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Centennial Library 2020-2021 Annual Report

Cedarville University

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CENTENNIAL LIBRARY CEDARVILLE UNIVERSITY

2020-21 ANNUAL REPORT

MESSAGE FROM THE DEAN

2020-21 was a year of varied challenges. We faced not only the changes wrought by COVID and a condensed academic calendar, but also four job openings, record-setting facility use, new digital infrastructures, and hosting a national library conference. It is a testament to the hard-work and adaptability of our talented staff that we were able to navigate the challenges and opportunities of this year successfully.

We started the year uncertain about the impact of the COVID-19 pandemic, but with precautions in place affecting our patrons, resources, facilities, and staff. While inconvenient, these precautions didn't impede us from serving our patrons effectively, and we were able to relax the restrictions on our resources after the fall semester. Throughout the year, occupancy of the facility was robust, and Spring semester set new highs in traffic in the library.

In the Spring semester, we unexpectedly faced the departure of several staff members and used this opportunity to update positions and transfer the interlibrary responsibilities from one library department to another. This change enabled closer coordination between interlibrary services and collection management and streamlined the involvement of student staff with interlibrary operations. The open positions also required us to navigate three overlapping hiring processes, but all three concluded with a successful hire as Holly Caldwell and Anna Jennings joined the staff and Da-Niel Gilcher transferred positions. In addition, we hired Jessica Elder to fill the position of Health Sciences Librarian, which had been vacant for two years.



VISION

The Centennial Library will be an essential component of learning and scholarship at Cedarville University.

MISSION

The Centennial Library is intentional in offering exceptional service, delivering vital resources, providing productive spaces, and implementing critical solutions which prepare Cedarville University students for academic success, scholarly impact, vocational distinction, and spiritual growth.

BUDGET

Library expenditures for 2020-21 totaled \$1,773,257 with personnel expenses accounting for just over 50% and resource expenses for just under 40% of total expenditures. Systems and operational costs accounted for the remaining 10%. The library ended the year with a surplus consisting primarily of a planned \$100,000 underspend due to COVID. The departures of several staff members and one unfilled position also contributed significantly to the surplus amount as those positions were vacant for part of the year. The library spent \$684,118 on resources with 61% allocated toward digital materials.

Database Subscription Price Increase From 2011 to 2021

47.8%

A common challenge for libraries (and across higher education) is the regular increase in subscription costs and the pressure this places on fixed budgets. Over the past ten years, continuing library database subscriptions have increased an average of 5% per year, with some individual databases doubling in cost over that period. These regular increases have forced us to allocate additional funds from other budget areas to pay for this content, leading to declines in spending on other areas such as print books, print serials, and A/V materials and equipment.

These changes have, to an extent, been paralleled by changes in the information-seeking behaviors of faculty and students, which have also seen digital collections gain usage while physical collections register declines in usage. These trends in cost and in usage do not appear likely to change in the short-term, but it is becoming increasingly difficult to find additional funds to redirect toward current database subscriptions, much less new ones.

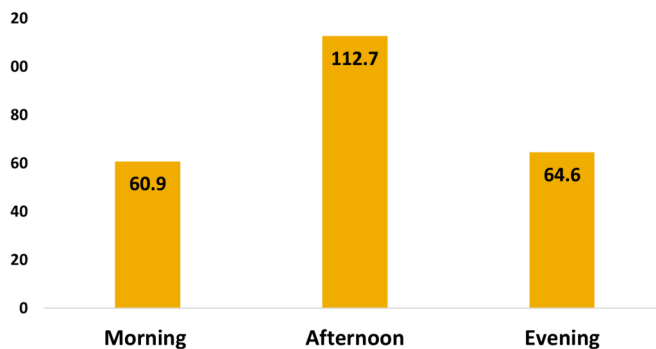
PRODUCTIVE SPACES

This academic year saw a massive jump in library attendance, even when measured against the increase in library traffic over the last several years. No doubt, traffic was buoyed by the opening of a campus dining facility adjacent to the library. But this addition was also offset by campus COVID restrictions. In Fall semester, when more restrictions were in place, attendance was down 12% while Spring attendance was up 25% compared to pre-COVID numbers. Attendance changes were not evenly distributed with weekdays and Saturdays increasing by 25% while Sunday attendance fell by 21%.

