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Courtright Memorial Library FY18 Annual Report

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COURTRIGHT MEMORIAL LIBRARY

FY18 ANNUAL REPORT

Friendly. Collaborative. Understanding. Resourceful.





Library Staff List

Tiffany Lipstreu - Library Director

Kristin Cole -Assessment & Special Projects Librarian

Jessica Crossfield McIntosh - Public Services Librarian

Becky Gale - Circulation Supervisor

Stephen Grinch - Archivist

Kirsten Peninger - Assistant to the Library

Rares PiloIU - Information Literacy Librarian

Rebecca Raeske-Grinch - Circulation Supervisor

Allen Reichert - Electronic Access/Government Publication Librarian

Nicole Sutton - Library Assistant

Lois Szudy - Metadata and Cataloging Assistant

Sarah Whybrew - Digital Initiatives Librarian

Jane Wu - Systems Librarian

Elizabeth Zeitz - Technical Services Coordinator

Kasun (Malinda) Mallikarachchige - Graduate Assistant

Steve Jansen - Graduate Assistant

Accomplishments

Kristin Cole and **Jessica Crossfield McIntosh** served as co-chairs for two ALAO Interest Groups and planned the Spring Workshop.

Jessica Crossfield McIntosh served as the OPAL Communities of Interest Coordinator.

Stephen Grinch advised the Champaign Aviation Museum in Urbana, Ohio on archival practices and policies - an ongoing project.

Kirsten Peninger and **Elizabeth Zeitz** presented "Connect With the Library: Partnerships for Social and Cultural Impact" at Fall Staff Conference. This presentation led to an invitation to present at Social Justice Week.

Kirsten Peninger and **Elizabeth Zeitz** presented "All Means All: Gathering Resources and Taking Action" at Social Justice Week. This presentation led the student group URGE to create a library display.

Allen Reichert facilitated a panel titled, "Textbook Affordability: How to Help Our Students," at the Great Expectations Conference at Otterbein. **Tiffany Lipstreu** served as a panelist.

Sarah Whybrew presented the poster "How to Engage Alumni in the Digital Commons" at the 2017 ALAO Conference.

Sarah Whybrew created an Independent Study course for an EDUC student who plans to go to graduate school and become a school library media specialist.

Jane Wu presented "Culturally Sustaining Pedagogy through Navigating Information Literacy (IL) Education Differences for Chinese International Students" at the 2017 Academic Library Association of Ohio (ALAO) Annual Conference

Photo by OCLC: Back row: Stephen Grinch, Becky Gale, Sarah Whybrew, Allen Reichert, Rares PiloIU, Jessica Crossfield McIntosh, Rebecca Raeske-Grinch. Front row: Tiffany Lipstreu, Kristin Cole, Kirsten Peninger, Nicole Sutton, Jane Wu. Not pictured: Lois Szudy, Elizabeth Zeitz, Malinda Mallikarachchige, Steve Jansen



Volunteers

Alan Borer (Archives)
 Mary Ann Burnam (Technical Services)
 Leanna Carpenter (Archives)
 Mark Peters (Archives)
 Betsy Salt (Technical Services)

What the Otterbein Community says about our staff:

“

"I love the faculty and staff that work there. They are the best thing about the library!"

- A faculty member (from treetree's focus group.)

"Our library personnel are awesome!"

-Response from the e-survey

"Phenomenal staff working in poor physical environment. The library, as the 2nd space on campus for retention and recruitment, needs to reflect the university commitment to it as a department and of the department to its patrons."

-Response from the e-survey

"Wonderful Library! The staff has always been exceptionally helpful! What a relief to me as I continue to improve my tech skills!"
 -Testimonial collected during National Library Week 2018

(For more information on the e-survey, please see page 6.)

