

Ball State University Libraries

A destination for research, learning, and friends

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Services Provided by the University Libraries

Access Services and Circulation Desk (Public Services)

- Provide access to the General Collections and service points 122.5 hours weekly
- Provide circulation services for the General Collections to all BSU ID holders, alumni, and Indiana residents
- Answer directional and other general information questions
- Provide access to and assistance with standard and color photocopiers
- Provide access to two public laser printers
- Provide course reserve materials in print and electronic formats
- Provide copyright clearance services for faculty course reserve materials
- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, and other general software packages
- Provide electronic notification to customers including upcoming due dates, due today reminders, overdue notices, library fine assessments, item recalls and availability notices for recalled and held items
- Provide online recall/hold request service
- Provide online, phone and in-person renewals for materials borrowed
- Search the stacks for missing materials not located on the shelves
- Provide computer network accounts for non-BSU library guests
- Assist in retrieving materials to persons with seen/unseen disabilities
- Provide touch-screen access to database used by campus organizations to encourage individual study habits
- Provide text telephone assistance for the hearing impaired
- Assist in locating microform materials and using microform reader/printers
- Provide access to materials worldwide and online via Interlibrary Loan Services
- Provide copyright clearance services for interlibrary loan article requests
- Provide electronic delivery of Interlibrary Loan articles
- Provide desktop delivery of locally-held articles to faculty
- Provide University Libraries' materials to distance education students
- Provide access to and maintain quiet study areas and group study areas
- Provide individual study carrels for graduate student and faculty use
- Provide and maintain coin-operated lockers for individual use
- Provide and maintain courtesy book drops for the return of borrowed materials
- Provide and maintain a courtesy drop box for campus and U.S. mail
- Provide general oversight of building safety and security during evenings and weekends
- Maintain multiple Web pages

Archives and Special Collections

- Provide information service and research assistance onsite, by telephone, correspondence, e-mail, and fax for students, faculty, national and international scholars, and the public. *E-mail an Archivist* service available at libarchives@bsu.edu for information and research inquiries.
- Provide instruction on archival resources provided to classes onsite.
- Provide individualized research consultations to students, faculty, and other researchers.
- Provide World-wide, 24/7 access to digital resources, including photographs, audio and video recordings, publications, architectural drawings, and historical documents through the Digital Media Repository (<http://libx.bsu.edu>).
- Access provided to scholarly works by Ball State students and faculty, including theses and dissertation, in Cardinal Scholar Institutional Repository (<http://cardinalscholar.bsu.edu/>)
- Collect, preserve, and provide access to historical materials on Indiana's build environment through the Drawings and Documents Archive.
- Educational outreach services, including presentations to University and community groups and online, onsite, and traveling exhibitions.
- Research tools and collection descriptions, including searchable online finding aids and guides, provided on the Website.
- Databases and detailed print finding aids and guides are available onsite to assist researchers.
- Digitization of photographs, documents, architectural drawings, video clips, and audio for instruction, presentations, and publications available upon request.
- Public photocopier available in the Archives reading room.
- Access provided to diverse formats of materials, including photographic prints and negatives, architectural drawings, audio and video recordings, electronic records, publications, rare books, and documents for teaching, learning, and research.
- A temperature and humidity controlled environment, an electronic security system, and an environment-friendly fire suppression system provided for preservation of archival and rare material.
- Permanent retention of University records and assistance to University offices concerning records management provided by trained personnel.
- Professional consultation provided to state and local groups, organizations, and individuals on preservation, organization, and digitization of archival materials.
- Electronic forms available on Website for submitting requests for digital photographs from the collection, transferring University records, donating materials, and other services.
- Archives and Special Collections Blog at <http://bsuarchives.blogspot.com>, and Drawings and Documents Archive Blog at <http://ddarchive.blogspot.com> updated regularly with information on new acquisitions, recently processed collections, exhibits, new digital collections, and other news about the resources, programs, and services.
- Web pages maintained at <http://cms.bsu.edu/Academics/Libraries/CollectionsAndDept/Archives.aspx> (Archives and Special Collections) and <http://cms.bsu.edu/Academics/Libraries/CollectionsAndDept/Drawings.aspx> (Drawings and Documents Archive).

