

Otterbein University

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Library Programming

Library - Courtright Memorial Library

2020

Courtright Memorial Library FY20 Annual Report

Kristin Cole

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July 1, 2019-June 30, 2020

The Courtright Memorial Library FY20 Annual Report

*"Our libraries create
dreams. If you take
away the libraries,
you take America's
dreams away."*

- ILKER TURGUN

In Spring 2020, the Library filled its social media with stress-relieving games, inspirational quotes, historic pictures from the Archives, and glimpses of our home offices and bookshelves to help our students and colleagues get through the stressful days. We include those images here and hope you find them as inspirational, relaxing, and fun as we did.

Journey Into the Unending Forest

A Virtual Escape Room

*It always seems
impossible until
it's done.*

NELSON MANDELA

Report authored by:
Kristin Cole,
Tiffany Lipstreu,
and the entire
Courtright Memorial
Library staff



INSIDE THIS ISSUE

Letter from our Director	2
Staff Accomplishments.....	3
Staffing Changes.....	4
Thank you, Volunteers.....	5
Archives/Digital Commons....	6
Events & Programs	7
University & Library Goals...	10
Friends of the Library.....	12
Thank you, Donors.....	13
The Library Responds: Malware Attack & COVID-19.....	14

SPECIAL POINTS OF INTEREST

- The Library's contributions to the University's right-sizing efforts on page 8.
- OhioLINK Workforce Diversity Initiative Internship on page 11.
- An update on the Textbook Affordability Endowment on page 12.



Library Staff prepare for Curbside Pickup during the COVID-19 pandemic in June 2020.

LETTER FROM OUR DIRECTOR

The Library flexed our tenacity, adaptability and can-do-it-ness as we made progress during FY20, learned what Covid-19 is, and had our lives and our work altered by it. The pages within the FY20 Annual Report provide highlights of our year of work – but they do not shine a light on the work/life balance and how we were all challenged in this year.

The financial stewardship of the University disallowed a vacant 6th librarian faculty position from being filled – and our Staff adjusted (more details on positional changes in next year's annual report), approved capital budget projects were stymied – and for at least one of them (standing desks) – we found a no-cost way to accomplish the goal, we learned how to adapt to working from home and new online environments, Staff had family and friends diagnosed with COVID, and we all learned different ways of doing things at home and at work. We focused on our strengths during a StrengthsFinder 2.0 retreat and reconnected with the fact—we can rely on one another to accomplish goals.

The Library Staff are special, they are valued, and they are committed to their work, and the department and University mission. Read how they do that in the pages within.

And lastly, while the Library provisions services in new and innovative ways, we are always here for you – even if here was through virtual Library services at times.

Within a University virtual event, this statement was made:

"We go to Fantasy so we can confront our Reality."

-Jordan Donica, Common Hour with Jordan Donica, September 25, 2020

Come to the Library, where you'll find fiction to escape into, non-fiction to explore, staff to hear and help you, and a welcoming space to be at one with yourself – or socially distant to a peer.

Tiffany Lipstreu, Library Director

STAFF ACCOMPLISHMENTS

Congratulations

Kristin Cole was promoted to the rank of Associate Professor at the April 2020 Board of Trustees meeting.

Jessica Crossfield McIntosh's Sabbatical for Spring 2020 was approved. Look for updates on her work and its impact on the Library in the next Annual Report.

Stephen Grinch was awarded the 2019 Outstanding Service Award by the "O" Club.

Elizabeth Zeitz was selected for the July 2020 cohort of Library Leadership Ohio.

Grants Awarded

Jessica Crossfield McIntosh: ALAO (Academic Library Association of Ohio) Research Grant, \$500. Awarded May 2019 for use for Sabbatical research in FY20.

Rares PiloIU: Humanities Advisory Council Summer Writing Award for Summer 2020 to work on "The Unraveling Self: Basque Identity in Modern Fiction."

Presentations

Kristin Cole: "Escaping the Monotony: Escape Rooms as Collaborative Information Literacy." Ohio Support Staff Institute. Heidelberg University, Tiffin, OH, August 2019. Presented with Alaine Kay, Muskingum University, and Drew Balduff, University of Findlay.

"Telling Your Library's Story: Creating an Annual Report that Shows Your Value." Ohio Private Academic Libraries Conference. The Athenaeum of Ohio, Cincinnati, OH, August 2019.

Kristin Cole and Sarah Whybrew: "Building a Sustainable Repository: Two Paths, Many Branches." 2019 Ohio Private Academic Libraries Conference. The Athenaeum of Ohio, Cincinnati, OH, August 2019. Presented with Heidi Beke-Harrigan, OhioNet.

Jessica Crossfield McIntosh: Community Outreach and Service High School Recruitment Efforts: Organized Panel at Westerville Central High School focused on "Getting Ready for College" with questions prompted from the WCHS students and faculty. (4 hours)

"Re-imagining OPAL Mentoring, Training, and Communities of Interest: Where are We Now?" 2019 Ohio Private Academic Libraries Conference. The Athenaeum of Ohio, Cincinnati, OH, August 2019.

"Great Minds Think Alike: Expanding Outreach through Community

Partnerships." Academic Library Association of Ohio Annual Conference, Columbus, OH, October 2019.

"Accidental Partnerships: Making Your Serendipitous Collaborations More Strategic," Panelist, Library Marketing and Communications Conference, St. Louis, MO, November 2019.

"Meaningful Connections: Campus Literacy, Student Success and Libraries," Panelist, 2020 Ohio Inspiring Practices: Achieving Student Success in Undergraduate Education, Columbus, OH, February 2020.

Jessica Crossfield McIntosh and Kirsten Peninger: "Low-Budget Programming as Student Outreach." Roundtable Co-Facilitator, Academic Library Association of Ohio Annual Conference, Columbus, OH, October 2019.

Kirsten Peninger: "Taking a Break: Encouraging Self-Care Through Low-Tech Programming," Ohio Private Academic Libraries Conference. The Athenaeum of Ohio, Cincinnati, OH, August 2019.

Tiffany Lipstreu: Presented at Otterbein 101 about Library Services with **Stephen Grinch**, who conducted the tour, July 2019.

"So We Have a Strategic Plan...What Now?" 2019 Ohio Private Academic Libraries Conference, The Athenaeum of Ohio, Cincinnati, OH, August 2019. Presented with Leslie Jankowski, CCAD; Christine Morris, OhioNet; and Laurie Repp, Heidelberg University.

"Collaboration & Advocacy: Keys to Addressing Library Challenges." Academic Library Association of Ohio Annual Conference, Columbus, OH, October 2019. Poster with Nancy Lensenmayer, OCLC.

"Virtual Management," Panelist at the OhioLINK Summit, facilitated by Dr. Miriam Matteson. Virtual, April 2020.

Jane Wu: "Evidence Based Research to Evidence Based Practice: A Review of Models and Frameworks from a Health Science Librarian's Perspectives." Academic Library Association of Ohio Annual Conference, Columbus, OH, October 2019.

Elizabeth Zeitz and Allen Reichert: "Trial-palooza!- Using Resource Trials to Collaborate With and Educate Faculty on the Value of Libraries," Academic Library Association of Ohio Annual Conference, Columbus, OH, October 2019.

