

# CENTENNIAL LIBRARY CEDARVILLE UNIVERSITY

## 2021-22 ANNUAL REPORT



### MESSAGE FROM THE DEAN

2021-22 was a year of unexpected developments, both inside the library and beyond. From the sudden loss of two spouses to unexpected resignations and more, we found ourselves confronted with circumstances in which reality didn't always align with our expectations. We sought to carry out our roles as best we could amid these days and months and discovered, I think, through the sharing of tasks both how much we can rely upon one another and how critical each role is to the effectiveness of the library.

As in the Fall of 2020, we started the year uncertain about the potential of COVID-19 to disrupt our operations. Fortunately, after a brief spike in September 2020, COVID-19 had little impact on the library this year. Student traffic this year surged past the records set just last year, with annual attendance increasing by 35% compared to our last pre-pandemic year.

In Spring semester, both Anna Jennings (Public Services Assistant) and Carol Bliss (Circulation Services Supervisor) resigned, leaving us extremely short-staffed in Circulation Services. Thanks to hiring a temporary staff member (Katie Gosman) and the willingness of other library staff to pitch in at the Service Desk, we were able to navigate four months with both positions unfilled. Additionally, the retirement of long-time library employee Greg Martin (Digital Commons Director) prompted a lengthy search that didn't always proceed as we hoped or expected.

Finally, for most of us, the year will be defined by the passing of Donna Brock and Don Deardorff. Don's passing, in particular, was felt by all in the library. For one of us, he was a husband; for many of us, a Cartwheelers partner; for a few, a former professor; for others, a friendly face; for some, a colleague; for all of us, someone we miss.

### VISION

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

### MISSION

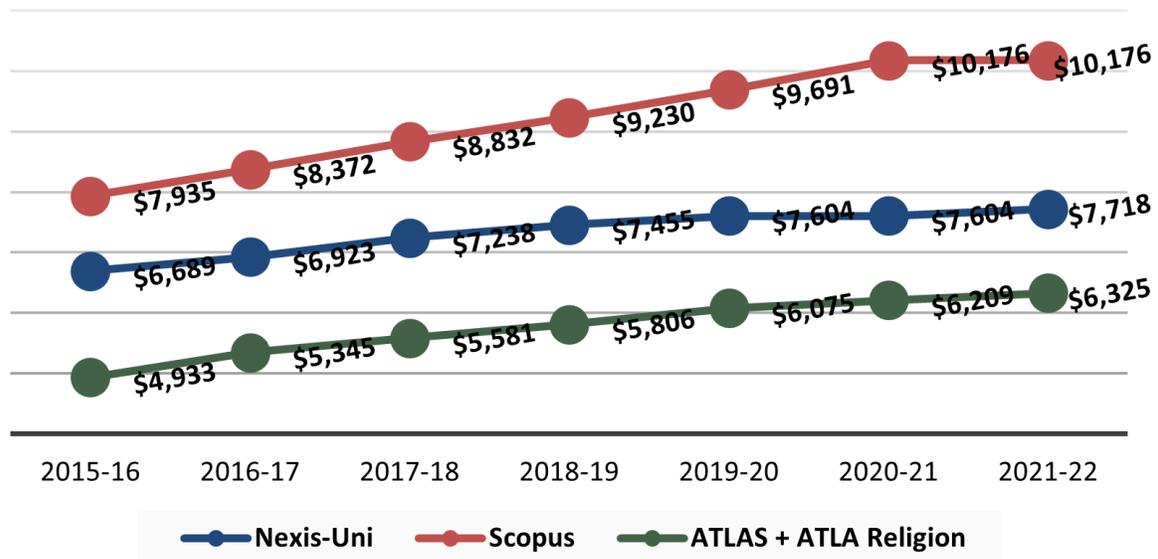
The Centennial Library is intentional in offering exceptional service, delivering vital resources, providing productive spaces, and implementing critical solutions which prepare Cedarville University students for academic success, scholarly impact, vocational distinction, and spiritual growth.