”

Graduate Student Practicum

The Courtright Memorial Library continues to be a popular site for future librarians to complete their end-of-program practicums. In Fall 2017, **Amy Rohmiller**, a student at Syracuse University's iSchool, completed her practicum at the Courtright Memorial Library. **Jessica Crossfield McIntosh** served as her supervisor. As part of Amy's practicum, she created a student survey about library public services that was distributed in Spring 2018.



Staffing News

Welcome!

The Courtright Memorial Library welcomed **Kristin Cole** and **Nicole Sutton** in October 2017.

Front of House Reorganization

In Summer 2017, the Library reorganized positions in the "Front of House." The existing Evening Circulation Supervisor title and role changed to Circulation Supervisor. **Becky Gale** took on this role. **Rebecca Raeske-Grinch**, the Resource Sharing Coordinator became the second Circulation Supervisor, and a part-time Library Assistant position was created. **Nicole Sutton** was hired for this position. These were all net neutral changes. The Front of House positions are supervised by **Jessica Crossfield McIntosh**, the Public Services Librarian (a promotion for this faculty member.)

Good Luck, Bill!

In July 2017, **Bill Stoddard** (above, left) retired. Thank you for your service to Otterbein and the Library!

Successful Faculty Search

In 2016, a faculty search for a Metadata and Cataloging Librarian failed. Our root cause analysis revealed that cataloging, as a stand-alone librarian role, is fading. These skills are being absorbed by existing library positions for a multitude of reasons. After internal conversations, our Collection Development and Acquisitions Coordinator **Elizabeth Zeitz** agreed to take on the cataloging responsibilities, with additional staff support and training, to become the Technical Services Coordinator. **Lois Szudy** was hired as the temporary Metadata and Cataloging Assistant and would remain on staff until the end of FY18. This allowed us to create the Assessment & Special Projects Librarian position. A successful search was conducted in Summer 2017. **Kristin Cole** was offered the position and began working in October 2017.



Our Work with treetree

In FY18, the Library contracted with treetree agency to develop our new mission and vision statements and a strategic plan that will provide the library with a road map for the next five years.

In October 2017, **Rebecca Raeske-Grinch** with others developed a Qualtrics e-survey that was administered to students, faculty, and staff. Treetree used the survey results, focus groups, and meetings with staff to develop their recommendations. In December 2017, library staff held a retreat at OCLC in Dublin to discuss these recommendations and finalize the mission, vision, and strategic plan.

After much collaboration with library staff, treetree revised the mission and vision statements, which were adopted in January 2018.

Mission Statement

To champion lifelong learning through access to quality information, diverse resources, engaged collaboration, and a welcoming community.

Vision Statement

To optimize and elevate the Otterbein community by serving as the intellectual center of campus.

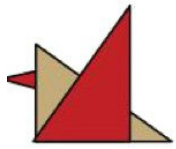
With treetree, we also created our strategic plan for 2018-2023 with the following goals:

Goals

1. Foster relationships within our community.
2. Equip the Otterbein community to experience the cycle of knowledge (curiosity, exploration, discovery, creation, dissemination and preservation.)
3. Cultivate the best environment that is conducive for faculty, staff and students' needs.

In February 2018, the library staff held a retreat to develop tactics for the goals and strategies listed in the strategic plan. These tactics will be implemented beginning in Summer 2018. We look forward to sharing updates with you each year.

Online Presence



Visit library.otterbein.edu

Website page views:

79,504

Total LibGuides views:

51,748

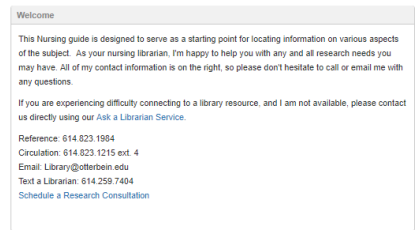
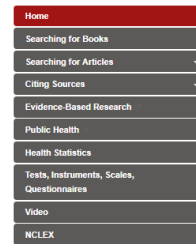
Most Viewed LibGuide:

Nursing Research Guide

9,165 views

Nursing Research Guide

A helpful place to find information on doing research in the nursing field. This guide is intended to aid in literature searches and looking for other materials in the nursing and allied health fields.