STAFF DIRECTORY

Tiffany Lipstreu
Library Director

Library Staff:

Rebecca Gale
Circulation Supervisor

Stephen Grinch
Archivist

Kirsten Peninger
Assistant to the Library

Rebecca Raeske-Grinch
Circulation Supervisor

Kelsi Rakestraw
Library Assistant (beginning in January 2020)

Nicole Sutton
Library Assistant (until September 2019)

Elizabeth Zeitz
Technical Services Coordinator

Faculty Librarians:

Kristin Cole
Associate Professor
Assessment & Special Projects Librarian

Jessica Crossfield McIntosh
Associate Professor
Public Services Librarian

Rares PiloIU
Associate Professor
Information Literacy Librarian

Allen Reichert
Professor
Electronic Access/Government Publication Librarian

Sarah Whybrew
Assistant Professor
Digital Initiatives Librarian (until February 2020)

Jane Wu
Professor
Systems Librarian

Graduate Assistants:

Nicole McCullough
Sean-Michael Ruffner

STAFFING CHANGES

Nicole Sutton, Library Assistant, accepted a local full-time librarian position. She left the Courtright Memorial Library in September 2019. Good luck, Nicole!

We welcomed **Kelsi Rakestraw** as the new Library Assistant in January 2020. Kelsi has a B.A. in American History from The Ohio State University and Master of Library and Information Science with a focus in Museum Studies from Kent State University.

After five years at Otterbein, **Sarah Whybrew**, Assistant Professor and Digital Initiatives Librarian, left the University in February 2020 to pursue new opportunities. Sarah was the driving force behind the growth of the Digital Commons, Otterbein's Institutional Repository, over the past several years. She also served on several University committees, worked on a redesign of Sarah's Corner, taught a section of LIBR 2000, and served as library liaison to several academic departments. We wish her luck as she embarks on this new journey.

Because of the University's right-sizing efforts, the Library chose not to fill this position and instead rethink workflows and job duties during Spring and Summer 2020. This led to rewrites of several positions as job duties were redistributed among librarians and library staff. Look for more information about this in next year's Annual Report.

Professional Development

In July 2019 **Elizabeth Zeitz** organized CPR and First Aid training for Library staff, the Academic Support Center, and the Center for Teaching and Learning with the Westerville Fire Department.

At the December 2019 staff meeting, Library staff participated in a Strengthsfinder 2.0 workshop. As a follow-up to this workshop, **Tiffany Lipstreu** met with Library staff who scored high on the Influencer strength to discuss future capital budget requests and fundraising for the second floor renovation project.

Kristin Cole co-taught the Center for Teaching and Learning's Going Deeper Institute in June 2020. **Allen Reichert** and **Rares Piloiu** presented a session on information skills and copyright. **Jane Wu** attended the Institute.

As part of the Library Return to Campus plan, **Elizabeth Zeitz** organized glove training for building employees and student workers in June 2020.

Publications

Kristin Cole: Review of "Academic Libraries and the Academy: Strategies and Approaches to Demonstrate Your Value, Impact, and Return on Investment," by Marwin Britto and Kirsten Kinsley, eds. American Reference Books Annual, 2019.

Review of "18th-Century Fashion in Detail," by Susan North. American Reference Books Annual, 2019.

Jessica Crossfield McIntosh: McIntosh, J. C. (2020 January). Bringing Libraries Together Through Serving a Shared Community, Ohio Libraries Quarterly, 9(1).

Allen Reichert: Review of "The Right to Parody: Comparative Analysis of Copyright and Free Speech" by Amy Tak-Yee Lai in Choice 57, n 1, 2019.

Service

Kristin Cole: OhioLINK Workforce Diversity Initiative Internship Steering Committee; OhioLINK Workforce Diversity Initiative Internship, Intern Supervisor; ALAO Sustainability Interest Group, Founding Member; OPAL User Services COI; Curricular Support Subcommittee, Chair; Assessment Leaders; Curriculum Committee; Total Compensation Committee; Faculty Personnel Committee/Curriculum Committee; Library Return to Campus Working Group; University Senator; Library Policy and Assessment Committee; Librarians Committee; Library Return to Campus planning group.

Jessica Crossfield McIntosh: OPAL Executive Committee, Liaison Coordinator; OPAL User Services COI; Faculty Manual Revision Committee; Otterbein Transfer and Articulation Committee; Otterbein Institutional Effectiveness Committee; Library Hours Committee; Library Marketing Committee, Chair; Librarians Committee; Library Return to Campus planning group.

Stephen Grinch: Westerville Historical Society Board, ex officio Member; Homecoming Planning Committee; Class of 1969 Reunion Committee; Class of 1970 Golden Reunion Committee; Library Hours Committee; Library Events & Programming Committee; Marketing Committee.

Tiffany Lipstreu: OhioLINK Workforce Diversity Initiative Internship Steering Committee; OhioLINK Workforce Diversity Initiative Internship, Intern Mentor; OhioLINK Independent Directors; OPAL Directors; OPAL Executive Committee, Chair; Curriculum Committee; Learning Environments Coordinating Committee; Library Policy and Assessment Committee, Chair; Safety Committee, ex officio member; Fine Appeals Committee; Librarians Committee; Library Return to Campus planning group.

Rebecca Gale: OPAL Circulation COI; Library Events & Programming Committee; Hours Committee, Chair; Fine Appeals Committee; Policy & Assessment Committee; Safety Committee; Library Return to Campus planning group.

Kirsten Peninger: Gamer's Guild, Advisor; Staff Assembly Hospitality Committee; Total Compensation Committee; Student Organization Development Committee; Corporate Sponsor Network Friends of the Library Council; Library Events & Programming Committee; Marketing Committee; Safety Committee; Library Return to Campus planning group.

Rares Piloiu: ALAO Assessment Interest Group; OPAL Instructional Mentor; University Senator; Policy & Assessment Committee; Librarians Committee.

Rebecca Raeske-Grinch: OPAL Circulation COI; Institutional Effectiveness; Fine Appeals Committee; Library Return to Campus planning group.

Allen Reichert: ALAO 2019 & 2020 Conference Planning Committees; OhioLINK Ad-hoc committee to test new eBook platform; Leadership Ohio Application Review Committee; University Senator; General Education Subcommittee; Faculty-Scholar Development Committee; Textbook Affordability Committee; IS Advisory; Intellectual Property Committee; Marketing Committee; Librarians Committee.

Jane Wu: Medical Library Association Caucus; Ohio Health Sciences Library Association; OPAL Digital Interest Group; Ohio Digital Interest Group; Curricular Support Subcommittee; University Senator; Intellectual Property Committee; Digital Commons Advisory Committee; Library Policy and Assessment Committee; Librarians Committee.

Elizabeth Zeitz: Staff Assembly, Treasurer; University Senator; Budget Subcommittee Representative; Representative for Independent Schools to CIRM (OhioLINK); OhioLINK Acquisition COI, Member; OPAL Cataloging COI, Secretary; OPAL; Cataloging Task Force, Member; Library Building Safety Captain; Library Return to Campus planning group.



Circulation Supervisor Becky Gale works during the network outage (before the pandemic) in March 2020.

THANK YOU TO OUR VOLUNTEERS AND INTERNS!

Alan Borer, volunteer for Archives, continues to work primarily on the Names Index of the Walter G. Clippinger Papers. This resource has given us the ability to understand and use the letters sent and received by our longest serving president, and to discover history that was unknown or lost to institutional memory. In addition, Alan serves as a back-up researcher when the archivist needs help with research requests and preparation for programs and presentations.