Cataloging and Metadata Services (Collection Resources Management)

- Facilitates access to collections in digital form through metadata creation, transcription, and other means
- Contribute to Ball State's Cardinal Scholar digital repository through submission of student work, metadata creation, and maintenance
- Facilitates access to media, such as DVD's, sound recordings, music, and computer software in University Libraries' collections through development of Media Finders that provide expert searching of CardCat
- Facilitates access to electronic journals, books and websites through provision and maintenance of accurate links
- Create and develop databases and/or Web pages to facilitate access to specific collections within University Libraries or in other University units
- Maintain and report official collection statistics for the University Libraries
- Maintains a web page: www.bsu.edu/library/cams

Collections Development Services (Collection Resources Management)

- Advises departmental library representatives in academic departments and others regarding collection development and materials budget issues, including provision of orientation sessions and monthly budget status reports
- Provides supporting documentation regarding library resources for program accreditation reviews
- Selects new or replacement materials for inclusion in the University Libraries' collections
- Receives and evaluates gift materials for inclusion in the University Libraries' collections
- Maintains a web page: www.bsu.edu/libraries/collections/colldev/index.html

Educational Resources Collections (Public Services)

- Provide access to 47,000 circulating books and 55,000 circulating non-book titles, which include 37,000 youth book volumes; 7,000 textbook volumes; 2,000 curriculum guide volumes; 900 reference book volumes; 514 cartographic titles; 53,000 audiovisual titles; and 1,400 computer software titles in addition to a new leveled reading collection
- Provide circulation services for the Educational Resources Collections
- Provide and maintain a collection of circulating digital equipment that includes laptops, Macbooks, still and motion image cameras, data projectors, digital voice recorders, and other supporting equipment
- Provide course- and assignment-based information literacy instruction sessions
- Provide access to 35 PC and 17 iMac public computer stations which provide access to CardCat, research databases, and a wide variety of software applications
- Provide access to 6 multimedia PCs and 3 multimedia iMacs for intensive computing needs such as video editing and drawing tasks
- Provide access to one slide/filmstrip scanner and 6 flatbed scanners
- Provide access to one CardCat workstation
- Provide access to two public laser printers
- Provide booking services for VHS, DVD, and films for faculty
- Answer informational, technical, and directional questions in person, by phone, and e-mail

- Provide research assistance to students and faculty for finding books, articles, and other materials held in the ERC collections
- Provide and maintain study and viewing areas, including tables, individual study carrels, and group viewing facilities including 8 small and 3 large group viewing booths
- Provide and maintain two high tech meeting rooms for use by the BSU community classrooms for large group viewing that include VIS access and teleconferencing capability
- Provide access to playback equipment supporting each nonbook format in the collection
- Provide circulation services for the Educational Resources Collections
- Provide course and permanent reserve services for print and nonbook materials
- Provide technical assistance with a variety of media editing equipment and software
- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, and other general software packages
- Provide online, phone, and in-person renewals for materials borrowed
- Search for materials not found on the shelf in the Educational Resources Center
- Assist in retrieving materials to persons with seen/unseen disabilities
- Provide and evaluate online media suggestion forms
- Select new or replacement materials for inclusion in the ERC collections
- Provide repair and maintenance for selected audiovisual equipment and materials in the collections
- Provide technical expertise in transferring library video and audio collections to digital formats
- Provide public access to photocopy machine
- Create promotional materials including public displays and targeted newsletters
- Maintain multiple web pages

GIS Research and Map Collection (Archives & Special Collections)

- Instructional services provided to individuals, groups, and academic classes using and analyzing maps, atlases, geographic resources, and GIS software and related datasets.
- Access provided to diverse formats of materials including maps, aerial photographs, nautical and aeronautical charts, atlases, gazetteers, CD-ROMs, and Government Depository materials for teaching, learning, and research.
- Access provided to digital GIS datasets from an in-house server, BSU departmental servers, CD-ROMs, and through the Internet.
- Facilitate the availability of over 140,000 maps for circulation; access provided to 60% of the maps in the collection through CardCat and WorldCat.
- Information and information services provided in person, by telephone, through correspondence, fax, or by e-mail to assist users in locating, retrieving, and using GRMC resources.
- Maintain and provide services for two large-format plotters for printing of maps and posters available to both departments and individuals with a BSU Bursar's account.
- Maintain and provide services for large laminator for laminating materials for both departments and individuals with a BSU Bursar's account.
- Server space available for users working on GIS and other large projects.
- Scanning of maps, atlases, and other materials for instruction presentations and projects available upon request.