Follow us at

@CourtrightLib

Number of Tweets: **187**

Likes: **486**

Retweets: **91**

Most Engaging Post:



Like us at

@Otterbeinlibrary

Number of Facebook Page

Views: **49,221**

Page Likes: **572**

Most Engaging Post:



Follow us at **@courtrightlib**

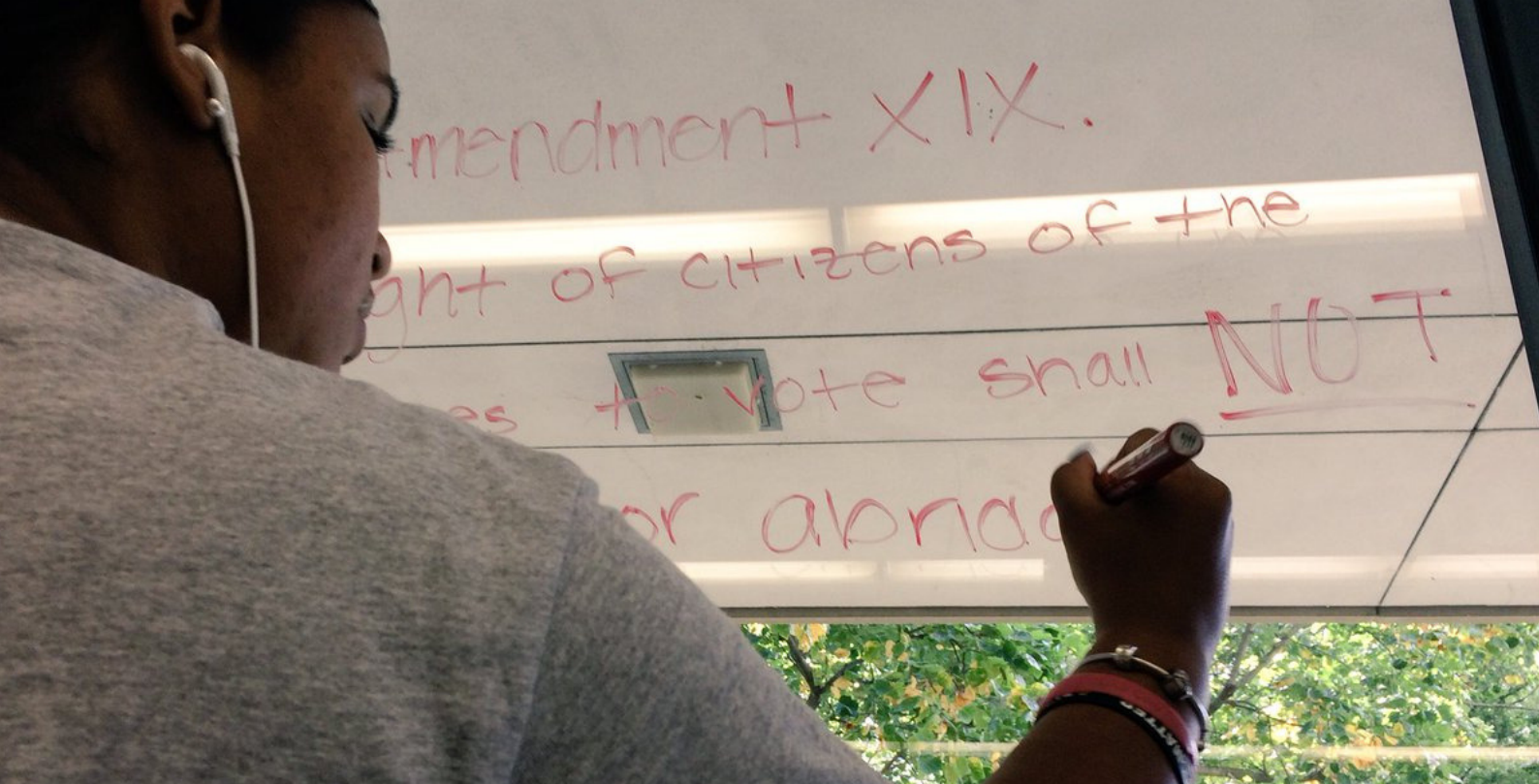
Number of Followers: **127**

Number of Posts: **113**

Look for more on Instagram coming soon!

Most Engaging Post:





Programs, Events, Workshops and Presentations

Programs

- July 19: BLISS: Three Lifetimes of Service: The Clements and Their Foundation
- Aug. 16: BLISS: Picturing the Big Shop: 100 Years of GPO's Photographic History
- Aug. 17: First Flight orientation (2 sessions)
- Sept. 13: BLISS: Opening Doors to the World
- Sept. 20: A Window into the Constitution
- Oct. 26: Pumpkin Smashing and Carving in the Library
- Nov. 14: Understanding Graphic Narrative
- Dec. 7: Doggie De-Stresser
- Jan. 23: Book Nook Reception
- Jan. 31: Alumni Artist Reception
- Feb. 7: BLISS: Opening Doors to the World
- Apr. 9: Meet the Author: Karen White
- Apr. 24: Yoga Destresser
- Apr. 26: Doggie De-Stresser
- May 16: BLISS: "How Do You Read a Manuscript?" with Dr. Beth Daughtery
- June 14: BLISS: "Who was Otterbein?"

Programs &

Events

Offered

29 / 1,034 Attendees

Workshops & Presentations **10 / 90** More than Attendees

Events

- July 11: Otterbein Collegiate Institute registration
- Aug. 14: NEST Presentation
- Sept. 16: Homecoming 2017
- Sept. 16: Homecoming: OtterTalks
- Oct. 15-Oct. 31: Ohio Prison Arts Connection
- Feb. 27: Catalog of Dreams