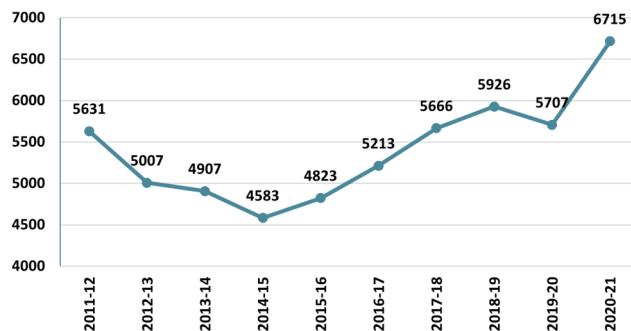
Reservable study room usage also reached new highs with afternoon and early evening occupancy rates reaching 90%. Overall, study room occupancy rates for all hours averaged 76.3% for 2020-21 compared to a previous high of 56.2%. The increased traffic in the library has highlighted the need for more reservable study rooms and the need to make more efficient use of the available seating and study areas within the library.

One addition to the library's space for 2020-21 was a collaboration with the Department of Art, Design, and Theatre (ADT). The library provided space for an art exhibit in Fall 2020 and for senior exhibitions throughout Spring 2021. This offered variety to the library's space while providing an exhibit location for ADT as they transitioned to a new permanent display space.

Average Mon-Fri Patrons/Hour



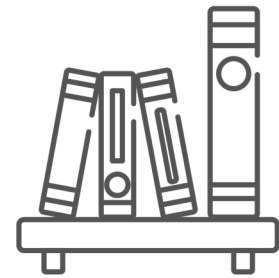
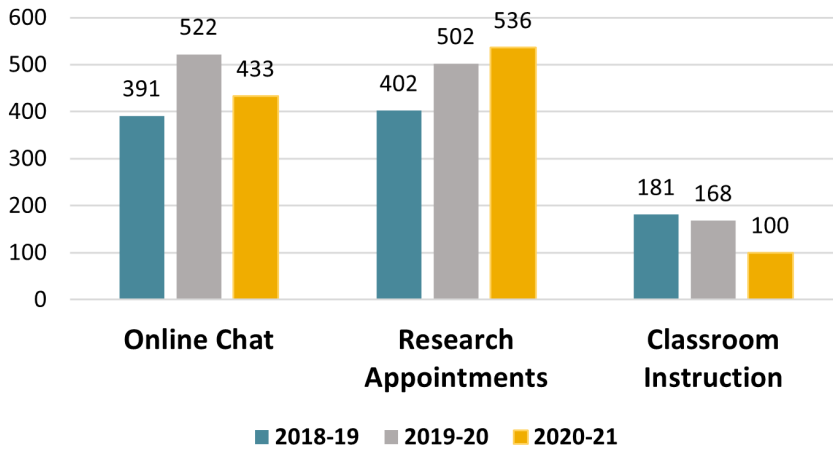
Weekly Library Traffic



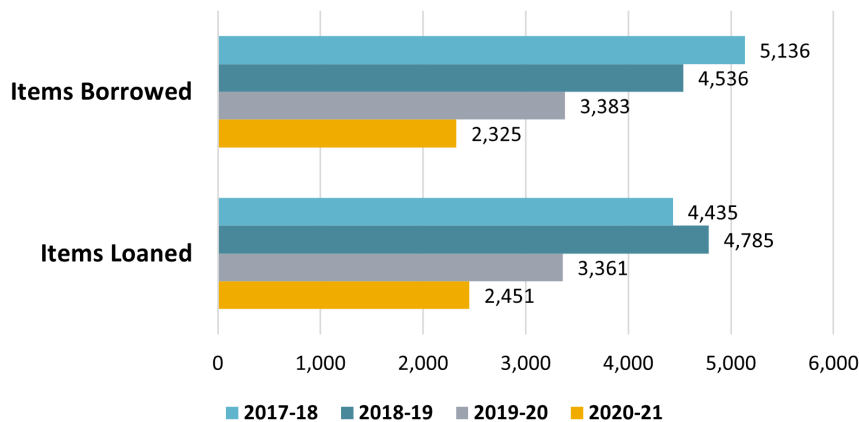
SERVICES

Use of library research support services continued to show important growth. While COVID limited the opportunities to deliver research guidance in a classroom setting, faculty librarians delivered a record number of research appointments. These scheduled 1-on-1 meetings with students provide important contributions to student academic success and represent the best opportunities the library has to develop research and information literacy skills in students. Librarians conducted these through both in-person and online formats. Librarians and library student staff also provided as-needed research help through online chat.