Mary Ann Burnam, volunteer for Technical Services, was instrumental in keeping our physical collection review and donations processes moving smoothly in the early parts of Spring Term. Unfortunately, the switch to virtual and then space issues related to COVID measures have meant that her materials-heavy work had to be suspended but we are eager to bring her back sometime in 2021.

Don Foster, volunteer for Archives and Digital Commons, spends his days scanning archival newspapers and journals for addition to the Digital Commons. In addition, Don catches items of interest in the materials he's scanning and does research to illuminate the dustier corners of Otterbein and Westerville history.

Megan Powell, our OhioLINK Workforce Diversity Initiative intern, worked on several projects during her internship, one of which led to acceptance for a poster session at the 2020 Academic Library Association of Ohio conference in October 2020. For more information on this pilot internship program and Megan's experience, please see page 11.

Caleb Stinson, our Kent State iSchool intern, rose magnificently to the challenge of conducting his internship under the conditions of the lockdown. Thanks to his hard work there is now organization of and a schedule of scanning that can be implemented to make the Stauffer Sierra Leone papers searchable and available online in the Digital Commons.

Lois Szudy, volunteer for Technical Services, worked virtually this summer on a variety of projects related to our collection assessment efforts, primarily with regards to our fiction review. Once campus building access was restored, she was approved to return along with the rest of Technical Services and her work has been focused on continuing the physical aspects of the fiction review project as well as some of the more intricate cataloguing work, including games and LPs. Her work is invaluable and has allowed technical services to continue to meet the needs of the Otterbein community.

VOLUNTEERS:

Alan Borer
Archives

Don Foster
Digital Initiatives

Mary Ann Burnam
Technical Services

Betsy Salt
Technical Services

Lois Szudy
Technical Services

INTERNS:

Megan Powell, '20
OhioLINK Workforce Diversity
Initiative Intern

Caleb Stinson
Kent State iSchool Intern

ARCHIVES PRESENTATIONS:

Stephen also welcomed several groups for campus tours and presentations including:

- Descendants of William Hanby and his relations for an Otterbein Campus Tour
- Students and staff for a History of Otterbein University tour
- Students, faculty, staff, and alumni for two sessions of Tours & Tales
- The "O" Club for a Sports Film Presentation for Homecoming 2019
- A visiting Latin American Folk Dance troupe
- 48 Whetstone High School students from for National History Day for a Campus Tour

WEBSITE & SOCIAL MEDIA STATISTICS

The Library launched a new website this year. Below are the statistics for this fiscal year.

Number of page views on library website: 64,306

Number of users who access the website through Google: 146,154

Jessica Crossfield McIntosh and Kirsten Peninger increased the Library's Instagram presence this year with 125 Instagram posts. This resulted in 338 followers.

Facebook Page Views: 718

Facebook Page Likes: 613

Twitter Followers: 653

Number of Tweets: 248

ARCHIVES & DIGITAL COMMONS SHOWCASE OTTERBEIN'S HISTORY & RESEARCH

Stephen Grinch applied for a National Endowment for the Humanities grant to hire an external reviewer for the Archives. With these grant funds, the Library was able to hire Tom Claeson from Lyrasis. Tom created this external report, which was presented to a select group of the Cabinet. This report communicated the importance of good housekeeping, lighting, and temperature controls for preservation and also communicated the value of the Archives. More meetings may be held in the future to explore future grant opportunities for the Archives.

Last year, the Archives saw **222 patrons**. This year's numbers represented a **50%** drop in consultations, most likely due to the increased use of the Digital Commons to answer basic historical questions. This has allowed the archivist to focus more time and attention on the organizational and preservation aspects of his job, as well as give him more time to devote to the larger, more "in-depth" research requests. There was an increase in inquiries via email from last year, probably due to the increased virtual discoverability afforded to us by the expanding content available in the Digital Commons.

Digital Commons @ Otterbein is an institutional repository of a collection of digital materials that captures and preserves the intellectual output of the university community. One goal of the Digital Commons @ Otterbein is to raise the visibility and prestige of Otterbein University by showcasing the University's research output, publications, and creative works online and to showcase the institution to interested constituencies, including prospective students, prospective staff, and other stakeholders.

Faculty	9
Staff/Admin	64
Alumni	14
Public	11
Total	110

Most Popular Papers of All Time:

1. "The Pathophysiology of Sepsis," by Rachel Hamilton, Nursing. Downloads: 17,175
2. "The Positive Impact of Individual Core Values", by Paul D. Longenecker, Health & Sport Sciences faculty. Downloads: 10,185
3. "Multi-Sensory Techniques in Spelling Instruction: An Action Research Study for Students with Dyslexia", by Alyssa Ashbaugh, Education MAE Theses. Downloads: 9,350.

There are 592,322 usages in Digital Commons @ Otterbein with 406,039 downloads from 14,174 institutions from around 217 countries. 1842 works were cited, which contains both traditional citation indexes such as Scopus, as well as citations that help indicate societal impacts such as Clinical or Policy Citations. There were 3895 captures with 1523 exports and saves which is a leading indicator for future citations. 5781 publications were mentioned in news articles, blog posts, etc. 1120 items were referenced in social media.

Serving as a tangible indicator of Otterbein's quality, we would like to hear your story about how digital commons has helped your department to:

- Manage and measure research and teaching activities.
- Advance scholarship, promote research and cross-disciplinary collaboration.
- Preserve and improve the efficiency of departmental operations for activities like accreditations and assessments.

To share your Digital Commons testimonial, please email: digitalcommons07@otterbein.edu

Year	Number of Downloads from the Digital Commons per Year
FY18	72,951
FY19	88,084
FY20	117,815 (increase of 33.7% from FY19)

NEW PARTNERSHIPS BRING NEW PEOPLE & PROGRAMS TO THE LIBRARY

This fiscal year, the Library partnered with campus offices, local organizations, and local businesses to bring a number of new events and programs to the campus community.

Andy Piper, owner of Java Central, brought his expertise on coffee and climate change in a new program for the Library. Seventeen people attended this event and sampled some free coffee. Andy spoke about the efforts to save coffee for future generations and the surprising connections between climate change and coffee farming. In our events survey, several students commented that they liked "the connection to climate change." One student stated that they liked "learning about coffee and how the industry might change."

The Library also continued its partnership with Westerville Public Library with the All Ages Game Night. Otterbein students, faculty, staff, and Westerville community members came together for an evening of board games and video games in the Courtright Memorial Library.



Otterbein students play Settlers of Catan at All Ages Game Night in September 2019.

Area high school students also had a chance to experience Otterbein and the Library. For National History Day, Whetstone High School students met with **Jessica Crossfield McIntosh** and **Allen Reichert** for research instruction and then went on a tour of the Otterbein campus with **Stephen Grinch**. An English class from Olentangy Orange High School met with **Sarah Whybrew** for research instruction and then toured the campus with **Stephen Grinch**. These events are part of the Library's continued efforts to contribute to the University's recruitment and retention efforts.