- Mar. 6: Textbook Affordability Panel
- Mar. 18: Otterbein Singers: Broadway Gospel
- Mar. 22: Thank a Donor Day
- Apr. 19: Virtual Reality Demonstration
- Apr. 29: President's Commencement Brunch
- June 6: Otterbein 101
- June 7: Registration for Full Steam Ahead - The Girl Track, a program by the 2018 Women for Economic & Leadership Development for girls in grades 6-12 .

Workshops and Presentations

- Oct. 10: Connect with the Library: Partnerships for Cultural and Social Impact
- Jan. 25: All Means All: Gathering Resources and Taking Action
- Jan. 25: Reflections on Erin by Barb McKenzie
- Jan. 26: International Baccalaureate presentation at Westerville South High School.
- Feb. 22: Library staff presented about their work to Wendy Sherman-Heckler, who became interim Provost in August 2017.
- Mar. 7: Muskingum University Library Staff Professional Development Exchange
- Mar. 20: Microsoft OneNote workshop
- Mar. 20: Troubleshooting Devices
- Apr. 5: Jay Jordan IFLA/OCLC Fellows
- May 14: Dr. Kraft's class tour
- June 5: Preserving Personal Collections (Lifelong Learning Community)



Friends of the Library FY18 Update

The Friends of the Library (FOL) are an association of persons interested in: promoting the interests of the library; encouraging an understanding of the part the library plays in educating Otterbein students and supporting faculty and staff; and cooperating with other libraries to share resources. They encourage gifts and bequests to benefit the library, and assist the library and its staff with exhibits, programs, publications, and other appropriate means.

