 2015**

Tenant	Room	Systems Support	Library Support	Building & Security Support
1st floor				
Assistive Technology lab	RT 103	✓	✓	✓
Writing Center	RT 124		✓	✓
2nd floor				
Math Emporium	RT 230	✓	✓	✓
Center for eLearning	RT 201 & 203	✓	✓	✓
3rd floor				
University Archives	RT 310	✓	✓	✓
Writer's Lab	RT 302	✓	✓	✓
4th floor				
Math Lab—Precalculus Lab	RT 403	✓		✓
Confucius Institute Program Space	RT 416			✓
Contemporary Poetry Room	RT 415			✓
Faculty/Staff Computer Instruction	RT 414			✓
5th Floor				
Center for Instructional Technology & Distance Learning—Admin. Operations	RT 501	✓	✓	✓
7th Floor				
Center for Instructional Technology & Distance Learning				✓
Classroom Technology Support & Specialists	RT 705	✓		
Integrated Media Systems & Services		✓		
Distance Learning Media Systems	RT 705	✓		
IVDL Technical Support	RT 705	✓		
Integrated Classroom Tech	RT 707	✓		
Multimedia Design and Video Production	RT 709	✓	✓	
8th Floor				
Center for Instructional Technology & Distance Learning –Instructional Technology	RT 806			✓

Partnerships	Room	Systems Support	Library Support	Building & Security Support
*New Student Orientation	LCLC labs	✓	✓	
**Admissions for Project 60 registration	LCLC labs	✓	✓	✓
Study Abroad display	1 st floor			✓
Displays/events—to highlight programs or special features of CSU Colleges or Departments	1 st floor	✓	✓	✓
CPL@CSU --Cleveland Public Library books on display	1 st floor		✓	✓
Nursing Testing	RT 502	✓	✓	

*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.