STUDENTS WIN THE BATTLE AGAINST PROCRASTINATION

In addition to off-campus partners, the Library partnered with many on-campus offices and groups to create new events to increase student success. One such event was the Long Night Against Procrastination, a collaboration between the Library, the Academic Support Center, and the Center for Student Success. This event encouraged students to "get a jump start on studying for finals, complete term papers early, and practice presentations." During this event, Otterbein staff offered the following services:

- The Academic Support Center offered workshops on creating an individualized study schedule.
- The Writing Center and Math Lab offered tutoring sessions.
- **Kristin Cole** taught workshops on APA and MLA citation styles.
- **Jessica Crossfield McIntosh** offered presentation practice sessions.
- **Allen Reichert** and **Rares Piloii** offered research help to students.

EVENTS & PROGRAMS STATISTICS

Total Number of Events & Programs: **21**

Total Number of Attendees: **712**

61.9% of attendees were attending a Library event or program for the first time.

Our total attendance was down **55.4%**. This drop in attendance can be explained by the COVID-19 pandemic and switch to virtual operations in March 2020.

Top 3 Reasons Students Attend Our Events & Programs:

1. FYS or INST Approved
2. Stress relief/Have fun
3. Learn something new/
Spend time with friends

SOME EVENTS & PROGRAMS OFFERED THIS YEAR

- Hunt for the Horcrux: Harry Potter Escape Room
- Nothing Scary about Information Literacy!
- Games Galore! (Part of ALA International Games Week)
- Learn to Knit!
- Doggie Destresser
- Library 101 (for Faculty & Staff)
- Voting 101
- The Art of Tough Conversations

"It was pretty sweet learning about the economic side of coffee!"

- Anonymous Attendee, Coffee in Crisis program

LIBRARY SHIFTS OPERATIONS DURING NETWORK OUTAGE AND COVID-19

With the network outage that began on March 6, 2020 and then the approaching pandemic, the Library became a central distribution point for information across campus. Library staff assisted in every way possible—from distributing Blackboard passwords to assisting the Center for Teaching and Learning in training faculty on how to use Blackboard. For more information on how the Library helped the University during the transition to emergency remote teaching in Spring 2020, please see the special section on pages 13-14.

This transition to online learning allowed us to prioritize a particular tactic that had been on the list for some time: The creation of a LibGuide to house all of the Library's video tutorials. As Information Literacy Librarian, **Rares Piloiu** took on the task of developing this guide, which includes vendor tutorials and tutorials created by Otterbein librarians. Patrons can find this guide at: <https://otterbein.libguides.com/tutorials>

The guide also includes video tutorials created for the 2020 SOAR orientation. **Kirsten Peninger**, along with **Stephen Grinch**, **Kristin Cole**, and **Rares Piloiu** created video tutorials for the 2020 SOAR orientation, which was hosted on Flipgrid in June 2020. The video tutorials can be viewed on the Library's YouTube channel, **OtterbeinLibrary**.

UNIVERSITY GOAL: STRENGTHEN ACADEMIC EXCELLENCE / LIBRARY GOAL: EQUIP THE OTTERBEIN COMMUNITY TO SEEK OUT THE CYCLE OF KNOWLEDGE

The following are some highlights of how the Library furthered the above strategic priority and library goal. For more information about the University Strategic Goals (prior to 2020) and the Library's

Strategic Plan, please visit the University's website at otterbein.edu/about/mission-vision-values and Otterbein.edu/library/about.

OUR INSTRUCTION STATISTICS FOR FY20

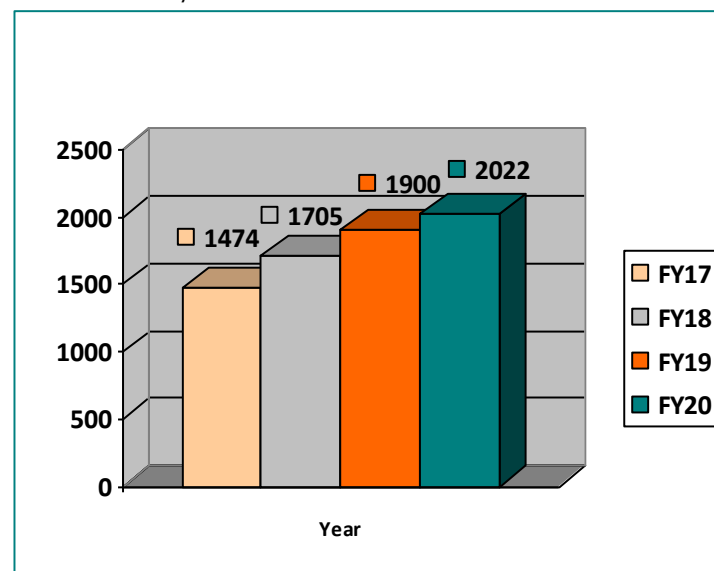
Term	# of Sessions
Fall 2019	79 (record number of sessions)
Spring 2020	43
Total	122

Semester Long Course	Students Enrolled
LIBR 2000	18
INST 2611	34
INST 3016	41

Number of Students Taught in One-Shot Sessions

The number of students taught in one-shot information literacy sessions continue to rise from year to year. Librarians continue to work with faculty in their liaison areas to promote the value of information literacy instruction at all

levels. With the pandemic, librarians also began offering virtual information literacy sessions through Collaborate. Look for more information on how this affected our instruction statistics in next year's report.



“As nervous as I was going through [accreditation], my fears were immediately dispelled with the passion and preparedness of the library team presenting to ODHE.”

- Joan Rocks, Professor, Department Chair, Health & Sport Sciences

UNIVERSITY GOAL: ENHANCE STUDENT SUCCESS/ LIBRARY GOAL: CULTIVATE THE BEST ENVIRONMENT

President Comerford and leaders from Otterbein University Student Government (OUSG) took a tour of the library as part of a larger campus tour to identify areas for improvement. The group spoke to and confirmed work already in play at the Library: Electrical and housekeeping issues for improvement. The Library will continue their work with Services on this front.

OTTERBIKE PROGRAM TURNS 10!

The Library celebrated the 10th anniversary of the OtterBike program with the purchase of 10 new bikes in Fall 2019.

The OtterBike program began in Spring 2009 in the President's Office with nine bikes, but the program quickly moved to the Library due to the Library's extended hours and circulation system. The OtterBike program is open to current students, faculty, and staff. Users sign a liability waiver and pay a \$5 fee which gives up to six months of access to the bikes, though bikes only check out for seven days at a time.

Prior to FY20, all bikes for the program were donations from the community or abandoned bikes left on campus that were confiscated by the Otterbein Police Department. Through the generosity of the Westerville Bike Shop, the bikes were repaired at cost for parts.

Thanks to this savings in repairs and the popularity of the program, the Library was able to use the funds from the rental fees and any overdue fines to purchase 10 new bikes in Fall 2019. This brings our collection of circulating bikes up to 32. Due to COVID-19, these new bikes didn't see much use until Fall 2020, yet still are current the campus favorites.



One of the new bikes purchased for the OtterBike program.

Plans for new signage for the OtterBike bike racks are being reviewed and considered for installation in Spring/Summer 2021.

FUTURE UPGRADES TO INCREASE COMFORT AND SAFETY DURING PANDEMIC

The Library applied for Capital Budget funds for several building upgrades. The University administration awarded funds to a Services/Facility request to improve the Courtright Memorial Library HVAC system (impacting the three departments within it and all visitors and patrons of those departments). During this fiscal year, approved Capital budget projects were reassessed, however work continued forward on this HVAC project to assess and install new temperature monitoring and controls.