2018 Library Award Winners

Thanks to the generosity of the Friends of the Library, we presented four students with library awards:

- John Becker Memorial Award: **Taryn Chudo**, Technical Services
- Harold Hancock Memorial Award: **Kasun (Malinda) Mallikarachchige**, Graduate Assistant
- Alberta Messmer Award: **Madilynn Jackson**, Circulation
- Robert Price Award: **Madelyn Chennells**, Archives

Friends of the Library Bookmark Contest 2018-2019

Students in Amanda Kline's 2D Design class participated in this contest. The winner is chosen by the Friends Council members. This year's winner (right) was designed by **Mia Brady** (Class of 2021.)

Friends of the Library Fundraising

The Friends of the Library's signature fundraising event features the Otterbein Singers, under the direction of Dr. Dennis Davenport and Joyce Stonebraker. This year's event raised **\$2,078** for the Textbook Affordability Endowment, which will allow the library to purchase high-cost, high-use textbooks for course reserves. This will help ease the financial burden on students and parents. The Friends raised a total of **\$6,776** for the Textbook Affordability Endowment in FY18! Thank you to Dr. Davenport, Mrs. Stonebraker, and the Otterbein Singers for donating their time.





Thank You to Our Donors

Thank you to the following individuals and organizations who donated to support the activities of the Courtright Memorial Library in FY18. Our staff and students thank you for your generosity!

Dr. Morton J. Achter
Shirley A. Baker
Charles E. Baker
Dr. Kay Atkinson Ball
Karla Courtright Banning
Battelle Memorial Foundation
Robert W. Becker
Rachel Bell
Hannah Marie Biggs
Tara M. Brush
Mr. & Mrs. James F. Burke
Kathleen A. Butler
Judy Pohner Christian
The Columbus Foundation
Shanna Corner
Destiny N. Cunningham
Dr. Beth Rigel Daugherty
Ruth J. Dodrill
Colleen R. Dunston-Carroll
Janice M. Eddey
Elmer W. Yoest Trust
William L. Evans
Nancy Fenstermaker
Kathleen M. Fernandez
Judith A. Ford
Dr. Arthur B. Fulton

Robert M. Gatti
Horst E. Gienapp
Jane Morrison Horn
Dee Hoty
BJ Housel
Lynda Huey
Dr. John T. Huston
Mary R. Jackson
Chris Kaiser
Kota Kawazoe
Andrea Marie Keil
John L. Kengla
Donna Kerr
Dennis Knepley
Mary Pat Knight
Dr. Kathy A. Krendl
Susie Long
Barbara Glor Martin
Mr. & Mrs. Gary A. McKenzie
Mr. & Mrs. William V. Merriman
Jane A. Miller
Emily Crose Moore
Sara Moser
Karl J. Niederer

Hon. Dr. Alan E. Norris
Mr. & Mrs. Dennis O. Norton
Rebecca Faith O'Neil
Mr. & Mrs. John O'Neill
Mr. & Mrs. Martin L. Oppenheimer
Vernon L. Pack
Kirsten Elise Peninger
Mark N. Peters
Dr. Alison H. Prindle
James E. Prysock III
Katherine Reichley
William A. Replogle
Dr. Gerald E. Ridinger
Miriam Wetzel Ridinger
Carolyn Swartz Royer
Juanita Walraven Rusk
Elizabeth A. Salt
Dr. Jeffrey Sams
David C. Schneider
Kevin Schwarz
Dr. Eva A. Sebo
Nancy R. Shaffer
David A. Simmons
Rebecca Fickel Smith

Nancy Jean Smith
William S. Stoddard
Lynn Stone
Jessica Hope Sykes
Ronald Szudy
Lois Francis Szudy
Dr. Susan Thompson
Heather Tiefenthaler
Mr. & Mrs. J. Mikal
Townslley
Margaret Lloyd Trent
Dr. John Volkmar
Dr. James K. Wagner
Dr. Gayle A. Walker
Dr. Mary Cay Carlson
Wells
Cynthia M. Whitacre
Sarah Lynne Whybrew
Mary Bistline Wiard
William J. Wiebell
Denise A. Williams
Robert E. Woodruff
Margaret Yacobozzi
Dr. Jeffrey P. Yoest



Programs & Events Highlights

Doggie De-Stresser

The Irish Wolfhounds returned during finals week in December 2017 and April 2018! 210 students took a break from finals to relax and pet these therapy dogs.

