Welcome to Spring!
We’ll just jump right to the most important items…

Academic Films: No Longer Just for Classroom Use
Students now have the same loan privileges for non-fiction dvds as they have enjoyed with our fiction collection (three-day checkout, no renewals). This means that they may now take home documentary “classics” like Super Size Me and An Inconvenient Truth, as well as other academic films centered on popular research topics.

If there is a film that you know you will need for classroom use during the semester, please consider placing it “on reserve”. This will limit student-borrowing to just two hours within the Library, making it more likely that it will be available the day/time that you need it. Please contact Don Vernatter (devernatter@cincinnatistate.edu or x1695) if you have questions about course reserves.

Visit Academic Films or visit the “Watch Videos” tab on the Library’s homepage to peruse our collection of dvd and streaming videos.

Please Check Assignment Instructions!
If you have assignment instructions that point your students to Library resources or services, please take a few moments to check for yourself that they are still accurate and able to be followed. We continue to receive questions from “lost” students who are looking for links that have been renamed or removed over the past several years, particularly when navigating to our research databases and Films on Demand.

We are happy to help you craft revised instructions and/or embed relevant library resources directly within your Bb site—please stop in, or email Kathleen Pickens a copy of your current research assignment (Kathleen.pickens@cincinnatistate.edu) if you would like assistance.
Student Support...Elevating our Customer Service

“No-Log” Results

First, what IS a “No-Log”? It is a form of tracking user interactions that end in a negative or redirected response. By tracking repeated “no’s”, service points can regularly review if there are deficiencies that need addressed, if there are new opportunities to expand services, and can also ensure that all service staff are knowledgeable about current alternatives to a “flat-out no”.

The Library tracked all responses at both service points (Check Out and Research Help) for the weeks of December 3, 2018 and January 7, 2019. These timeframes were selected to represent user needs during different parts of the semester, while still keeping results manageable. Although remediating the most frequent negative answers (below) is beyond the Library’s control, the experience did provide us with useful training reminders. For example, students who asked how to print without their Surge card have several alternatives, depending on their unique situation (new students are directed to Student Activities to obtain one, whereas other students may prefer to use cash/coin to print pdfs from our photocopiers, etc.).

<table>
<thead>
<tr>
<th>Most Frequently Denied or Rerouted Questions</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Can I print without my Surge card?</td>
<td>27</td>
</tr>
<tr>
<td>How do I print in color?</td>
<td>12</td>
</tr>
<tr>
<td>Can I print from my own laptop?</td>
<td>5</td>
</tr>
<tr>
<td>Is there a restroom in the Library?</td>
<td>5</td>
</tr>
</tbody>
</table>

The “No-Log” may not have generated blueprints for installing a restroom within our walls, but it did lead Library staff to think more deeply and creatively about some of our most commonly asked questions, as well as suggestions regularly reported in our Student Satisfaction Surveys. Consequently, recent changes and additions include:

- **“Quick Print Station”**: added a standing laptop station that bypasses the need for students to log-in to Library computers when they are in a hurry to print a completed document.

- **Noise-cancellation headphones**: purchased two sets to assist students who have difficulty concentrating due to noise from the Library doors and hallway traffic.

- **Photocopying/scanning area**: both stations are now in the same area and within sight of the Research Help desk, thereby improving our ability to proactively provide assistance.

- **Page Magnifier (Hands Free)**: purchased a free-standing page magnifier to ensure our students with vision impairments can use our course reserves and other print materials in the Library.

- **Extended Laptop Loan Time**: students can now borrow a laptop for four hours and take them outside of the Library, if needed. We will soon be exploring 1-day checkouts for a small number of laptops.

- **Academic Films**: as reported on the previous page, students may now borrow our non-fiction dvds for three days (fiction movies already circulate).
**Student Support**...Elevating our Customer Service

**Annual Student Satisfaction Survey**

Johnnie Mae Berry Library repeated its “User Satisfaction Survey” this past December. The numbers below are based on a 100 respondent sample.

1. **On average, how frequently did you visit the Cincinnati State library this semester?**
   - Almost daily: 17%
   - 2-3 times a week: 46%
   - 2-3 times a month: 25%
   - 2-3 times the semester: 11%

2. **What was the purpose of your visit(s)? Please mark all that apply.**
   *Percentages will equal over 100% as multiple answers were permitted.*
   - Borrow or return resources (books, videos, course reserves): 32%
   - Quiet space to study: 76%
   - Work with classmates: 31%
   - Computing and/or printing: 79%
   - Attend library instruction for my class: 11%
   - Taking a break between classes: 32%

3. **Please indicate your level of satisfaction with each of the resources or services you used.**
   *Percentages based on number of “Used” responses for each item.*

