

**How do I envision maintaining the relevance of the library's role in a world of Heightened Competition, Shrinking Resources, Growing Misinformation and Artificial Intelligence?**

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For the Columbus State University Community

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# Make The CSU Libraries a Destination of Choice

- Welcoming – A safe, welcoming, neutral space, used, but not too crowded
- Fewer geographic barriers to resources with accessibility despite location
- The Library Provides:
  - Individual Attention – Our Students are treated as SPECIAL and they respond to it.
  - Better Materials – Quality and Subject Specific – ROI
  - Less Time Wasted on Assignments- Students who get Library help save time
  - Better Grades
  - Library Faculty and Staff
    - Accountable: Run Business Like, but not a Business
    - Professional and Well Trained
    - Knowledgeable and Adaptable
    - Coordinated and Strategic

# Living in the World of AI

## **Ignorant / Uneducated**

- Google / TikTok
- Talking Heads – Health, Education, Politics
- Emotional
- Usually Biased
- Seen as the Easy Way

## **Educated / Information Fluent**

- Digitally Literate – Skilled, Credible, Reputable, Timely
- Deep Literacy
- Impactful
- Empowered to make their own Decisions / Opinions
- Diverse -Balanced / Unbiased
- Impartial – knows all sides
- AI – Use, but Weary

# **WHY Information Fluency is Critical for CSU Students**

## **Combating Misinformation**

**Interpreting Data for themselves to make  
INFORMED Decisions to the get COMPETITIVE EDGE**

# Information Fluency / Information Literacy

The nuance between Information Literacy and Information Fluency is that literacy is often assumed to be a narrower set of skills. A *literate* person can read and comprehend. A *fluent* person goes beyond this and can apply what they learn to their own lives as well as create original, thoughtful content of their own.

# Information Fluency is Beyond just Literacy

- Information Fluency takes a holistic approach to the way instructors teach and how students can learn to interact with information related to their studies and personal lives

- What is the difference between literacy and fluency?

- In learning to speak a foreign language, a literate person can speak, listen, and read for comprehension when using the new language. In contrast, a fluent person uses their understanding of the language to **create something new**, whether it is a story, song, play, poem, or conversation.

## What Constitutes Information Fluency?

Information Fluency is a three-part lens for assessing student understanding. The information fluency triad includes:

- Specialized Domain Knowledge - (A Field of Study)
- Critical Thinking (Ability to Identify Reputable Information) and DEEP LITERACY
- Presentation and Participation (Communication)

# Trust in the Library

- Foster a welcoming, safe, inclusive atmosphere.
- Facilitates communication and collaboration between Students, Library Faculty / Staff and Classroom Faculty.
- Word of Mouth
- Internally - Library Staff – Mutual respect, Free to talk, Listen, and Collaborate.
  
- Identifies opportunities to expand program strengths.
- Better, Faster and More Cost Effective
- Better Return on Investments and the Cost of Not Investing
- More Positive Student Impacts
- Effective and Advantageous Partnerships

# Balanced

- Beyond Academics
- Fun:
- A Safe Place to Study and Meet
- Popular Reading
- Art / Music
- Seed Libraries
- Ghost Tours
- Games Nights
- Student Art
- Non-Classroom Materials
- Hide and Go Seek .....

# THE LIBRARY and Student Impact

- CSU Students come from a wide variety of academic backgrounds
- Have not always had the best Library Resources
- Cost effective solution to their education
  
- While NOT a Research Facility, we can, and strive to make our Students INFORMATION FLUENT and DEEP LITERATE and HIGHLY COMPETITIVE

# Partnerships

## **Communication**

- Improve the ways CSU can work with colleges, schools, and departments to identify:
- Research skills expected of majors
- The development of plans with disciplinary faculty to embed and teach those skills in relevant curricula.

## **Partnerships**

- Colleges and Departments
- Learning Center
- Writing Center
- Peer Research Center
- Math Center
- IT Help Desk
- FYS Courses
- Local Communities
- Advancement

# Assessment Tools and Accountability

## Student Side

- Instruction Hours
- Embedded Librarians
- Appointments w/ Librarians
- How that has translated to better grades  
(Value and Statistics for increase in grades)
- Involvement with FYS
- Personal interaction is critical
- Everything is ASSESSED to evaluate value not just statistics-Needs vs. Wants

## Library Assessment Side

- Cost / Use + Cost of Not Investing – ROI
- Communications
- Usage Stats
- Door Count
- Check outs
- Databases for curriculum
- Annual reporting
- Systems for spending and tracking
- More of these types of things

# 2024-2025 Valuation example

## FTE- 9,089

Facilities	1. Open 2,639 hours during the academic year 2. \$2,054,068 for all salaries, wages, and benefits 3. \$2,054,068/2,605= \$788/hour to open 4. use 25% of that cost to represent cost/hour open=\$	use of library for 5 -7 virtual and physical hours combined per month for academic year per FTE (estimated low)	\$ 10,638	\$ 96,688,782
Reference	1. 517 chat transactions 2. 45 in depth consultation appointments with a librarian 3. 147,457 research guide views (\$13.56) 4. 181,802 door count 5. 7,833 circ desk questions 3. Cost per question or use of research guide=\$70.55	Total of one reference question , chat transaction, research consultation appointment, viewing research guide, and asking the circ desk a question	\$ 1,214	\$ 11,031,833
Articles	Average cost of academic journal article is \$23	one student accessing 3 articles, per 2 classes, per semester, per academic year	\$ 276	\$ 2,508,564
Borrowing				\$ -
General Collection	Avg. cost of new academic book is \$88	Student checks out 2 books per semester	\$ 176	\$ 1,599,664
Interlibrary Loan	Avg. cost to borrow is \$23	Student requests 2 books per semester	\$ 46	\$ 418,094
Streaming	Avg. cost is \$5 per view from our subscribed streaming services	Student streams three videos for one class, per academic year	\$ 30	\$ 272,670
Technology	Avg. cost is \$5 per hour per item	Use the desktops and printer for 2 hours per semester	\$ 20	\$ 181,780
Databases	Total value for academic year= \$1,227,494.40	Total value/FTE	\$ 135	\$ 1,227,494
Instruction	Librarians had 218 total hours of instruction and prep for 2980 students.	Student has in class instruction for FYS and/or another course	\$ 436	\$ 3,962,804.00
		<b>TOTAL</b>	<b>\$ 12,971</b>	<b>\$ 117,891,685</b>



# The Library is NOT a Book Warehouse

- The People of the Library are the KEY to Success
  - Knowledgeable and Adaptable
  - Friendly – Even Fun – Not Your Stereotype
  - Professional and Well-Trained – able to work under stress
  - Patron Focused
- Instruction - Meaningful and Info. Fluent Focused
- Materials / Services - ROI Focused
- Space – Used Efficiently and Effectively

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- Library Faculty and Staff
  - Accountable: Run Business Like, but not a Business
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# Scott DiMarco

- Education – Regional Public Higher Education
  - MLS – SUNY Buffalo; MA and BS – SUNY Brockport
- 30+ Years in Libraries - 28 in Public Higher Education
  - University, Community College, Multi-campus College
- 25 Years+ Experience Library Director and University Administration – Director, Dean, Servant Leader
  - Assessment – Library, University, Middle States
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  - Family, Reading, Writing, Fishing, Hunting, Volunteer Work