Use of Library Services



Use of Interlibrary Services



Use of OhioLINK and Interlibrary Loan services dropped dramatically during 2020-21. This was attributable to the reduction in services and operating hours across the academic library community of Ohio, the increase in remote and online learning, and long-term declines in OhioLINK circulation of physical materials. OhioLINK remains a valuable point of access to both physical and online resources for students and faculty, despite its decline as a resource for print materials.



Covid Precautions in the Library

- Reduced capacity in group spaces
- Online research appointments
- Modified checkout and usage procedures

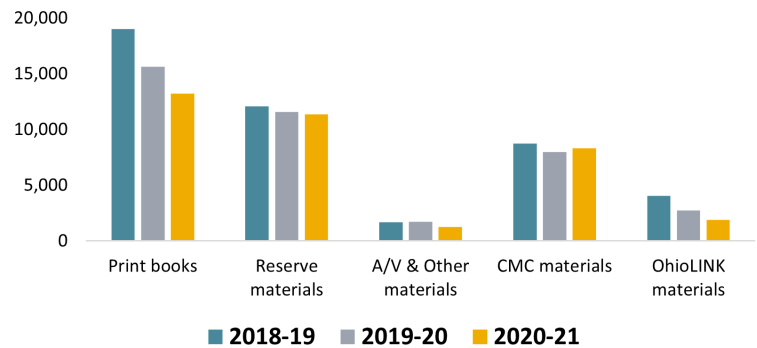
VITAL RESOURCES

Use of physical resources showed a noticeable decline compared to pre-COVID levels. While reserve materials and CMC items showed little change in total usage, patrons borrowed print books, A/V materials, and OhioLINK items at lower rates than before. Some of this drop-off may be due to COVID restrictions but these were designed to minimize the impact on use of materials. The move to increased online learning may also be reducing the need for print resources in some instances.

Usage of digital resources did grow during 2020-21 compared to pre-COVID usage. Measurement of digital usage is complicated by the multiplicity of platforms and access points and by the recent changeover from COUNTER4 to COUNTER5, a revised metric for measuring digital usage. Some of the database platforms showed variations in usage volume that suggested measuring changes may be affecting the usage totals they report.

We did succeed with several major resource-related projects during the year. In the Curriculum Materials Center (CMC), we re-organized the fiction and biography materials over the summer and both faculty and students provided positive feedback about the changes. Collection Services also reduced the backlog of materials to be cataloged, ensuring that materials could move more quickly from delivery to availability on the shelves.

Usage of Print Materials

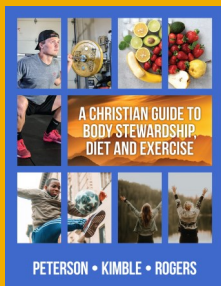


2021 Association of Christian Librarians Annual Conference

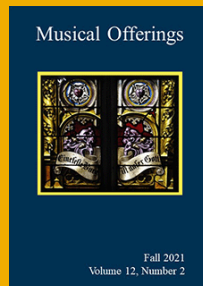


Cedarville University served as the host of this library conference which saw nearly 300 librarians from around the world meet online for a 4-day program. The conference featured a keynote address on “Libraries as the Intersection of Theology, Equity, Diversity, and Inclusion” by Dr. Kevin Jones and pre-conferences on emotional labor and on copyright. The conference also included fifteen workshops, interest group meetings, and lots of opportunities for interacting and connecting online. Cedarville University library faculty played critical roles in planning, promoting, and executing the conference, in conjunction with the ACL staff members. The success of this conference was particularly notable given the complexities of shifting an in-person conference model to a fully online event.

Digital Commons Publishing 2020-21



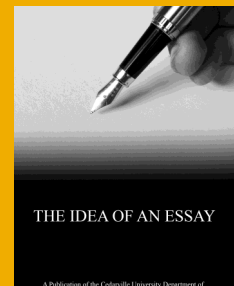
A Christian Guide to Body Stewardship, Diet and Exercise



Musical Offerings (2 issues)



Maestros of Ministry



The Idea of an Essay

Library Report 2020-21: Assessment Supplement

Student Staff Survey

In the 2021 biennial survey of library student staff, employees indicated that they are very satisfied with the library as a workplace, with their acclimation to their roles, and with operations in their departments. Survey results show a high satisfaction with the library's training processes and operations and students expressed less concern about the work effectiveness of other student staff than in past years. Notably, both survey data and comments evidenced increased satisfaction with the evaluation process after changes were made for the 2020-21 academic year.