- Provide a comfortable, technology-rich environment for study and use of maps, atlases, reserve materials, and other resources for classroom and group use.
- Interlibrary loan of maps and atlases available upon request.
- Access provided to map information file of catalogs, indexes, and price lists from publishers and dealers.
- GIS Research area with 28 computers and instructor station equipped with leading GIS software, tutorials, and data is available for the general public and may be reserved for classroom instruction.
- GRMC Web Blog at <http://bsumaps.blogspot.com> updated weekly with information about and promotion of GRMC resources.
- Maintain a Web page:
<http://cms.bsu.edu/Academics/Libraries/CollectionsAndDept/GISandMaps.aspx>
- Provide custom cartographic lesson plans, classroom resources, map and GIS tutorials, posters, custom maps, and exhibit materials in Cardinal Scholar at <http://cardinalscholar.bsu.edu/>
- Provide access to historic map collections in the University Libraries' Digital Media Repository at <http://libx.bsu.edu/>

Information Services (Public Services)

- Answer informational, technical, and directional questions in person, by phone, e-mail, chat and text messaging
- Provide research help to students, faculty, staff, and others in materials in all formats held by the University Libraries
- Provide research assistance in finding materials not held by University Libraries
- Provide individual appointments for extended research help
- Provide course- and assignment-based information literacy instruction sessions
- Provide workshops on research resources, effective research, research planning and bibliographic citation software such as EndNote
- Provide outreach services to Residence Hall Living Learning Communities, the Intensive English Institute, Freshman Orientation, and targeted academic departments
- Create and maintain subject resource guides primarily in e-format
- Create and maintain Web-based research tutorials
- Provide access to over 85 public workstations, which provide access to CardCat, research databases, and a wide variety of software applications
- Provide access to five public laser printers
- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, and other general software packages
- Provide general technical assistance with computer hardware and software
- Provide research assistance to distance learning students
- Provide outreach instructional sessions to public school and other external groups
- Select new or replacement materials for inclusion in the Reference and Government Publications collections
- Maintain multiple Web pages
- Share administration of the Libraries' Facebook page to promote resources and services
- Create promotional materials in a variety of formats

Library Information Technology Services (LITS)

- Implements, supports, and maintains a network infrastructure that promotes reliable access to electronic library information resources.
- Provides technical support for the University Libraries' Web sites.
- Leads content and technology development for the University Libraries' Web sites.
- Provides information technology support for the University Libraries.
- Liaisons with the University Libraries' technology providers and partners
- Operates reliable information systems.
- Evaluates emerging technology for implementation and application in the University Libraries.
- Provides quality desktop computer technology for library customers and staff to perform necessary research, assignments and activities.
- Supports desktop computing technology for the University Libraries.
- Supports the Schwartz Digital Complex and other technology enhanced learning spaces in the University Libraries.
- Extracts and repackages data from various library information systems for new purposes.
- Improves access models for library information resources.
- Develops new end-user library information technology products and services.
- Provides system administration support for library information systems.
- Secures and protects library information systems from internal and external threats.
- Secures electronic customer information used in the University Libraries.
- Supports and maintains the SirsiDynix Symphony integrated library system.
- Supports and maintains the CONTENTdm digital collection management system.
- Supports and maintains the Cardinal Scholar institutional repository system.
- Identifies information technology products for digital library initiatives.
- Supports applied research and development of information technology applications.
- Supports technology certification for LITS personnel.
- Improves staff productivity through the application of information technology.
- Identifies new applications that increase staff productivity and improve services.
- Develops applications for use in the University Libraries that makes use easier for student and faculty.

Metadata and Digital Initiatives (Collection Resources Management)

- Advises on digitization standards and technologies for collections within University Libraries and, as requested, by other University units or partnering institutions
- Provides digitization and digital photography for partnering agencies on and off-campus;
- operates a mobile digitization center for use at remote sites
- Advises on issues related to metadata creation, development, and maintenance for University units or partnering institutions
- Creates metadata in accordance with national standards and practices for Digital Media Repository collections
- Creates/develops digital collections for inclusion in University Libraries' Digital Media Repository, Cardinal Scholar, and other library or university initiatives as requested

- Establishes online access to digital collections and resources through the CONTENTdm digital media management system
- Partners with faculty and other educators to promote use of digital collections in classroom instruction and distance education
- Provides information on issues related to digital collection development and management to interested audiences

Music Collection (Public Services)

- Answer informational, technical, and directional questions in person, by phone, and e-mail
- Provide research assistance in finding books, scores, recordings, articles, and other material held by the Music Collection
- Provide individual appointments for extended research help
- Provide course- and assignment-based information literacy instruction sessions
- Provides access to and maintains a collection of music scores, books, reference materials and compact discs
- Provides a full-service circulation counter
- Provide course reserves in print and electronic format, including streaming audio
- Provide and maintain 9 public listening stations
- Create and maintain research guides in all areas of music study
- Select new or replacement materials in all areas of music study and formats
- Provide three midi controllers for use with Finale notation software
- Facilitate interlibrary loan requests for music materials for students, faculty, and others
- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, Finale, and other general software packages
- Provides areas for research and study
- Assist in retrieving materials to patrons with seen/unseen disabilities
- Maintains multiple Web pages and a subject-related blog

