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## Centennial Library 2016-2017 Annual Report

Cedarville University

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**CENTENNIAL LIBRARY**  
CEDARVILLE UNIVERSITY

## The Library As Place



*Annual Report*  
**2016-2017**



# Message from the Dean

Lynn A. Brock



The library as place in the 21<sup>st</sup> century academic institution is becoming more critical in an increasingly complex information environment. Some have suggested in recent years that the academic library as a destination might be less relevant than it used to be, because more and more of the resources the library provides are now online and can be accessed remotely. However, there continues to be a growing realization, and it is our experience at the Centennial Library, that the library is a significant “third place” on campus, providing critical collaboration and community space for student learning. Different from the “first place” where students live and eat, and the “second place” where they attend classes and academic activities, the library is a “third place” with extended hours for discovery, co-working, purposeful study, quiet contemplation, and access to services that support student success. All of this with physical and online resources immediately at hand, made more useable by the presence of skilled information and research specialists.

Thus the reality is simply that in addition to housing resources, the library is an important destination for study, collaboration, research assistance, and critical support services. This is borne out in the Centennial Library by the results of our student surveys and our observations of the use of the library facility. Students consistently highlight library space as the “resource” they appreciate the most. The annual freshmen and senior library satisfaction surveys bear this out.

- A senior said about the library, *“It’s got areas that are quiet to study in but also areas to work in groups. It’s the most effective place for me to work.”*
- A freshman said about the library, *“I like the layout. If you need absolute quiet, there’s spots for that; if you need a quieter, group study area, there’s space for that too. It does a good job of accommodating the needs of students, and the group study rooms are wonderful.”*

And more are coming to the library; the gate count is up 8% this year over last, following last year’s 5% increase over the previous year. Group study room bookings are up 28%. The library remains an important destination for students.

In 2016-17, the staff focused on making the library a BETTER PLACE in a number of ways:

- A BETTER PLACE for study, with the establishment of conversational and quiet study zones.
- A BETTER PLACE for collaborative study, with the creation of GroupWORK, a collaboration zone which houses three new group study rooms, two semi-private group study pods, and a free-style space where furniture can be arranged to accommodate varied group study needs.
- A BETTER PLACE for research assistance, with the new central service desk where research questions are “triaged” to determine the appropriate level of assistance needed. Research interactions were up 30% over the year before with this change.

These improvements are intended to help the library staff advance our vision *“to pursue excellence as an advanced multi-media information research center, recognized for skilled service, a dynamic resource environment, aggressive research support, and a change-oriented climate, that prepares students for academic success, scholarly impact, and vocational distinction.”* This annual report shares the work of a library staff deeply engaged in achieving this vision.

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## 2016-2017 Library Year Verse

*“This is the day the Lord has made, let us rejoice and be glad in it.” Psalm 118:24*

# LIBRARY AS PLACE ACCORDING TO STUDENTS

## 2017 Freshmen-Senior Surveys\*

### Quick Takes: What did we learn?

- Nearly two-thirds of freshmen and senior library survey respondents report using the library building at least one to two times a week (freshman: 65.6%; senior: 63.7%).
- 38% of seniors and 43% of freshmen survey respondents identified the library's space or study environment as the aspect of the library they liked the most.
- Student survey comments identify the quiet study space, group study rooms, helpful staff and relevant resources as the library's strengths.
- Both freshmen and senior respondents identified the library's deficiencies as too few study rooms, busyness, noise levels, and limited weekend hours - that is, most negative comments dealt with barriers to using the library more.
- Overall, studying and using library resources are the most common reasons for students using the library.

### Reasons for Using the Library

	Seniors	Freshmen
Study with a group	66.3%	67.6%
Study alone	76.9%	74.5%
Get research assistance	24.4%	31.7%
Check out or use library materials	73.8%	65.5%
Use reserve items	51.3%	33.8%
Use a computer	59.4%	44.8%
Print a document or other item	71.3%	52.4%
MediaPLEX services	65.0%	45.5%

### Group Study Room Use

	2014-15	2015-16	2016-17
# of Hours Rooms Occupied	4322	5578	6511
# of Unique Student Users	635	750	847
Avg. Busy-time* Occupancy %	72.5%	81.1%	85.4%

\* Evening & Weekends after the 1<sup>st</sup> month of classes

### In their own words:

*"I like the wealth of resources available and the expansive dedicated study area. It is the place I go when I need to get work done."*

*"The library provides the best place for me to study and get work done. The creation of quiet study areas was a great idea. Thank you."*

*"Everything I need academically (computer, study materials, study environment) is all located in one place."*

*"I love the quiet it offers and the space for solitude. There are few places on campus that are good for studying and the library is just perfect."*