A Window Into the Constitution

This was an IS-approved event where students could explore the Constitution on their own terms and write on our windows excerpts which they found meaningful, important, or otherwise interesting. The program attracted 16 writers. Students from Raise Your Voice assisted in marketing this program.

Who Was Otterbein?

University Archivist **Stephen Grinch** told the story of Phillip William Otterbein, a missionary of the German Reformed Church who founded the United Brethren in Christ. This BLISS session was attended by 20 people: 11 staff/admin, 8 Friends of the Library/Alumni, and 1 volunteer.

What the Otterbein Community says about our events:

“

I certainly enjoyed [Stephen Grinch's] presentation. His use of pictures to illustrate his presentation rather than power point slides with bullet points was quite effective.

-A "Who Was Otterbein?" attendee

"I just wanted to send a quick note to say THANK YOU! Thank you so much for going above and beyond and helping to make the President's Legacy Brunch a wonderful success! It continues to be an amazing venue for this event and we couldn't do it without your help! So thank you so much!"

-An event organizer

"I like the idea of book clubs, and just more events in general that connect with the wider campus."

-An e-survey respondent

”

National Library Week 2018

Meet the Author: Karen White

Co-Sponsored Event with Westerville Public Library

A collaboration between Westerville Public Library and the Courtright Memorial Library, this event brought in Karen White to discuss one of her books. About 200 people attended the event, including the Jay Jordan IFLA/OCLC Fellows.



“

“We so enjoyed Karen White and I was pleased with the turn out. We [Courtright and Friends of the Library] have now established a solid collaboration with WPL and another such event in the future might bring in even more audience.”

-Nancy Smith

”

Digital Commons @ Otterbein

The mission of the Digital Commons @ Otterbein is to advance scholarship, promote research and cross-disciplinary collaboration through the dissemination and preservation of research, instructional and creative digital materials created by the Otterbein community, and sustain the historical legacy of Otterbein University.

Number of downloads: 72,951

Number of page hits: 16,936

Number of works posted: 2,437

Since 2015-2016, downloads of Digital Commons content have increased by

37.5%

Highlights

The Spirit of Otterbein: A Digital archival collection of biographies and autobiographies of men and women who played an important role in the development and growth of Otterbein.

Sibyl: 100 years of Otterbein's Annual Yearbook are now available online.

Theatre and Dance Digital Collection: Over 60 years of theatre pictures, programs, and reviews from the Otterbein Theatre and Dance Program. (This is an ongoing project that will continue to be updated in FY19.)

Visit the Digital Commons at: digitalcommons.otterbein.edu

Library Strategic Plan Goal: Cultivate the best environment that is conducive for faculty, staff and students' needs

The Library tracks individual entries to the library, known as the Gate Count.

FY18 Gate Count

231,015

Building Improvements

- Added security cameras
- Added 20+ electrical outlets for patron use
- 1st and 2nd floor booths reupholstered (Filed a claim under the furniture's warranty.)
- Addition of an open 2nd Floor Computer Lab

Virtual Space

Jane Wu, Systems Librarian, worked with Information and Technology Services (ITS) to convert the existing library O-Zone section into its new Sharepoint environment (below). In 2018, Jane also began working with ITS on the redesign of the library website.



Capital Budget Requests

In FY18, Director Tiffany Lipstreu sought approval and received funding for two capital budget requests:

1. Improvements to first floor staff offices
2. New carpet for the library's lower level and new flooring for the Salt Reading Room.

What the Otterbein Community says about our space:

“From the treetree e-survey:
"Provide comfy chairs in the quiet areas so one can study comfortably."

