Public Services Annual Report 2015-16

Resource Use

- Print: 10.3%
- Digital: 2.3%
- ILL/OhioLINK: 15.9%
- Course Reserves: 39.1%

Service Volume

- MediaPLEX: 4.3%
- Research Center: 67.1%
- Attendance: 6.3%

New Services and Resources in 2015-16

- **DOCLINE**: A resource sharing network specializing in health sciences resources - enables more and quicker acquisition of resources needed by students
- **LibChat**: Online live chat service platform - delivers immediate, point-of-need research support to distance and residential students
- **Print Reserve Expansion**: Tripling the number of classes for which the library provides course materials - improves affordability of courses for students
- **3C Faculty Outreach**: Librarian initiative to connect to all CU faculty, collaborate on utilizing existing library services effectively, and creating new needed services
- **Adaptive Technology Station**: Computer station supporting visually-impaired students with screen-reading and book scanning software and hardware
- **Health Services Librarian**: Discipline-trained subject specialist providing research assistance to student through faculty collaboration and project support
- **The Branch**: Writing Center location in the library 3 days a week staffed by Writing Center guides - provides Writing Center services to student researching in the library
Circulation

Print Use

Digital Use
2015-16 change compared to 2014-15
- E-Books -8.5%
- Database Activity -0.3%
- Searches +2.3%
- Digital Commons +36.0%

"I also love the variety of books that our library offers, I enjoy going to lower level and just getting lost in a section of books."
- History student

Reserve Use

Courses with Reserves Available

"The OneSearch tool is what I use for every paper, research assignment, and project that I do and the collection of journals and articles is invaluable to me."
- Social Work student
Classroom Instruction:
134 classes + 13 orientations = 2708 participants

'I was at a loss as to how to cover material in this intro seminar class. The librarian was an amazing resource. The class was one of the most valuable sessions we had this semester.'
- Communications Seminar Professor

Research Support:
1701 Reference Questions & 106 LibChats answered

LibGuides:
244 research guides with over 54,000 uses

Research Appointments:
136 Research Appointments = 98 hours helping students with research projects

'I would have failed an assignment, and possibly the class, without the help of this research appointment!'
- Music History student

2015-16 projects
3C Faculty Outreach
Systematic revision of LibGuides
Drafted and finalized Research Center Mission Statement
Implemented LibChat
Revised Reference Collection Development Policy
Assessed existing Research Help model and developed new model
Reviewed and recommended print & e-resources for acquisition/weeding
MediaPLEX

Supplies: Supplies sold = $5058  
Patron Assistance: 5545 Patrons helped  
Printing: Printing sales = $4608  
AV Equipment: 814 Checkouts

"I absolutely love the Mediaplex! There are so many great resources there, and I believe that it might be one of the most overlooked areas in the library. I go there daily for studying- it has pretty much everything I could need!"  
- Worship student

ILL/OhioLINK

OhioLINK

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<th>Items Loaned</th>
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Interlibrary Loan

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<tr>
<td>2015-16</td>
<td>600</td>
<td>700</td>
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</tbody>
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"The access to OhioLINK is great - it saved me countless dollars in school books!"  
- History student

Other Resource-Sharing Services

- Document Delivery (30.80%)  
- SearchOHIO (61.59%)  
- DECLINE (7.61%)

289 uses
Attendance

Average Hourly Library Traffic

Group Study Room Occupancy %

Library Facility Use: +5%
Group Study Room Use: +10%

Compared to previous year

It provides a quiet place and environment to study. I find that I work much more effectively when in the library as compared to elsewhere on campus.
- Business student

Assessments

Website Survey
Make high-use links more prominent
OneSearch is useful and usable

Freshmen & Senior Survey
Promote awareness of library services
Group study rooms are really useful
Staff and study environment are great
Quiet study space is vital
More Sunday hours

Student Focus Groups
More Sunday hours
Quiet study space is vital
Connect to students through departments
Students need more guidance about online resources

LibGuides UX Study
Change navigation setup
Improve findability of guides
Increase standardization
Promote usage
Outreach & Marketing

Fall

Amazing Race
220+ students attended our August new student orientation to explore using the library

Super September
A month-long promotion highlighted different library service areas and resources weekly

Blind Date with a Book
153 people took a chance, based on a profile, on an unknown book to find out if it was true love

Trivia Contests
Over 260 people participated in two trivia contests on Facebook

Chill Zone
Students swarmed our Fall Finals Week party and enjoyed homemade treats, coloring, games, contests, and more

Spring

Photo Contest
52 students submitted photos for our first-ever photo contest

Read-A-Latte
We partnered with Rinnova with a reading contest to win coffee

Book Bracket Madness
It took around 2000 votes by students and staff, but Lord of The Rings won the championship

National Library Week
The library celebrated with giveaways, Cookies & Coloring, and a book reading in the CMC

Lounge at the Library
Again, 300+ students made short work of our brownies and cookies while taking a study break with games, coloring, and more

400 Minutes of Shakespeare
We partnered with the Theater and English departments to present a 7-hour program of Shakespeare readings and performances to mark the 400th anniversary of his death
Personnel

Circulation
Carol Bliss - Circulation Supervisor
Mandi Hanson - Circulation Assistant
17 Student Circulation Assistants

Interlibrary Loan
Luann Nicholas - Interlibrary Services Specialist
6 Student Interlibrary Assistants (shared from Circulation)

MediaPLEX
Lori Myers - MediaPLEX Coordinator
8 Student MediaPLEX Assistants

Research Team
Jeff Gates - Information Services Librarian
Lynne Funtik - Information Services Librarian
Joe Fox - Instructional Services Librarian
Kristi Coe - Health Sciences Librarian

Joshua Michael, Director

I love the staff. Although not everything is perfect, they do provide the university with a good environment and the students with cheerful, efficient help whenever we need it. They’ve been great!
- International Studies student