Support Services (Administrative Services, Dean's Office)

- Light dusting/cleaning of work surfaces such as tables, window sills to maintain an attractive environment for students and others using Bracken Library
- Provide assistance to students, faculty, others in completing complex copy and print jobs on color copier or printers (anything too complex or time consuming for Reference or Circulation staff)
- Provide twice daily pick-up for Postal Service drop box items near the main Circulation Desk, Monday through Friday
- Provide Lost-and-Found for valuable items, such as flash drives, ID cards (BSU ID, driver's license, credit cards), wallets, purses; other valuables sent to main circulation desk (Dean's Office)
- Provides access to pre-paid Copy Cards for use in photocopy machines, allowing for a discount for prepayment
- Provides access to three change machines in the A.M. Bracken Library building to allow students access to coins for use in copy machines and vending machines.
- Provides access to twelve photocopy machines, ten of which are in the A.M. Bracken building, two in the Architecture Library, and one in the Science-Health Science Library

(Bracken- 8 b&w, 2 color copier/printers; Architecture – one B&W, one color copier/printer; Science – one B&W)

- Provides notary services for BSU community members, without charge. (Dean's Office)
- Provides scheduling for Videoconference Room, Conference Rooms, and other similar spaces. (Dean's Office)
- Refunding money to library users if they claim it was lost while attempting to get change or make a photocopy
- Maintain supplies for small office equipment for students use in Information and Access Services (Dean's Office)
- Maintains Suggestion Box to receive students' and other users' comments and suggestions
- Provides support for displaying student artwork around Bracken Library
- Validate billing for printing and laminating services done in GIS area (Dean's Office)

Architecture Branch Library (Public Services)

- Provide access to sixteen public access workstations for CardCat searches, academic research databases, for a variety of software packages as well specialized design and GIS programs and Internet access
- Provide information services and assistance with the use of the collections
- Provide instructional services for individuals, groups, and CAP courses
- Create and maintain online research guides to support architecture, landscape architecture, urban planning, and historic preservation
- Provide access to seven 11x17 large-bed scanners
- Provide course reserve materials in print and electronic formats
- Provide circulation services to all BSU ID holders, alumni and Indiana residents
- Provide public access to a standard photocopy machine and color copier
- Access to a 20" DVD/VCR/TV combination player
- Facilitate Interlibrary Loan Services requests for CAP students and personnel
- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, and other general software packages
- Provide and maintain quiet areas and collaborative areas for research and study
- Select new or replacement materials for inclusion in the Architecture Library collections
- Assist in retrieving materials to patrons with seen/unseen disabilities
- Maintain multiple Web pages

Architecture Library's Visual Resources Collection (Public Services)

- Provide circulation services for Architecture Building Material Samples collection
- Provide informational service and assistance with the use of the Architecture Images and Building Materials Samples collections
- Create and maintain online research guides supporting the collections
- Provide course- and assignment-based information literacy session
- Provide access to two public workstations for CardCat and DMR search, creation of multimedia presentation, research databases, and a variety of software applications
- Provide instructional materials for use in finding and accessing digital images in the Architecture Images collection in the Digital Media Repository
- Provide access to and assistance with a 35mm slide scanner

- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, and other general software packages
- Select new or replacement materials for inclusion in the VRC collections
- Assist in retrieving materials to patrons with seen/unseen disabilities
- Maintain multiple Web pages

Science-Health Science Branch Library (Public Services)

- Answer informational, technical, and directional questions in person, by phone, and e-mail
- Provide research assistance in finding books, articles, and other material held in the Science-Health Science Library
- Provide access to fifteen public computer stations for academic research, word processing, creation of spreadsheets and multimedia presentations, statistical analysis, and Internet browsing
- Answer informational, technical, and directional questions in person, by phone, and e-mail
- Provide research assistance in finding books, articles, and other material held in the Science-Health Science Library
- Provide course reserve material in print and electronic format
- Provide access to and assistance with a photocopy machine and two scanners
- Provide 3D anatomical models and online imaging for research and study
- Facilitate Interlibrary Loan Services requests
- Select new or replacement materials for inclusion in the SHS collections
- Provide a full-service circulation point
- Provide and maintain a quiet area for research and study
- Create and maintains research guides for the sciences and health sciences
- Provide registration for day-use of computer user accounts for non-BSU library guests
- Provide basic assistance in using the Microsoft Office Suite, Adobe Creative Suite, EndNote, and other general software packages
- Assist in retrieving materials to patrons with seen/unseen disabilities
- Maintain multiple Web pages