<table>
<thead>
<tr>
<th>Resources</th>
<th>Highly Satisfied</th>
<th>Satisfied</th>
<th>Highly Unsatisfied</th>
<th>Did not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>31 / 70.5%</td>
<td>15 / 29.4%</td>
<td>0</td>
<td>48</td>
</tr>
<tr>
<td>Fiction Videos</td>
<td>14 / 70%</td>
<td>5 / 25%</td>
<td>1 / 5%</td>
<td>79</td>
</tr>
<tr>
<td>Course Reserves</td>
<td>21 / 70%</td>
<td>9 / 30%</td>
<td>0</td>
<td>69</td>
</tr>
<tr>
<td>Group Study Rooms</td>
<td>34 / 79%</td>
<td>8 / 18.6%</td>
<td>1 / 2.3%</td>
<td>56</td>
</tr>
<tr>
<td>Online magazine &amp; journal articles</td>
<td>23 / 65.7%</td>
<td>11 / 31.4%</td>
<td>1 / 2.9%</td>
<td>64</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technologies</th>
<th>Highly Satisfied</th>
<th>Satisfied</th>
<th>Highly Unsatisfied</th>
<th>Did not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library laptops</td>
<td>27 / 55.1%</td>
<td>17 / 34.6%</td>
<td>5 / 10.2%</td>
<td>49</td>
</tr>
<tr>
<td>Computers</td>
<td>65 / 69.8%</td>
<td>24 / 25.8%</td>
<td>4 / 4.3%</td>
<td>7</td>
</tr>
<tr>
<td>Printing</td>
<td>62 / 71.2%</td>
<td>21 / 24.1%</td>
<td>4 / 4.6%</td>
<td>13</td>
</tr>
</tbody>
</table>

| Getting Help                        |                 |           |                    |             |
|-------------------------------------|                 |           |                    |             |
| Research Staff                      | 54 / 83%        | 8 / 12.3% | 3 / 4.6%           | 34          |
| Checkout Staff                      | 62 / 86%        | 9 / 12.5% | 1 / 1.4%           | 26          |

4. **Additional Comments**
There were 58 additional comments; 38 were accolades, primarily on the friendliness and helpfulness of staff, but also some expressed general appreciation for the Library overall and a handful commented on the resources and quiet atmosphere. Top complaints and favorite feedback maybe viewed on page 6.
FALL HIGHLIGHTS

College Employee “Mini Library”

In November, the Library developed a new resource geared towards employee interests. Visit the online “Mini-Library” to find featured books, videos, & electronic resources—all focused on the menu items listed below:

http://library.cincinnatistate.edu/begreat.

Health & Wellness
*Kick-starting your way to being healthy, being happy, & being great!*
- Fitness & Exercise
- Diet & Nutrition
- Mental & Emotional Wellness
- Hobbies & Crafts

Work Success
*Building teamwork, leadership & service.*
- Motivation & Morale
- Management Topics

Academic Pursuits
*Resources for qualitative & quantitative research, as well as dissertation writing.*

Community College Issues
*Understanding the current climate & developing strategies for improvements.*
- Budget & Finance
- Diversity & Inclusion
- Faculty & Adjunct
- Leadership & Change
- Student Success

Up-cycling Unwanted Books into Holiday Trees

What could be rarer than members of the College community destroying books in the Library? Librarians supplying the scissors, glue, and incentive to do it!

On December 12, Brigid Almaguer helped College employees up-cycle unwanted, old paperback books into charming holiday trees. In addition to enjoying camaraderie, workshop participants took home their finished (or almost finished) projects, as well as creative ideas for other fun ways to up-cycle surplus literature. Note: no Library books were harmed during this workshop.

At right, Lachanna Jackson proudly displays her handiwork.
Spring News

Library Budget Review Session

On February 14, Library Director Cindy Sefton provided the College's Budget Advisory Team (and other interested attendees) with an overview of FY2018 Key Performance Indicators, Library expenditures, and budget efficiencies. The presentation may be viewed here, while more details on Library usage and costs are regularly available in our Fall newsletters, located in the "Library News" section of the Library’s web pages.

Staff Changes

Brigid Almaguer Leaves Library Team

After over 16 years of service, Brigid Almaguer (at right) has left her seat at the Research Help Desk in pursuit of more time to travel, socialize with family and friends, and to complete the 100 home improvement projects she has been dreaming of.

While at Cincinnati State, Brigid helped countless students on their path to success, whether patiently (& repeatedly) demonstrating how to use the Library’s computers or by enthusiastically introducing them to academic research via class instruction sections. Students regularly referred directly to her by name in the annual Student Satisfaction Survey, crediting her with everything from helping them with research to “saving their lives”.

A savior to students and a role model for the rest of us, she will be greatly missed at the College.

Brooke Meyer Joins Library Team

In February, the Library welcomed Brooke Meyer as our new Adjunct Reference/Instruction Librarian to fill the vacancy from Brigid’s retirement. Brooke received her Master of Library Science degree from Kent State in 2018, and has a resume that reads like a travel guide, with experience ranging from local libraries to teaching overseas in the Czech Republic, Turkey, and Qatar. She also tutors in the Writing Center, which is not quite as far away.

We hope you will stop by to introduce yourself! This semester, Brooke is working Mondays and Wednesdays 9:00 am to 2:00 pm, and Tuesdays and Thursdays 8:00 am to 1:00 pm.
Student Survey, cont.

Comments & Suggestions

Although the majority of comments expressed appreciation for our staff, frequent complaints and suggestions echoed those we regularly hear from students, including:

- Complaints about Wi-Fi (speed & inability to connect)
- Requests for ability to print from personal laptops
- Complaints about noise from Library doors & main hallway
- Requests for more textbooks on reserve
- Requests for additional study rooms, both for group & individual use