The Library also continued investigations to create a 24/7 space for students. As part of the planning process, Tiffany Lipstreu looked into the possibility of installing a proximity card reader at the sliding doors entering the Library from the OtterBean Café'. After discussion with several key stakeholders (Services/Facilities and the Otterbein Police Department), under their advisement and due to concerns, including safety, budget and building architecture limitations, we

were unable to create the 24/7 space within the Courtright Memorial Library and passed forward this student request for the University to consider in other buildings and/or spaces.

However the proximity card reader research proved important as it was used during the summer months in preparation for returning to the building with new library operations (factoring in COVID related public health and safety measures) in place. We were able to get internal project plans started to upgrade the sliding glass doors with a proximity card reader. This will be installed before the Fall 2020 semester begins. The proximity card reader will allow library staff to limit building access to the Otterbein community during the pandemic. If necessary, campus health officials will be able to use the data from the proximity card reader to assist with contact tracing.

GATE COUNT UPDATE FOR FY20

Our gate count for FY19 was **190,052**, a decrease of just over **27%**. This decrease can be attributed to several events:

- The March 6, 2020 network outage, which led to reduced library hours until March 16, 2020.
- On March 17, 2020, the Library switched completely to virtual operations due to the COVID-19 pandemic and the Governor's stay-at-home orders. The Library, which continued virtual services, welcomed staff back into the building in July and reopened the physical space to the Otterbein community in August.

For more about how the Library responded to these events, please see The Library Responds: Malware Attack & COVID-19, beginning on page 14.

NEW ADDITIONS TO THE LIBRARY

2020 saw a few improvements in the physical space of the Library. New additions included:

- A tabletop scanner
- A new vending machine for the second floor.

SOME PURCHASES FOR COURSE RESERVES WITH THE OUSG TEXTBOOK AFFORDABILITY GRANT

In FY19, Otterbein University Student Government (OUSG) recognized the serious need on campus for affordable textbook options. OUSG also recognized the Library's continued commitment to textbook affordability. After collaboration with the Library and other offices on campus, OUSG applied for a Student Life Grant. The grant was approved, and the Library received \$4,000 in student life grant funds to acquire textbooks and course books. The goal is to "deepen the current reserve selection that exists" on course reserves. During FY19 we had a total of 640 items on course reserves. To ensure that the grant funds were spent in a way that positively impacts the largest number of students, we purchased high-use/high-cost textbooks. Elizabeth Zeitz and Becky Gale designed and instituted a tracking system for course reserve requests to identify which items to purchase and minimize turnaways.

- *Being Numerous: Essays on Non-Fascist Life* | Natasha Leonard
- *Black Feminism Reimagined: After Intersectionality* | Jennifer C. Nash
- *Fundamentals of Precalculus* | Mark Dugopolski
- *Positive Psychology: The Science of Happiness and Flourishing* | William C. Compton, Edward Hoffman
- *The Rich Get Richer and the Poor Get Prison: Ideology, Class, and Criminal Justice* | Jeffrey Reiman, Paul Leighton

UNIVERSITY GOAL: IMPROVE FINANCIAL STRENGTH/ LIBRARY GOAL: EQUIP THE OTTERBEIN COMMUNITY TO SEEK OUT THE CYCLE OF KNOWLEDGE

The Library staff always seeks to maximize resources by leveraging our partnerships with OhioNet, OPAL, and OhioLINK and using our University budget wisely.

This year, with the University's right-sizing efforts, the Library continued a thorough review of all aspects of the budget to see if there were other ways to increase efficiencies.

The Library improved the financial strength of the University through the following actions this year:

- **Allen Reichert, Elizabeth Zeitz, and Tiffany Lipstreu** conducted an A to Z review of all electronic resources and created a list for with recommendations for each academic department about which resources to keep and which resources to cut. Electronic resources with low usage and/or were duplicated across multiple formats or databases were recommended for cancellation. Elizabeth and Allen met with each liaison librarian to discuss the recommendations. Liaisons worked with faculty to review some specific recommendations and receive feedback. Each liaison presented the recommendations to their faculty for feedback, which confirmed decisions made.
- **Kristin Cole** analyzed staffing levels, hours, and other data at OPAL, Carnegie, peer, and aspirant institutions and created a chart with the data. The Hours Committee used this data to discuss changing the Library's hours to more closely align with our peers' hours. These changes were approved for Fall 2020.
- **Sarah Whybrew** led a University-wide committee to develop and recommend a records retention policy to Cabinet. As part of this work, Sarah met with each staff member of the Library to determine what records they kept and where they were kept. She created a

spreadsheet to record this information and determine the risk to the University and the Library if the information was lost.

- Academic Affairs asked each department to come up with possible budget cuts. The Library provided a list of recommendations. University leadership approved cutting programming by \$2900.
- The Library applied for several grants throughout FY20. In June 2020, the Library applied for an IMLS CARES to assist with expenses related to COVID.
- **Stephen Grinch** applied for two grants for Archives work. The National Endowment for the Humanities: Sustaining Cultural Heritage Collections grant would be used for planning the purchase and installation of compact shelving in the Archives. Stephen also applied for the Council on Library and Information Resources (CLIR): Digitizing Hidden Special Collections grant to fund continuing the digitization of the sports films. Unfortunately, both grant applications were denied.
- In April 2020, the university launched the Cardinal Cares campaign to raise money for different university initiatives. The Office of Institutional Advancement asked **Tiffany Lipstreu** to film a video explaining the importance of the Textbook Affordability Endowment to students. This video, available here: <https://www.youtube.com/watch?v=jaznGtNI2JQ>, helped raise \$1275 for the Textbook Affordability Endowment. For an update on the status of the endowment and how the funds will be used, please see page 12.

"Books on Reserve have saved me hundreds of dollars THIS SEMESTER and thousands over five years!"

- Anonymous Student, Collected from Whiteboard Survey, January 2020

UNIVERSITY GOAL: BUILD A MODEL COMMUNITY / LIBRARY GOAL: FOSTER RELATIONSHIPS WITHIN OUR COMMUNITY

From partnering with Westerville Public Library on events to hosting internships, the Library continued to foster relationships in Westerville, across Ohio, and around the world. Keep reading for more information about how we helped build a model community on campus.

LIBRARY HIRES OHIOLINK WORKFORCE DIVERSITY INITIATIVE INTERN

In Fall 2019, Otterbein's Courtright Memorial Library committed to be a pilot institution for the OhioLINK Workforce Diversity Initiative. This goal of this program was to increase diversity in the library profession by introducing students from diverse backgrounds to different aspects of librarianships. Seven institutions participated in the pilot group. To participate, each institution selected a mentor and at least one supervisor. **Tiffany Lipstreu** volunteered to be the intern's mentor, and **Kristin Cole** volunteered to be the intern's supervisor. As part of the program, mentors and supervisors participated in diversity training offered by DeEtta Jones & Associates, sponsored by OhioLINK.

In Spring 2020, the Courtright Memorial Library hired Megan Powell, a senior Zoo and Conservation Science major, as the intern for the program. Megan worked on

several projects as an intern. She assisted **Jessica Crossfield McIntosh** and **Kristin Cole** on transcribing and coding comments from Safe Space focus groups. She worked with **Kirsten Peninger** and the **Office of Social Justice and Activism** on planning for several events, including the Human Book Library, which was rescheduled for Fall 2020 due to the pandemic. Based on Megan's interest in Zoo Science, Kristin and Megan went on a behind-the-scenes tour of the Columbus Zoo & Aquarium library and education facilities with librarian Sheila Campbell.