While there are no significant problems or deficiencies, supervision, teamwork, and recognition are areas where students are not as satisfied. Supervision and teamwork have proven to be difficult to address given the separated structure of student areas and the number of hours students work unsupervised. Additionally, there was some evidence that newer students were less confident in their ability to do their jobs while experienced students were less engaged with their work. The changes to student staff orientation and familiarization in August 2020 due to COVID precautions negatively impacted these areas as well. Student comments on the survey's open-ended questions were overwhelmingly positive, highlighting the satisfaction with working at the library, though a few comments did note issues with teamwork and decision-making.

Student Staff Survey Selected Questions: Average Score				
	Semesters Worked	1-2	3-4	5+
My contributions to the library's success are valued by other library		4.24	4.25	4.00
I have become a better employee in the past academic year.		4.50	4.75	4.20
I am confident in my ability to carry out my work responsibilities.		4.37	4.75	4.60
I am engaged and productive at work.		4.47	4.58	4.20

ACTION

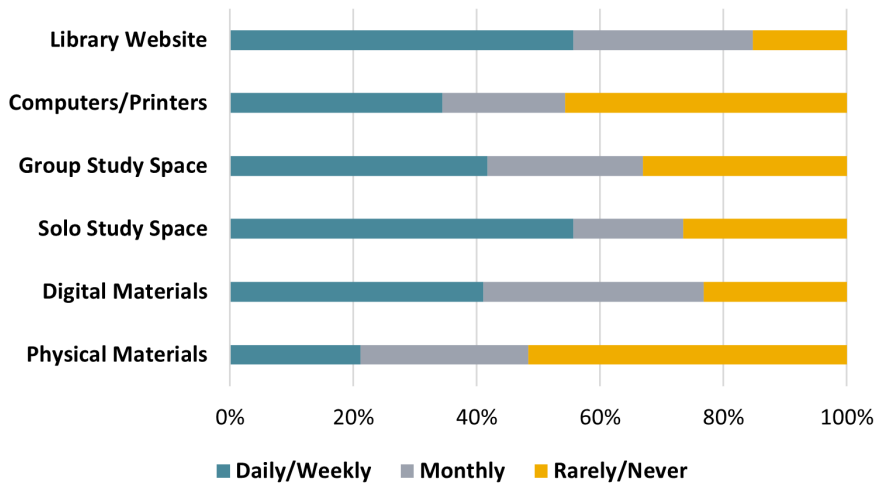


- Find opportunities for students to interact with other staff
- Create student only recognition event
- Begin monthly email communication to student staff

Freshmen-Senior Survey

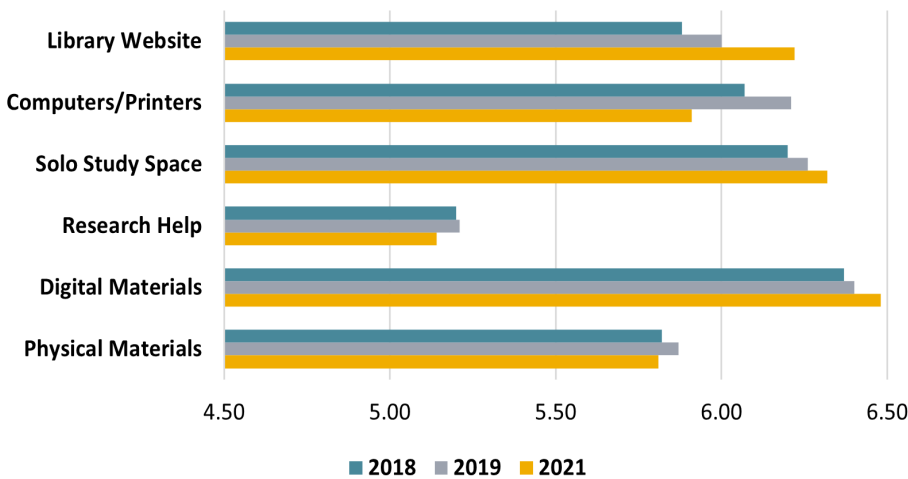
Overall, student satisfaction with the library continues to be very high, with 97% of students reporting they are satisfied. Satisfaction score averages rose compared to 2019, with FR reporting higher satisfaction with nearly all areas of the library compared to SR. In importance, FR and SR scored the library's services and resources high, but compared to 2019, scores fell in most areas. Students reported lower ease of use compared to 2019 in almost all areas, most notably online resources, ILL, and group study space.