## BUDGET

Library expenditures for 2021-22 totaled \$1,833,324 with personnel expenses accounting for just under 52% and resource expenses for just under 39% of total expenditures. Systems and operational costs accounted for the remainder of library expenditures. The library ended the year with a \$131,000 surplus primarily due to having unfilled positions for part of the year and fewer facilities projects than in prior years.

The rising cost of digital resources continues to be an important part of library budget planning. Most database licenses increase 4-5% each year in cost and, as recurring licenses, limit the ability of libraries to explore or add other digital resources. OhioLINK's ability to secure advantageous subscription agreements has ameliorated this for many digital resources, but even OhioLINK finds itself under increasing financial pressure and the short-term limits on annual increases practiced by many publishers during the pandemic are no long in force. The library continues to seek new digital resources, but this often requires spending reductions in other areas of the budget or reallocations.

### Sample Rise in Database Costs



	Expenditures	FTE	Expenditures/ FTE
2015-16	\$742,589	3,581	\$207.37
2016-17	\$743,133	3,387	\$219.41
2017-18	\$727,882	3,503	\$207.79
2018-19	\$753,019	3,892	\$193.48
2019-20	\$673,651	3,999	\$168.46
2020-21	\$684,118	4,218	\$162.19
2021-22	\$706,278	4,185	\$168.76

The growth of the university also affects the library budget. While growth in the total number of undergraduate students primarily affects the library facility and services, growth in the number of academic programs affects the library's resources, often requiring additional resources and the budget to sustain them over time. This is particularly true of graduate programs, which are more often characterized by specialized research resources or tools.



## SERVICES

Library research support services continue to be in high demand. In 2021-22, the research librarians totaled 917 appointments for the year compared to 538 the year before. These scheduled 1-on-1 meetings with students are the best opportunities the library has to develop research and information literacy skills in students. Filling the open position of Health Sciences Librarian helped to grow the total, but all research librarians conducted more appointments than before. Librarian-led classroom instruction sessions also rose, from 90 in 2020-21 to 169 in 2021-22, the 2nd highest annual amount. Librarians and library student staff also provided as-needed research help through online chat and in-person questions. Though these services have seen some decline in usage, this may be attributable to more students getting their research needs met through 1-on-1 appointments.

After the disruption last year of COVID, OhioLINK this year worked through a courier transition twice, complicating staff workflows and procedures and forcing a nearly month-long shutdown of OhioLINK borrowing in April 2022. This only served to diminish the usage of OhioLINK services, though it may have boosted the number of Interlibrary Loan requests received. We continue to promote OhioLINK print borrowing and to make its operation more efficient, but the past two years have shown that ultimately the decisions of our consortium and other member institutions will impact this service dramatically.