Upon graduation from Otterbein, Megan applied for and was offered a job as Access Services Manager at Franklin University's library. She is now applying to graduate programs in Library and Information Science.



Above: Megan Powell with Columbus Zoo & Aquarium librarian, Sheila Campbell. Below: Megan holds an animal skull at the Columbus Zoo & Aquarium library in February 2020 before the pandemic.



EQUITY, DIVERSITY, AND INCLUSION WORK IN THE LIBRARY

- From October 7 to November 28, the Library welcomed Huihui Zhong from Shanghai Jiao Tong University and Yanping Jiang from Southwest Jiaotong University as part of the Chinese Librarians Exchange Program. As part of the program, they met with each librarian to learn about their job duties, observed class sessions, and gave a final presentation to the entire department.
- Jessica Crossfield McIntosh** and **Kristin Cole** conducted an e-survey and focus groups to assess whether or not students of color and LGBTQIA students on campus felt that the Library was a "Safe Space." The results of the survey and the focus group will inform improvements to the Library.
- In April 2020, **Jessica Crossfield McIntosh** began her Sabbatical: "The Intersection of Social Justice

and Public Services: An Action Plan for the Academic Library."



Back row: Rares Piloiu, Sarah Whybrew, Tiffany Lipstreu, Kirsten Peninger, Becky Gale. Front row: Huihui Zhong, Jessica Crossfield McIntosh, Allen Reichert, Rebecca Raeske-Grinch, Yanping Jiang, Janu Wu, Stephen Grinch. Photo taken in November 2019.

NEW ONLINE PAYMENT SYSTEM FOR FRIENDS OF THE LIBRARY MEMBERSHIP

Kirsten Peninger worked with the Business Office to develop an online payment system for Friends of the Library memberships. This will allow Otterbein alumni and members of the local community to join the Friends of the Library online and pay for their membership using a credit card.

FRIENDS OF THE LIBRARY PURCHASES FOR FY20

The Friends of the Library purchased a Canon camera and lens kit for \$750 for the Archivist to use at campus events.

The Friends also purchased books for Course Reserves. Titles purchased include:

- Basic Call to Consciousness / Akwesasne, editor
- Elementary Geometry
Elementary Geometry for College Students (7th ed.) / Alexander and Koeberlein

OTTERBEIN SINGERS EVENT CANCELLED DUE TO COVID

The Otterbein Singers event is the biggest fundraiser on the Friend of the Library calendar and a wonderful opportunity for Friends to gather together. The event takes weeks of planning, both by the talented Otterbein Singers and by the dedicated Friends members who organize the show and prepare the refreshments. Originally scheduled for March 15, the 2020 Otterbein Singers event had to be cancelled due to COVID-19.

FRIENDS OF THE LIBRARY UPDATE



Above: Maria Toorpakai speaks at the Courtright Memorial Library in October 2019, before the pandemic. To her right is Friends of the Library President, Nancy J. Smith, who introduced Toorpakai at this event.

2019 COMMON BOOK AUTHOR MARIA TOORPAKAI TALKS ABOUT SPORTS, GENDER BARRIERS, AND THE TALIBAN DURING FRIENDS-SPONSORED TALK

On October 22, 2019, the Friends of the Library welcomed sixty-three Otterbein community members for an author talk with Common Book author Maria Toorpakai. Toorpakai, who wrote the book *A Different Kind of Daughter: The Girl Who Hid from the Taliban in Plain Sight*, spoke about her experiences passing as a boy in Taliban-controlled Pakistan in order to play squash. She rose to fame as the

number one female squash player in Pakistan, but her challenge of gender norms put her life in danger. A chance to train and compete in Canada saved the lives of Toorpakai and her family.

Following her talk, Toorpakai held a question and answer session and book signing. She also signed the Common Book Gallery wall, joining Otterbein's previous Common Book authors.

TEXTBOOK AFFORDABILITY ENDOWMENT WILL EASE STUDENT FINANCIAL BURDEN

The Textbook Affordability Endowment, 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.

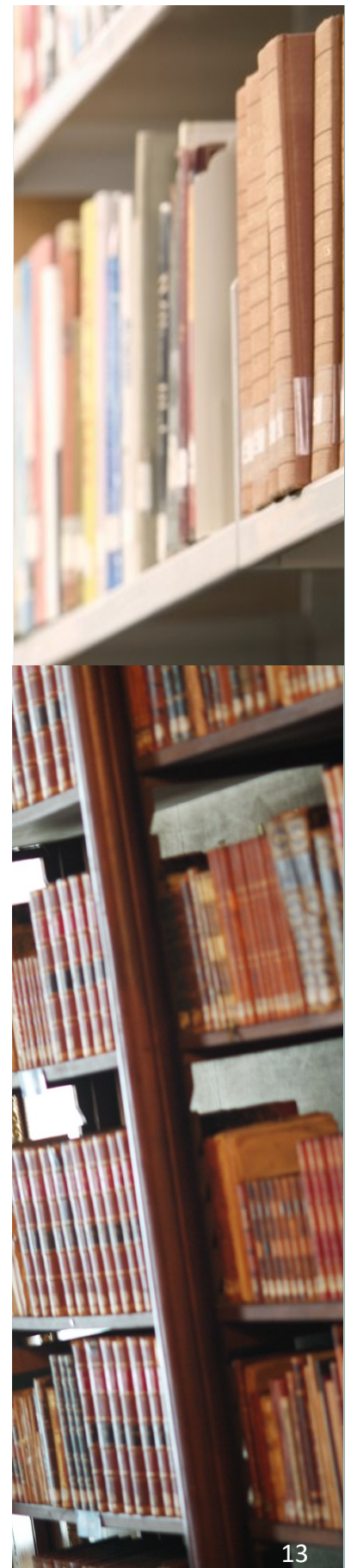
In a whiteboard survey conducted in early 2020, students wrote comments about the importance of course reserves to their education. One student wrote that course reserves "have given me one less thing to worry about." Another student wrote that course reserves "reduced the amount I pay for books."

Due to the hard work and dedication of the Friends of the Library, the caring Otterbein community (for which the

subject of textbook affordability resonated) and the Cardinal Cares initiative, instead of funding the initiative in five years, which was the original stretch goal, the Friends completed the fundraising in three years. It currently sits at approximately \$27,000. This endowment typically will pay out \$1000 per year towards the purchase of high-cost, high-use textbooks. The released funds will grow with the growth of the endowment. If this cause speaks to your heart, consider donating to the Textbook Affordability Endowment here: www.otterbein.edu/give. (Select "no" for Otterbein FUND and type "Textbook Affordability Initiative".)

THANK YOU TO OUR DONORS

Floral Amy	Linda Obora
Elsa Bainer	Mr. & Mrs. Martin L. Oppenheimer
Karla Courtright Banning	Otterbein "O" Club
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Barbara Martin	Robert Woodruff
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Janie A. Miller	Elmer "Bud" Yoest
Leah Mitchell	Jeffrey Yoest
Sue Mitchell	
Hon. Dr. Alan & Carol Norris	
Dennis & Sue Ann Norton	
Mary Gene Boteler & Rick Nutt	



TIMELINE OF EVENTS:

3/6/20: Malware attack

3/9/20: Circulation services continue manually. Library staff begin testing machines for computer virus. By leveraging the user records in the OPAL system, patrons are able to access off-campus databases and journals by using their Cardinal Card barcode number.