"Flooring needs changed out...more furniture....more color...more style!"

"More flexible spaces that accommodate small group discussions, individual study, interviews, etc. The library also needs an engineering-once over to revamp the electrical system and prevent physical plant issues."

"It would be nice if the Archives space could be expanded or provided with more condensed shelving."

"More charging stations!"

"I absolutely love the new computers that are set up on the second floor. They are such a great addition to the library!"

”

Library Strategic Plan Goal: Equip the Otterbein community to experience the cycle of knowledge (curiosity, exploration, discovery, creation, dissemination and preservation)

Information Literacy Program

The Courtright Memorial Library's Information Literacy Program is coordinated by **Rares PiloIU**, the Information Literacy Librarian. This program consists of library sessions, where a librarian introduces students to library resources and research skills during a class session, at invitation of the instructor. The program also includes *LIBR 2000: Passport to the Information World*.

89 library sessions
/ 1,705
students

In academic year 2017-2018, LIBR 2000 was not offered due to the course being redesigned to a three-credit hour course. Beginning in Fall 2018, students may take LIBR 2000 to fulfill one of their General Education skills course requirements. This course is also Writing Intensive approved.

Additional Teaching

In Fall 2017, **Rares PiloIU** taught *INST 3502: Culture or Civilization?: War of Words and Ideas* to 35 students.

In Spring 2018, **Allen Reichert** taught *INST 2611: Japan & Beauty of Ambiguity* to 28 students.

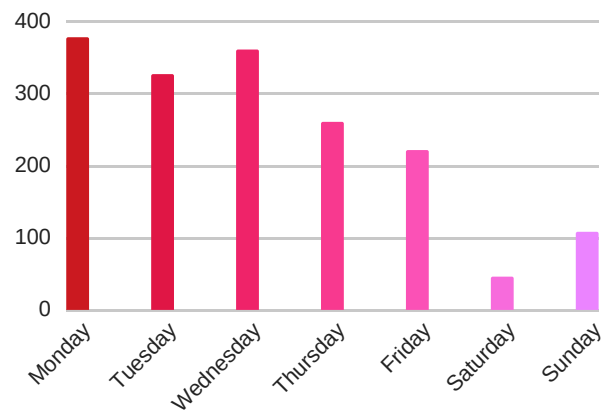
Becker Gallery Exhibits

- Fall 2017: Sue Ly, Digital Art
- Spring 2018: Cassidy Brauner, Photography

Library staff answered

4,643 questions

Reference Transactions by Day



68% of Reference Questions were asked in person.

Busiest month for Reference **August**

Online Resources

As a member of OPAL and OhioLINK, the Library offers patrons access to a vast number of resources. Users can access journals, articles, dissertations, videos, images, audio recordings, and much more. Here is how our patrons used the variety of online resources in FY18.

Database with the most searches:

CINAHL Plus with Full Text
(for nursing & health sciences)
99,911 Searches

Most used periodical:

Harvard Business Review
3,611 Requests

Number of searches in One Search:

91,437 Searches

Academic Affairs Pillar: Resourceful and Responsible Workplace Collaborators

OhioLINK Provides Value to Otterbein Community

Because of our membership in OhioLINK, our patrons were able to borrow **3,039** items. Based on an average price of **\$40.52** per item, as estimated by the Association for Library Collections & Technical Services Library Materials Price Index, our patrons saved a total of:

\$123,140.28

We also loaned out **2,937** items to OhioLINK patrons. Through Interlibrary Loan, our patrons borrowed **223** items, and we loaned **662** items.

Otterbein Hosts OhioLINK's Panel on Textbook Affordability

Otterbein welcomed a panel of experts, practitioners, and students on March 6, before Governor John Kasich's State of the State address. Panelists discussed the rising price of college textbooks, its role in both the cost of college attendance and the rate of student success, and how the state is addressing the issue through affordable learning initiatives. Courtright Memorial Library staff assisted with the event. The event represented the library's continued efforts to participate in the conversations surrounding textbook affordability in the state.