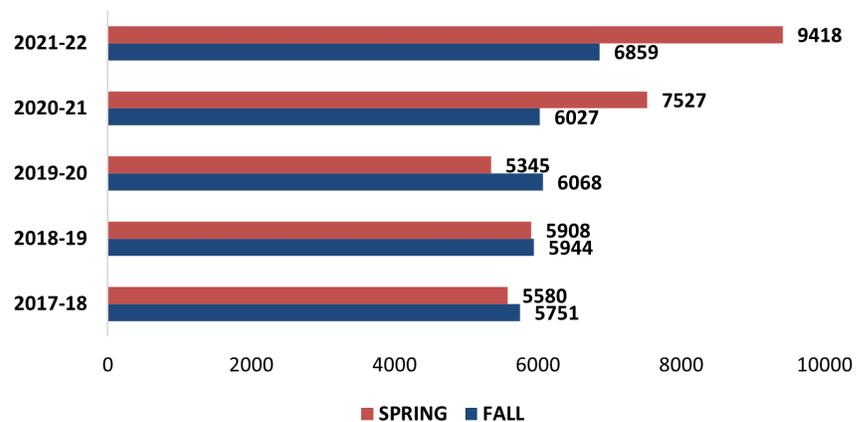
### Research Appointments With Students

Year	Total
2018-19	402
2019-20	502
2020-21	528
2021-22	917

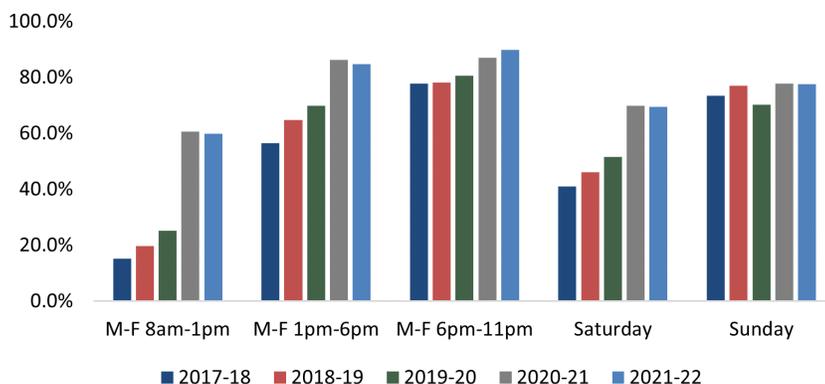
## PRODUCTIVE SPACES

Library facilities received very high use this year, with patron traffic increasing nearly 30% over last year's record highs. Spring 2022 in particular had very high rates of traffic, rising 35% compared to Fall 2021. Unlike in recent years where increases were primarily felt during weekday afternoons, volume of student use increased across nearly every time of day, though the increase was smallest on Sundays. This likely reflects the availability of Chick-Fil-A next door to some degree, but the large increase in Spring compared to Fall suggests that research and study needs are also driving attendance.

### Library Average Weekly Attendance



### Group Study Rooms Available Hours Booked



Use of reservable spaces matched last year's highs, with over 10,000 bookings for over 18,000 hours. A total of 1,627 different students made use of the library's reservation system. Counting those who used the rooms without making a reservation, it seems likely that roughly 50% of the student body used library reservable rooms during 2021-22. Room booking rates regularly reached 90% from 11 AM to 10 PM, suggesting that the existing number of group study rooms is not enough to meet demand.

## VITAL RESOURCES

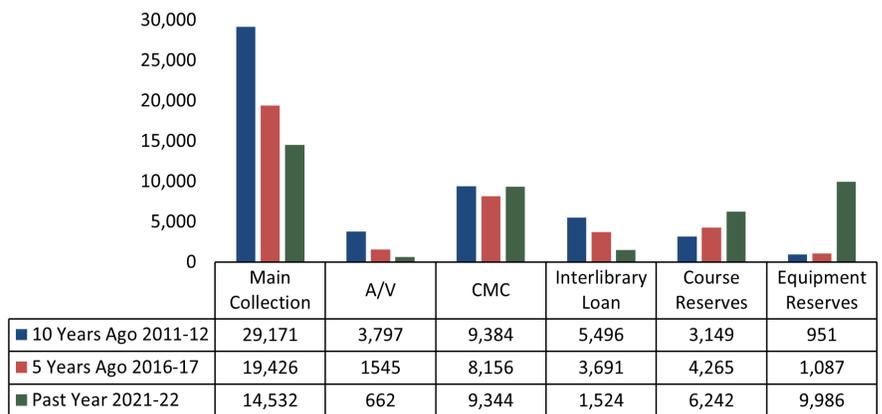
Use of physical resources rose compared to the previous year, though 2020-21 featured a compressed academic calendar making this comparison of limited value. Compared to the last pre-pandemic academic year, 2021-22 saw declines in usage of the main book collection, OhioLINK, and A/V materials. On the other hand, checkout totals for reserve items (course materials and equipment) and the CMC collection rose. This mirrors long-standing patterns of library usage, as the chart below shows. Usage of library print materials has been declining for about a decade, but this decline is not evenly spread across library collections. In fact, usage of our reserve materials has been on the rise, indicating that physical holdings still play an important role for many students in the resource landscape.