Frequency of Use



Frequency of use also appears to have suffered greatly due to COVID-19, despite the record traffic the library facilities saw this year. FR and SR scores related to frequency of use both dropped in most areas of the library. The precautions implemented for COVID-19 may have affected student perceptions of how easy or hard it was to use our services and resources. In addition, the lack of a full New Student Orientation likely hindered the ability of FR to feel comfortable with the library's layout, but the change to an online system for research help impacted them less than it did seniors.

Importance of Resources/Services



Related to facilities, a quiet and productive study environment remains the library's most critical resource, according to students. Students also value the variety of spaces, the friendly and helpful staff, reservable study rooms, abundant resources, and specialized service. Students would like to see better management of the silent study areas and more reservable study spaces. Some students expressed concern about using online databases and the library website and several of these comments noted that the lack of an in-person orientation for new students had hindered their ability to make use of library resources. Being able to resume in-person orientations should help with this.

ACTION



- Create more reservable study spaces
- Expand the variety and functionality of library seating and spaces
- Resume in-person orientations and instruction
- Monitor student usage of library computers and associated technologies

Library Report 2019-20: Data Supplement

Physical Materials Usage

			2016-17	2017-18	2018-19	2019-20	2020-21	
University Materials	Total	Checkouts	38,865	41,308	45,617	39,605	36,118	
		Renewals	15,410	16,624	15,835	14,933	13,904	
		Internal Use	13,981	12,779	14,109	9,958	9,207	
		Sum	68,256	70,711	75,561	64,496	59,229	
	By Patron	Student	25,581	28,044	31,662	28,441	26,191	
		Faculty/Staff	5,369	4,682	5,918	5,795	5,347	
		Community	1,947	1,921	1,868	1,353	1,228	
		Interlibrary	3,213	3,186	2,701	2,062	1,226	
		Other	2,755	3,475	3,468	1,954	2,126	
	By Item	Main	19,426	19,289	19,026	15,647	13,235	
		Reserve	5,281	8,452	12,091	11,593	11,376	
		AV	1,545	1,213	1,108	1,019	728	
		CMC	8,156	7,960	8,742	7,999	8,319	
		OhioLINK	3,691	3,801	4,063	2,725	1,907	
		Other	766	593	587	622	553	
	Interlibrary Materials	ILLs Delivered		833	841	811	626	408
		ILLs Received		243	208	254	252	262
		OhioLINK Delivered		4,450	4,287	3,720	2,753	1,917
OhioLINK Received		3,848	3,941	4,051	2,753	1,753		
Other Delivered		97	149	139	148	146		
Other Received		202	286	480	356	436		
Total		9,673	9,712	9,455	6,888	4,922		

Digital Materials Usage

	2016-17	2017-18	2018-19	2019-20	2020-21
E-journal Full-text Uses	165,062	182,748	209,434	180,875	214,520
E-journal All Uses	336,782	372,457	370,296	401,613	353,238
E-book Uses	34,068	43,205	98,675	116,153	131,061
Digital Commons Downloads	193,644	250,694	264,465	385,568	502,841

Library Collections

		2016-17	2017-18	2018-19	2019-20	2020-21
Books	Print Titles (Main)	142,605	142,751	145,016	139,954	138,810
	Print Volumes (Main)	158,013	157,777	160,313	154,687	153,562
	Bound Periodicals (Main)	6,220	6,348	6,616	6,499	6,473
	Print Titles (CMC)	13,646	13,758	14,133	12,983	13,370
	Print Volumes (CMC)	18,143	18,294	18,810	17,304	17,742
	Bound Periodicals (CMC)	167	177	181	0	0
	E-books	128,348	132,747	154,475	170,003	199,612
Other	Print Journal Subscriptions	776	674	621	542	513
	E-journal Subscriptions	26,199	26,886	26,884	26,872	21,608
	Digital Commons Items	22,180	32,087	38,940	45,706	53,834
	Microforms	10,791	10,784	10,784	10,644	10,644
	A/V	18,049	18,284	18,596	19,024	19,025