\*305 respondents (160 seniors, 145 freshman)



# VALUE OF THE LIBRARY ACCORDING TO FACULTY

## 2017 CU Faculty Survey\*

### Quick Takes: What did we learn?

- The library's print and digital resources are the primary sources of information for faculty research and teaching.
- Access to the library's digital resources is very important for faculty research and teaching.
- The library's resources and librarians are important for the needs of their students.
- Many faculty still consider print materials an important part of research and scholarship (especially print books).
- Recently hired faculty (with 1-5 years of service) are least connected to the library's services and resources and make the least use of them.
- Adjuncts are not well-informed about library resources and services and don't know how to make effective use of them, either personally or for their students.
- Faculty highly value proactive, collaborative research support from librarians for their personal research needs and the research requirements of their students.

Faculty Use of Library and/or Library Resources	%
Daily	10.4%
Weekly	43.8%
Monthly	32.3%
Rarely	13.5%

### In their own words:

*"Overall satisfaction with the library, its staff and services. CU is blessed to have the library it does for a small Christian university. Keep up the good work!"*

*"I think our library is a great resource, and I am always finding new things! I am constantly pushing my students to utilize the print and digital resources there for their research needs, but I know most of them rely on Google searches."*

*"I appreciate the willingness of the librarians to come in and teach our students about research. They are a strong, valuable asset to our institution."*

*"The help has been astounding. One librarian went to the effort to get me a scanned copy of an article that we didn't have in our databases. I received it within two days. Wonderful!"*

*"The library staff have been helpful to me and to the students in my online courses. When all of your graduate programs are primarily online, it is critical for faculty and students to have access to resources and assistance."*

\*119 respondents (96 full-time faculty, 23 adjuncts)

# Library/Faculty Points of Contact

*Research instruction*

User education

*DigitalCommons submissions*

OhioLINK

*Copyright*

*Research assistance*

Interlibrary loans

Reserves

Collection building

Assignment coordination

New course needs

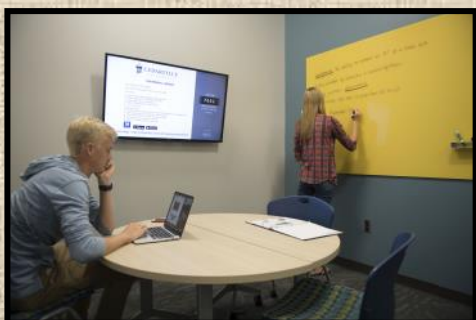
Resource management





# Library by the Numbers

## LIBRARY STATISTICS FY 2016-2017



### Collections

Print volumes	182,453
E-books*	128,348
Print Journals	737
E-journals*	26,199
Media units	12,033
E-media*	6,016
Microform volumes	10,791
Digital Commons items*	22,180

\* 47% of the collection is now digital

### Services

Circulation:	
Print material	55,138
Digital downloads	378,207
Interlibrary services transactions	7,767
Library instruction classes & orientations	160
Participants	3,427
Curriculum Materials Center class visits	32
MediaPLEX patrons served	4,703
Research & information interactions:	
Research Center	2,907
Curriculum Materials Center	480
Reserve uses (print & digital)	16,148
Library gate count	166,108