Technical Services Update

In order to improve acquisition and cataloging work flows, and to insure more effective data collection regarding technical services processes, **Elizabeth Zeitz** worked with Library and Information and Technology Services (ITS) staff to outsource the redesign of our acquisition request system. The new C_ARMS system will streamline workflows and improve the time it takes to get content to our patrons.

Collection Assessment Project

Working closely with Circulation Supervisors **Rebecca Raeske-Grinch** and **Becky Gale**, **Elizabeth Zeitz** has instituted an ongoing collection assessment cycle to ensure that we have what our community needs to succeed. In FY18, the library focused its collection development plan on the third floor, seeking to balance shelving of the collections to make materials easier to discover. Through close collaboration with faculty, librarian liaisons were able to deaccession 1,825 outdated or damaged items (or 2.45% of the total third floor holdings) by June 2018. The next phase of the project in FY19 will involve updating the third floor collection and assessing the juvenile and music collections.

Periodicals Collection Review

Allen Reichert, Electronic Access/Government Publication Librarian, completed a review of the periodical collection. After working closely with faculty and librarians, Allen was able to reduce the footprint of our periodicals collection, giving more physical space to the Academic Support Center, which they used to build three new testing rooms.

Library Strategic Plan Goal: Foster relationships within our community

The Archives Connects Otterbein's Past and Present

255 patrons served

27% were members of the public

12% were current students

11% were alumni

Highlights

Archivist **Stephen Grinch** interviewed emeritus professor **John Wells** ('46) for *Cardinal Tales*. Stephen also presented an illustrated talk on the history of the Otterbein Bands to the Kappa Kappa Psi music honorary. Other accomplishments:

- Provided photos and text for a display to be installed in the Westerville branch of Middlefield Bank.
- Loaned the Whallon Collection orchestral parts for *The Tales of Hoffman* to the Nashville Opera.
- Created a display in the Howard House.

The 2018 Jay Jordan IFLA/OCLC Fellows Visit Otterbein

The Library welcomed the 2018 Jay Jordan IFLA/OCLC Early Career Development Fellows for an exchange of ideas about library operations in different countries. Selected by the International Federation of Library Associations and Institutions (IFLA) and OCLC, this program provides education and professional development opportunities for early career librarians from countries with developing economies. During the program, the Fellows visit "leading institutions as models of collaboration." The Library thanks Nancy Lensenmeyer of OCLC for giving us the opportunity to be a part of the program.

The Library and Westerville Public Library Launch Book Nook



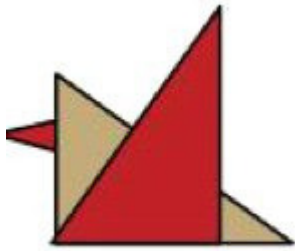
A partnership of the Courtright Memorial Library and Westerville Public Library (WPL), the Book Nook is a browsing collection of popular fiction located on the main floor of the Courtright Memorial Library. This partnership expanded the library's collection at no cost to the Courtright Memorial Library. The Book Nook is the first satellite location for the Westerville Public Library. Since its debut in January 2018, books have circulated over 100 times.

Library Honors Officer Anthony Morelli and Officer Eric Joering

The Library joined Otterbein University in honoring Westerville Police Officers Morelli and Joering. Library staff wore blue ribbons and purchased 200 ribbons for patrons to wear in support of the officers. The Library also extended their support to Westerville Public Library and welcomed their patrons during WPL's closure on February 16th.



Contact Us



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Westerville, OH 43081

library.otterbein.edu / library@otterbein.edu / 614.823.1215

Report authored by Kristin Cole and Tiffany Lipstreu with contributions from all of the staff at the Courtright Memorial Library.

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