3/12/20: Blackboard password distribution begins.

3/13/20: BB password distribution begins over the phone. The Library Director holds a business continuity meeting with key Library staff to plan for remote operations. Library staff are all asked to prepare work-from-home plans for administration approval.

3/16/20: The Library is the first office approved by Cabinet to work-from-home, starting the next day.

3/16/20: The Library holds the first two staff meetings to prepare for the pandemic and upcoming work-from-home days.

3/17/20: The Library switches to virtual operations. Library staff works with ITS to get laptops for staff in need and works with Services to get mobile phones and transfer office phone numbers to them. OhioLINK stops print lending.

3/18/20: Front of House meets to discuss course reserves access.

3/20/20: OhioLINK stops courier services.

3/23/20: **Jane Wu** and **Rebecca Raeske-Grinch** fix ILL page to align with OCLC recommendations so that we can accept online ILL requests. Book requests are turned off.

3/26/20: **Allen Reichert** adds temporary COVID-19 Access section to A-Z List. Librarians meet to discuss virtual reference services.

3/30/20: Library Safety Committee meets to create a Response Debrief and develop a new Business Continuity Plan.

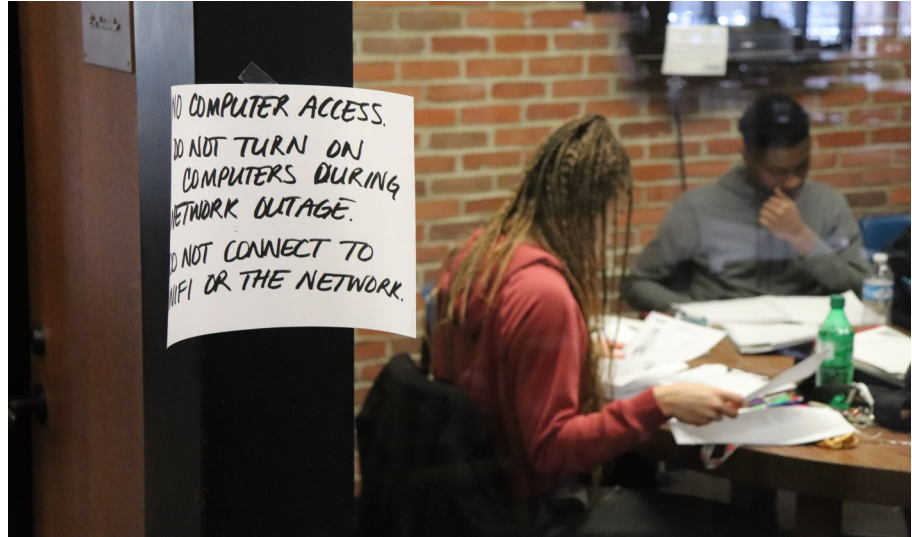
4/2/20: OhioLINK begins working on a Resumption of Print Lending Plan.

4/9/20: OhioNet received new patron load file, and patron load resumes.

4/21/20: Front of House meets to plan re-opening.

(continues on p. 15)

Students study in the Library, following the March 6, 2020 malware attack. Photo taken before the pandemic, before masks and social distancing.



THE LIBRARY RESPONDS: MALWARE ATTACK & COVID-19

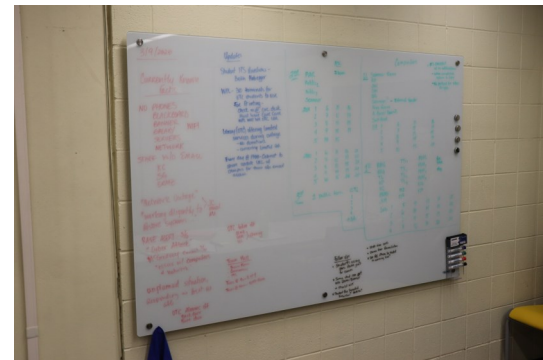
On March 6, 2020, at approximately 3 p.m., Otterbein experienced a campus-wide network outage that resulted in the loss of access to the servers, Internet, WiFi, Office 365, Blackboard, Banner, and other University systems. Library operations changed significantly with this outage.

The Library Director organized three teams to handle operations: Command Center, run by **Elizabeth Zeitz**; Library Ops, run by **Becky Gale**; and Good Morale, run by **Kirsten Peninger**. The Command Center's goal was to streamline internal communications among library staff and external communications up to Cabinet, which was meeting daily. Library Ops was responsible for transitioning services and hours appropriately as the network

outage and pandemic progressed. The Good Morale team assisted with change management, both for Library staff and patrons. This included setting up stress relievers and no-tech programming for students. The Command Center and Library Ops groups eventually transitioned and expanded to become the Library Return to Campus Group. The Good Morale team continued their work via the Work from Home Support tab on the Virtual Library LibGuide. (Please see bullet point on page 15 for URL.)

In the immediate aftermath of the malware attack, the library moved quickly to support the campus community by ensuring users could still obtain library resources, both online and in person. Off-campus users usually access our resources just as they access resources on-campus: by entering their Otterbein user name and password. But as a result of the attack, library systems could no longer authenticate against the Otterbein user account, leaving our users with no off-campus access to these resources. Given that the entire campus would soon be working remotely, this disruption would have been disastrous.

Fortunately, as part of OPAL and its shared library system and technology support team, we quickly implemented a backup authentication method. By leveraging the user records in the OPAL system, our community was again able to access off-campus databases and journals by using their Cardinal Card barcode number on March 9. Moreover, once the crisis passed, we were able to revert to authenticating with the Otterbein user account and to implement a more secure protocol in the process.



The many notes on the whiteboard in 101C, the Library's "Command Center" during the early days of the malware attack.

Other operational shifts included:

- During the malware attack, the library team had 200 computers unplugged and protected within minutes of getting instructions from ITS (which they were proactive about seeking in the first place, noticing problems on some computers).
- Circulation services were conducted manually.
- Volunteers from the Library staff were trained by the Office of Information & Technology Services (ITS) to test computers on campus for the computer virus to document the impact.
- **Westerville Public Library** loaned the Courtright Memorial Library a laptop and WiFi hotspots. In the first few days after the malware attack, this one laptop was the sole point of Blackboard password distribution for the Otterbein community who needed to call in for their passwords in order to access their online classes, which was imperative given the Governor's order to higher education to move online.
- By March 16, 2020, ITS was able to provide safe laptops for Library employees to work from home, and the WPL laptop transitioned to work-from-home use for a Library employee. Services provided three iPhones and transferred the circulation phone line to two iPhones, held by **Becky Gale** and **Rebecca Raeske-Grinch**. **Allen Reichert** used the third iPhone to distribute Blackboard passwords. **Kristin Cole** took possession of the reference iPhone over the work-from-home period. **Jane Wu** and Front of House was asked to keep inventory of the borrowed equipment.
- WPL also allowed us to use their book drops as a location for students to return OhioLINK materials.
- The Library allowed and helped set up the exterior book drop as a secure location for students to deposit their dorm room keys before leaving campus, per a Student Affairs request.
- Because of the malware attack, Academic Affairs and ITS staff worked with Blackboard to create a new Blackboard infrastructure for the campus and generate new passwords for every member of the Otterbein community. The Center for Teaching and Learning, with assistance from **Rares PiloIU**, began distributing passwords in person. However, there was a problem distributing passwords to Otterbein community members who could not come to campus, especially during the governor's stay-at-home order. **Becky Gale** figured out the logistics of distributing new Blackboard passwords to students, faculty, and staff over the phone before classes resumed online. She devised the process of using the Library's off-campus-hosted patron information database to verify identities. Library staff answered three dedicated phone lines from 9 a.m. to 6 p.m. for approximately 8 weeks. Each call required verifying the information each caller provided against their library account information before they could be given their new password. Library staff distributed at least **1712 Blackboard passwords** during this time.