Research Support Services

	2016-17	2017-18	2018-19	2019-20	2020-21
Research Assistance	2,458	1,208	636	397	213
Online Chat	257	624	358	522	433
Research Appointments	170	312	402	502	536
Classroom Instruction	160	166	181	168	100
Instruction Attendance	3,427	3,241	3,748	3,458	1,810

Resource Expenditures

		2016-17	2017-18	2018-19	2019-20	2020-21
Resources	Print Books	\$155,232	\$143,477	\$157,008	\$100,854	\$125,043
	Print Serials	\$168,787	\$167,210	\$159,983	\$163,318	\$123,933
	Physical AV	\$15,530	\$12,978	\$15,512	\$2,208	\$7,136
	Digital Books (One-time)	\$2,335	\$0	\$4,795	\$6,755	\$8,685
	Digital Books (Subscription)	\$32,755	\$38,514	\$36,717	\$38,573	\$41,192
	Databases	\$358,899	\$352,271	\$363,141	\$202,803	\$217,375
	Digital Serials				\$148,893	\$143,812
	Digital A/V	\$2,190	\$2,690	\$2,690	\$3,390	\$6,870
	Other	\$7,405	\$10,742	\$13,173	\$7,171	\$10,073
	Total	\$743,133	\$727,882	\$753,019	\$673,965	\$684,118
	% Digital	54.9%	55.7%	54.1%	59.4%	61.1%

Library Gate Count - Open Hours

		2016-17	2017-18	2018-19	2019-20	2020-21
Mon - Fri	Total	142,253	155,043	164,893	127,361	175,782
	Change	3.1%	8.8%	6.4%	-22.8%	38.0%
	Weekly Average	4,326	4,697	4,998	4,824	5,860
	Hourly Average	61.2	63.3	65.8	65.0	81.9
Sat	Total	10,425	11,003	10,151	8,234	12,111
	Change	10.1%	5.5%	-7.7%	-18.9%	47.1%
	Weekly Average	386	407	376	383	433
	Hourly Average	42.2	45.2	41.7	42.5	53.0
Sun	Total	13,160	14,616	14,365	10,530	11,461
	Change	75.4%	11.1%	-1.7%	-26.7%	8.8%
	Weekly Average	502	562	553	500	423
	Hourly Average	67.9	70.3	69.1	59.9	47.3
Total	Total	166,108	180,662	189,409	146,125	199,354
	Change	7.0%	8.8%	4.8%	-22.9%	36.4%
	Weekly Average	5,213	5,666	5,962	5,707	6,715

Library Budget, Expenditures, and Income

		2016-17	2017-18	2018-19	2019-20	2020-21
Budget	Personnel	\$940,782	\$957,325	\$939,966	\$1,015,244	\$1,043,782
	Resources	\$593,463	\$593,463	\$631,490	\$593,463	\$593,463
	Operations	\$131,618	\$129,618	\$129,618	\$129,705	\$129,705
	Other	\$65,126	\$67,126	\$67,126	\$66,897	\$52,872
	Total	\$1,730,989	\$1,747,532	\$1,768,200	\$1,805,309	\$1,819,822
Debits	Personnel	\$930,196	\$916,730	\$897,363	\$860,232	\$901,717
	Resources	\$704,806	\$691,768	\$753,804	\$674,374	\$689,165
	Operations	\$143,664	\$143,229	\$198,687	\$140,716	\$144,292
	Other	\$72,530	\$68,981	\$30,197	\$28,822	\$38,083
	Total	\$1,851,196	\$1,820,708	\$1,880,051	\$1,704,144	\$1,773,257
Credits/ Income	Personnel	\$7,439	\$224	\$65	\$19,406	\$2,345
	Resources	\$97,706	\$99,759	\$109,450	\$118,612	\$120,189
	Operations	\$20,061	\$16,948	\$66,517	\$9,720	\$11,529
	Other	\$75	\$125	\$1,042	\$1,107	\$45
	Total	\$125,281	\$117,055	\$177,074	\$148,846	\$134,108
Surplus/ Deficit	Personnel	\$18,025	\$40,819	\$42,668	\$174,417	\$144,410
	Resources	(\$13,637)	\$1,453	(\$12,863)	\$37,701	\$24,487
	Operations	\$8,015	\$3,337	(\$2,552)	(\$1,291)	(\$3,059)
	Other	(\$7,329)	(\$1,730)	\$37,971	\$39,182	\$14,834
	Total	\$5,074	\$43,879	\$65,223	\$250,010	\$180,672

