

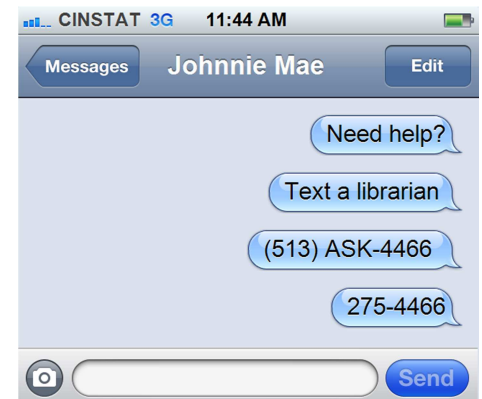


Welcome to Spring 2015!

Included in this Spring Update are some new services, resources, and faces for you to peruse, as well as some reminders about our services and the results from our 2014 "User Satisfaction Survey". Digital copies of our past newsletters can be found on the Library's website, under "News & Events". Enjoy and stay warm!

New Services

- **Text a Librarian** at (513) ASK-4466! Incoming text messages will be routed through the library's instant messaging service, enabling our staff to interact with both chatters and texters from one convenient location. Fall semester alone, we interacted with customers in 121 chat sessions; while many users needed assistance finding library books and articles, others received help finding college information and campus contact information. We anticipate most of our texting queries will come from students within the library who need help finding a book or quieting a distracting neighbor.



New Resources

- **Smartish Pace**, a poetry journal that publishes new poems and translations, will appear on our library shelves this spring. In addition to supporting the College's LIT 220 class and poetry patrons across campus, the magazine features Cincinnati State English faculty Daniel Todd as Senior Editor.
- **Statista**, a database of over 1 million statistics is now available to both on and off-campus users. This user-friendly platform provides information on everything ranging from customer satisfaction with Starbucks to how confident parents feel about paying college tuition costs. In addition to statistics, the database includes forecasts, dossiers and industry reports, studies, topics, and infographics. You can access it from the library's list of databases, or follow this link:

<http://ezproxy1.cincinnati.state.edu:2048/login?url=http://www.statista.com>

Staffing Changes

After 11 years of service, Jennifer Robinson left Cincinnati State last semester to pursue a career change. Her departure left us with two open adjunct positions, as Bill Bowman vacated his evening position at the end of summer in favor of a full-time position at Big Sandy's Pikeville campus in Kentucky. We are excited to announce their replacements and hope that you will stop by to introduce yourself.

New Librarians

- **Sarah Whalen** (at left) graduated from Wright State University in 2007 with a Bachelor's degree in International Studies and in 2013 she obtained her Master's degree from Kent State's School of Library & Information Science. Sarah will be working Monday through Thursday from 2:00 p.m. until 7:00 p.m. providing reference and instruction services.
- **Jordan Curtis** (at right) graduated with a Bachelor's degree in English and Literature from Northern Kentucky University in 2010 and with a Master's degree in Library & Information Science from the University of Kentucky in 2013. Jordan will be on the reference desk and providing library instruction Monday through Thursday from 9:00 a.m. until 2:00 p.m.



Spring Reminders

- **Accreditation:** Please notify either Cindy Sefton or Kathleen Pickens if your program will be undergoing accreditation in 2015. Advanced notification ensures that we have time to construct supporting documentation of the library's resources and services that are specific to your subject area.
- **Course Reserves:** By putting a copy of your required textbook "on reserve" at the library, you're helping students who may be waiting for their textbooks (or who left them at home) stay current on assignments. Complete the e-form at https://swebapps.cincinnati.state.edu/eforms/eform.aspx?form_id=796 and contact Ginna Witte or Don Vernatter if you have any questions.
- **You've Got Privileges:** Whether you are a new adjunct instructor or a seasoned staff person, you have access to all of the library's resources, too! You can borrow our fiction videos, audiobooks and reading collection for take home use, or even have items delivered here from all participating OhioLINK and SearchOhio libraries. You also have 24/7 access to our online resources, including over 100K ebooks, 10K streaming videos from Films on Demand and academic articles from databases.
- **Faculty & Staff Book Club:** Join us on Friday, January 30th from noon to 1 p.m. for a discussion of *The Storied Life of A.J. Fiikry* by Gabrielle Zevin. See our Book Club guide for more details, to submit your recommendations and to browse a list of past features. <http://cincinnati.state.libguides.com/bookclub>
- **Library Instruction:** Do you assign a research based paper or project for your class? If so, have you been happy with the quality of resources your students cite? If not, consider scheduling a research instruction session with one of our librarians (pictured at right) for your class. If you do not have a full class session to spare, we can even schedule a short, 10-15 minute visit to your classroom to show your students how to find credible resources. The calendar is getting rather full so please email Kathleen Pickens if you'd like more information.



Yes, We Are Awesome

Johnnie Mae Berry Library repeated its "User Satisfaction Survey" this past December and gathered responses from 209 customers, 26.2% of whom reported using us almost daily and over half (53.5%) visiting us 2-3 times per week. Below are a few highlights comparing the data with last year; more on the survey results and our subsequent action items will be included in the Annual Report for Fall 2015.

- There was a 6.1 % increase in respondents that have used the library as a quiet place to study (82.2%) and a 15.9% increase for working with classmates (34.2%). This is especially interesting because there was a 16.8 % decrease in those using us as a break between classes (33.7%) and a 7.7% decrease for computing and/or printing (68.3%). Since they could mark as many options as applied to the purpose of their visit(s), their answers show a bit of a difference in how we've been utilized this past year.
- This may be why we had 9 complaints about it not being quiet enough this year, despite our improved efforts to keep it quiet. Last year, we only had 6 complaints (and it could get crazy loud in here then). In response, we added the texting service to make it easier for students to alert us to noise issues. We are also working on advanced certifications in shooshing.
- The percentage of "Highly Satisfied" users increased in many areas, including Books (15.7%), Fiction Videos (7.9%), Course Reserves (7.9%), Group Study Rooms (7.1%), Laptops (8.4%), Desktops (11.4%), Printing (7.7%), Research staff (4.7%), and Checkout staff (10.8%). For the most part, we had comparable numbers of respondents who indicated they had not used one of the categories, although more people reported using our Research and Checkout staff.
- We had a 28.6% increase in respondents taking the time to give us some accolades on a job well done (from 49 comments last year to 63 this year).

IT IS WITH GREAT HONESTY, IF NOT FOR THE LIBRARY STAFF AND RESOURCE, I WOULD NOT COMPLETE ANY SEMESTERS (5). NOT ONLY AT CINCINNATI STATE, THIS STAFF SHOULD BE WHAT ALL LIBRARIES SHOULD BE LIKE. YES, NO QUESTION THIS STAFF ALLOWS STUDENTS TO BE GREAT AT CINCINNATI STATE
THANK YOU ALL

you're awesome!

I love
our library !!

EVERYBODY WAS VERY HELPFUL, PATIENT, VERY WILLING TO HELP. WONDERFUL JOB. KEEP UP THE GOOD WORK I WOULD HAVE BEEN LOST WITHOUT YOU.

EVERYONE HERE HAS BEEN REALLY NICE AND HELPFUL. GREAT RESOURCE! AT
The staff is awesome! Always ready to help students. In any way that they can.

I can not express in words how helpful and concerned the Librarian (Mrs. Gina) is in regards to your work. The Librarians treat you as if you are the only patron in the library and they act as if the project they are helping you with is their project
Cincinnati State Johnnie Mae Library
Librarians

Thank you for your time!!

are.

AWESOME!!!++++(plus)

I just love coming here, everyone is so nice to me when I have a question