At the same time, the University began preparations for the COVID-19 pandemic. While still adjusting to the network outage, the Library began to prepare for operations during the pandemic. The Library switched to virtual operations on March 17, 2020, and Library staff began working from home.

- The Library developed the Virtual Library LibGuide (first mentioned on page 14) to inform patrons about virtual library services and operations. The main contributors were **Allen Reichert**, **Rares PiloIU**, **Elizabeth Zeitz**, and **Kirsten Peninger**. The Virtual Library LibGuide is available at: otterbein.libguides.com/vl
- **Kristin Cole** volunteered with the Center for Teaching and Learning to train faculty on Blackboard Learn Basics, Grade Center, Tools, and Collaborate to prepare for the switch to emergency remote teaching.
- **Jane Wu** updated the website with the latest changes to Library operations and services. View current operations and services at <https://www.otterbein.edu/library/about/hours/>
- **Allen Reichert**, **Elizabeth Zeitz**, and **Rares PiloIU** collected Exceptional Offers

TIMELINE (CONTINUED):

4/23/20: Return to Campus planning group formed.

5/4/20: **Tiffany Lipstreu** and Front of House meet to discuss proximity card reader capabilities.

6/1/20: University released COVID-19 guidelines that every department must fill out.

6/17/20: Return to Campus working group meets to discuss staff risk assessments.

6/29/20: Return to Campus working group meets with Tara Chinn to move furniture according to COVID-19 social distancing guidelines and plan curbside pickup processes.

OUR VIRTUAL LIBRARY STATISTICS

- Answered 168 questions via Chat (a 75% increase from FY19)*
- Answered 111 questions via email (a 404% increase from FY19)*
- Answered 58 questions via phone (a 56.8% increase from FY19)*

Electronic resource usage can be tracked by number of searches or number of "clicks" on results. Our statistics showed a decrease in electronic resources usage in FY20. We attributed this decline to disruption in statistics tracking of electronic resources due to the malware attack.

- Academic Search Complete showed a 36.55% decrease in the number of searches from FY19 to FY20.
- One Search (our discovery layer) showed a 30.59% decrease in the number of searches from FY19 to FY20.
- Web of Science showed a 55.17% decrease in the number of searches from FY19 to FY20.

*We compared statistics over the same time period in FY19 and FY20.

WHAT GOT US THROUGH THE LOCKDOWN?

"My cat, my kids, and meetings taken on my back deck."
- Becky Gale

"Culinary adventures in my kitchen and waiting for DeWine to wear an Otterbein tie!"
-Rebecca Raeske-Grinch

"Spending time with family, and the pets were great for online meetings."
-Allen Reichert

"My espresso machine and old *Friends* reruns."
-Kristin Cole

"Walks outside with my kids."
-Jessica Crossfield McIntosh

"Netflix!"
-Kelsi Rakestraw

"A lot of British television and too much fast food."
-Stephen Grinch

"Long walks, bird watching, and playing the Sims 4; my Sims could go places!"
-Kirsten Peninger

OUR WORK-FROM-HOME "CO-WORKERS"

Arnie Cole, Canine Assistant

Renee Cole, Canine Assistant

Sullivan Crossfield McIntosh, Canine Assistant

Westin Gale, Feline Assistant

Tilly Peninger, Feline Assistant

Big Boy Reichert, Feline Assistant

Georgie Reichert, Feline Assistant

Maiden Zeitz, Canine Assistant

Orion Zeitz, Canine Assistant

from Vendors—temporarily free access to online materials offered during the pandemic and posted them on the Virtual Library LibGuide and the A-Z Resources List at: <https://otterbein.libguides.com/az.php>

- **Rebecca Raeske-Grinch** and **Stephen Grinch** set up the OhioLINK cart at the Campus Center so that students could return their library materials before checking out of their dorms.
- The Library Building Safety Committee, chaired by **Elizabeth Zeitz**, updated the Business Continuity Plan for network outages and public health emergencies.
- **Stephen Grinch** documented the changes to policies and procedures in the Library and on campus due to COVID-19. He also collected an oral history from a student who remained on campus.
- The Library needed a virtual hub from which to conduct our work and meetings. **Rares Piloju** suggested the Library Communications Board, a Blackboard course shell he owned. **Kristin Cole** created the structure of the hub, which was used to house important documents, such as policies and meeting notes, and hold staff meetings. Staff meetings were held three times per week in Collaborate Ultra until April 5 and then shifted to two times per week until August 7. **Kristin Cole** set up individual Collaborate Ultra rooms for each staff member to use as virtual meeting spaces and a room for librarians to offer virtual office hours.
- **Kirsten Peninger** was responsible for crafting, coordinating, and pushing out internal and external communications during Virtual Services. She liaised with **Jane Wu** and Marketing and Communications for university communications. Kirsten also continued to offer virtual programming, including an online escape room, a virtual doggie destresser, and several word search activities.
- **Kristin Cole** triaged communications, directing them to the most suitable Library employee. Kristin also took over for **Jessica Crossfield McIntosh** on the Return to Campus planning group during Jessica's Sabbatical and continues to serve on the group.

THE RETURN TO CAMPUS PLANNING GROUP PLANS FOR A SAFE RETURN

The Return to Campus Planning Group formed in April 2020 to plan for the return to the physical building for library staff and resumption of in-building services for the Otterbein community. Led by **Tiffany Lipstreu**, the group included **Elizabeth Zeitz** (as Building Safety Captain and liaison to the Otterbein Police Department), **Becky Gale** (Circulation Supervisor), **Rebecca Raeske-Grinch** (Circulation Supervisor), **Kirsten Peninger** (Assistant to the Library who took over marketing during **Jessica Crossfield McIntosh's** sabbatical), **Kristin Cole** (Assessment & Special Projects Librarian who filled in for Jessica during her sabbatical), and **Jessica Crossfield McIntosh** (as Public Services Librarian and head of the "Front of House").

The group consulted the latest research on COVID-19 to determine best practices for safely reopening. This research included OCLC's REALM project, which involved testing "how long the infectious virus may survive on materials common to archives, libraries, and museums." OCLC conducted this test six times with different materials. The Library used these results to determine the procedures for quarantining library materials.

The RTC Group also looked at other libraries' plans, including those of our fellow OhioLINK and OPAL institutions. Using the knowledge gained from the REALM report, new peer-reviewed studies, and other libraries' plans, the RTC Group developed an internal working document to house ideas. This became a five-phase plan, with a sixth phase if there was surge of cases of COVID-19 that led to a campus closure. Each phase included a start date, end date, library hours, staffing plan, safety/cleaning guidelines, and available services. Although the phases had to be adjusted based on changes to the university's return to campus plan, the group continued to use this to guide future semesters' services.