# 2016-2017 HIGHLIGHTS

- **Library faculty and staff made two presentations** at the annual conference of the Academic Library Association of Ohio, one by Joe Fox, *Instructional Services Librarian*, Kristi Coe, *Health Sciences Librarian*, Tricia Walker, *Digital Services Specialist*, and Linda Divan, *Library Systems Coordinator*, on redesigning the library website, and the other by Josh Michael, *Director of Public Services*, on redesigning our new student orientation program.
- Experienced **staffing changes** with the departure of an Information Services Librarian and the transition of a staff member to a faculty position. Kirsten Setzkorn was hired to be the new *Humanities Librarian* starting July 1, leaving her part-time library Digital Services Specialist position.
- In preparation for the installation of a new library service facility, the **media collection** was moved to a new location in the library. In addition, the **microforms collection** was significantly reduced and moved to a new location. This project also allowed for the installation of some new book shelving on the lower level, and the shifting of some book resources from the upper to the lower level stacks.
- The media resource room was transitioned into **GroupWORK, a collaboration zone** with 3 new group study rooms, several semi-private group study pods, and a free-style area for group study gatherings. Construction was begun in May with opening anticipated for the fall 2017 semester.
- Annual **library book sale** was the second largest on record with almost 7,000 items available and with the second highest sales total for the history of the event.
- Successful **Library marketing** year including eight events; Blind date with a book, trivia contests (2), Chill Zone (finals week), Photo contest, Get One Thing Done (2), and Lounge at the Library (finals week)
- Three students completed the **library internship** during the fall semester, a paid internship which also brings 3 hours of academic credit. Designed for students considering a library science career, the internship is now in its tenth year and has been completed by 23 students.
- **Library collection** passed 360,000 items, with almost 47% of the collection now in digital format and over 97% of the journal collection of over 26,000 titles available on-line.
- Five significant **assessment activities** were completed including the freshmen library satisfaction survey, the senior library satisfaction survey, a faculty library survey, a graduate student survey, and a library student assistant work environment assessment, all with very positive results.
- **Classroom and computer furniture** was replaced in the language lab classroom 003 on the lower level.
- Awarded the 17th **Centennial Library Graduate School Scholarship in Library Science** to Sharon Tapia, *Class of 2017*. This award has been given annually since 2000.
- The library published its first **undergraduate open-access online research journal** through the Digital Commons institutional repository. Entitled *Channels : where disciplines meet*, two issues were completed during the academic year with a total of 15 student research papers included.
- Kristi Coe, *Health Sciences Librarian*, was the first library faculty member to provide leadership for the annual **University Research & Scholarship Symposium**. This 8<sup>th</sup> annual event was held in April.
- A new **research assistance model** was established using a central service desk where research questions are “triaged” to determine the appropriate level of assistance needed. This change resulted in a 30% increase in research interactions.
- **New exhibit** was installed in the Center for Biblical and Theological Studies’ Biblical Heritage Gallery using materials from the library special collections and celebrating the 500<sup>th</sup> anniversary of the Reformation. Entitled *“Dawn of the Reformation: Sola Scriptura,”* the exhibit is available to the public through October, 2017.



# EVENTS

## “WHAT CAN THE LIBRARY DO FOR YOU?”

The library began the academic year on August 22, 2016, with our new student library orientation, revised this year to make the orientation more personal and the library more familiar to students. Nearly 330 freshmen and transfers met research librarians who worked with their majors, learned about the service areas in the library, and got tours from current CU students about how to make the most of the library. The activity was concluded with ice cream for all the participants.



## “GET ONE THING DONE”

The library coordinated two editions of the “Get One Thing Done” event during 2016-17. These combined academic resources events at the library featured staff from six different campus departments, the Cove, Career Services, the Writing Center, IT, Registrar, and the Library. Over 100 students made use of assistance to accomplish one task before leaving on their fall or spring breaks. A snack bar, hot drinks, and prizes for participation were part of these evenings.



## PHOTO CONTEST

In October, 70 students submitted photos across four categories for the library’s photo contest – “The ‘Ville in Focus.” From the many outstanding photos, Alex Popa’s “In Awe of the Sky” was selected as the best in show. He and eight other winners in the four categories received prizes for their efforts. All photos were displayed in the library.



## LIBRARY CAREERS DINNER

The 11th annual Library Careers Dinner attracted a record number of students from a wide variety of academic majors. Cedarville Community Librarian Sue Jeffery, the 2016 Centennial Library interns, the university librarians, and alumni librarians shared information about the master of library science degree and career opportunities in libraries. The elements of the library career development program were also featured.



# EVENTS

## BLIND DATE WITH A BOOK

In February, the library held its always popular Blind Date with a Book! event. 140 students participated by selecting an unknown book to read based on only a few short phrases about its content. Once finished, they rated the book to let us know how the “date” went.



## ANNUAL BOOK SALE

University students, faculty and staff, as well as community members, purchased over 5,000 books and over 200 other items, at the annual book sale in April. Donations from friends of the University continue to be a significant portion of the items sold, with religion, literature, and history books being among the most popular.

## CHILL ZONE [Fall]

## LOUNGE AT THE LIBRARY [Spring]

These events, hosted by the Library during finals week each semester, allow those studying in the library to take a break, play some board games, complete coloring pages, play retro video games, interact with other students, and eat some snacks as a change of pace during the intense study in preparation for final exams.



## 30<sup>th</sup> ANNIVERSARY CELEBRATION

April 29<sup>th</sup> was the 30<sup>th</sup> anniversary of the move into the Centennial Library from what is now the Milner Business Administration building. The “Moving Experience” into the new building occupied the entire day on April 29, 1987, with all classes canceled, all students and faculty on deck to assist in the move, and a detailed plan to move all the library resources in one day. Five lines moving between the buildings all at one time got all the materials where they needed to be. This anniversary was celebrated by the current library staff, five of whom were present for that move, at the annual Library Recognitions Dinner on April 28<sup>th</sup>.



# CENTENNIAL LIBRARY RECOGNITIONS

- Jay Ladd Distinguished Service Award *Academic Library Association of Ohio*
- 2016 Greene County Achievers Award
- Teaching Effectiveness Award *Cedarville University*
- Certificate of Recognition for Distinctive Service *Centennial Library*



**Julie Deardorff**  
*Director of Collection Services*

Master of Library and  
Information Science  
*Kent State University  
(Ohio)*  
December 2016



**Kirsten Setzkorn,**  
*Digital Services Specialist*



## **StAR Award** [*Staff Achievement and Recognition*]

Chosen by an award committee from nominations made by library faculty and staff.

**Joe Fox, Instructional Services Librarian**



## **SOAR Award** [*Student Outstanding Achievement Recognition*]

Established by the library manager's council recognizing a student employee for exceptional service.

## **Graduate Scholarship Award in Library Science**

Financial grant available to seniors or recent graduates enrolled for graduate study in library and information science.

## **Certificate of Recognition for Distinctive Service**

Given for committed leadership for multiple innovative service initiatives evidenced this year in the new tiered research services model, the revised freshman orientation program, and the *Get One Thing Done* event

**Josh Michael**  
*Director of Public Services*



Given for innovative and enthusiastic advocacy of research literacy, most recently evidenced in her leadership of the 8th annual *University Research and Scholarship Symposium*

**Kristi Coe**  
*Health Sciences Librarian*



## **Top Scholar Award**

Presented to the senior student library employee who has the highest grade point average among the senior student library assistants.

**Becky Bidlen, Class of 2017**



# CENTENNIAL LIBRARY VISION AND PRIORITIES

## Vision Statement

*The Vision for the Centennial Library at Cedarville University is to pursue excellence as an advanced multi-media information resource center, recognized for skilled service specialists, a dynamic resource environment, aggressive research support, and a change-oriented climate that prepares students for academic success, scholarly impact, and vocational distinction.*

## Current Priorities

- **Advance library and student success innovations**, making connections with students that contribute to engagement and retention.
- **Promote library space as a service**, accommodating the study, research, and collaboration, production, and event needs of patrons.
- **Transform the roles of library faculty and staff** that engage faculty, students, and staff with dynamic user-oriented service models.
- **Champion university research and scholarship**, using the Research Center, the university Research and Scholarship Symposium, the Digital Commons, and other venues.
- **Craft academic division partnerships**, engaging with the Center for Teaching and Learning, the Cove, the Writing Center, Career Services, and academic centers.
- **Pursue a balanced, multi-format resource strategy** that accommodates developing access patterns, proliferating resource formats, and the changing academic requirements of our faculty and students.

## SERVICES

**Biblical Heritage Gallery**...featuring exhibits incorporating items from the Library Special Collections, focusing on the Scriptures, their production, preservation, and distribution. The Gallery is housed in the Center for Biblical and Theological Studies.

**Curriculum Materials Center**...supporting the School of Education with Pre K – 12 resources commonly used in public and private schools.

**DigitalCommons@Cedarville**...providing an institutional on-line digital repository of the intellectual, scholarly, creative, and historical output of Cedarville University.

**MediaPLEX**...serving as a production and project support hub that offers color copying, printing, paper supplies, laminating, binding, and craft services.

**Research Center**...providing a range of services to assist faculty and students in the effective, efficient, and appropriate use of information resources.

**University Archives**... serving as the official repository for materials of historical significance to Cedarville University, including organizational and operational documents, materials which depict University life, and appropriate personal publications, papers, and memorabilia.



# COMING IN 2017-2018

## Personal Librarians

College students today study and research in a complex and expansive information-rich environment. Mastering that environment and harnessing it for effective research is a difficult challenge. To address that challenge, the library will be debuting its Personal Librarian program in fall 2017. Every Cedarville University student, through their school or department, will have a librarian assigned as their contact person for research help, library assistance, or information needs. The goals are to reduce the barriers students face when they need research aid, to help students make the best use of the resources available to them, and to ensure that all students have a librarian they can contact for assistance. Meet the personal librarian team and the schools and departments they will be serving:

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**Kristi Coe**  
*Health Sciences Librarian*  
Kinesiology & Allied Health  
Nursing  
Pharmacy  
Psychology  
Science & Mathematics  
Social Work



**Kirsten Setzkorn**  
*Humanities Librarian*  
Art, Design & Theatre  
Communication  
English, Literature & Modern Languages  
History & Government  
Music & Worship



**Joe Fox**  
*Instructional Services Librarian*  
Engineering & Computer Science  
Business Administration



**Sharon Kerestes**  
*Curriculum Materials Center Librarian*  
Education



**Jeff Gates**  
*Information Services Librarian*  
Biblical & Theological Studies

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