### Total Checkouts of Physical Materials Over the Last 10 Years

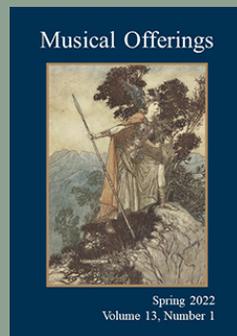


Usage of digital resources remains a complex area to assess accurately, with the variety of platforms and metrics complicating accurate data gathering. Some of the digital platforms recorded dramatic changes in usage that suggest counting methodologies may not be as consistent as desired. Overall, the usage of digital resources showed a decline compared to the prior year, perhaps as high as 5-10%. While some databases saw growth in use, this was offset by drops in usage elsewhere, though not all databases have been assessed as of this date.

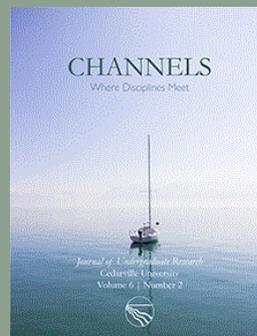
Use of Physical Materials Over Time



### Digital Commons Publishing 2021-22



Musical Offerings  
(2 issues)



Channels

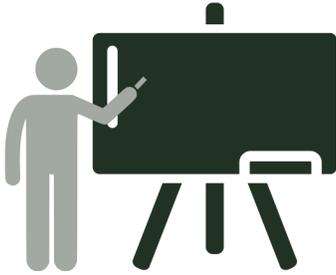


Cedarville Review



# Library Report 2021-22: Assessment Supplement

## Faculty Survey



The library surveyed university faculty members in Spring semester 2022, receiving 98 responses, approximately a 33% response rate. The survey examined faculty academic needs, their perception of student research skills, their satisfaction with library services and resources, and their familiarity with library services. Faculty reported being very satisfied with library resources and services, and were familiar with the research support services we offer. Faculty were very satisfied with their liaison support, with a few exceptions. Finally, faculty reported ambivalence about student research skills with few being confident in their students' ability to locate and evaluate materials effectively.

Faculty Perceptions of Library Research Support	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My students regularly need to locate research materials.	28%	34%	24%	11%	3%
My students have satisfactory skills in finding research materials.	5%	39%	37%	18%	0%
My students have satisfactory skills in evaluating research materials.	2%	36%	34%	27%	1%
My students are familiar with using the library's resources and services effectively.	6%	38%	37%	17%	0%
I am satisfied with the quality of the library's research materials.	44%	40%	11%	8%	0%
I am satisfied with the quantity of the library's research materials	41%	41%	11%	8%	0%
The research assistance my students receive from librarians is important to their academic success.	39%	51%	8%	3%	0%

### ACTION



Continue our successful liaison librarian model

# Grad Student Survey

The library surveyed graduate students in Spring semester 2022 through Qualtrics, receiving 41 responses, an approximately 10% response rate. Students across all programs indicated that the library is an important part of their information seeking strategy and that they are comfortable with their ability to find and use information. Most students received an orientation to the library and considered it beneficial. Students did indicate that they felt less comfortable with citing information and refining/narrowing search results.

Grad Student Perceptions of Library Research Services	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I need research materials for my assignments	54%	27%	14%	5%	0%
I struggle to find research materials	3%	8%	19%	62%	8%
I need more guidance in finding research materials	5%	11%	19%	59%	5%
I need more guidance in evaluating research materials	0%	27%	8%	51%	14%
I need more guidance in citing research materials	8%	27%	11%	46%	8%
I regularly use the library's website and databases for research	38%	46%	11%	5%	0%

## ACTION

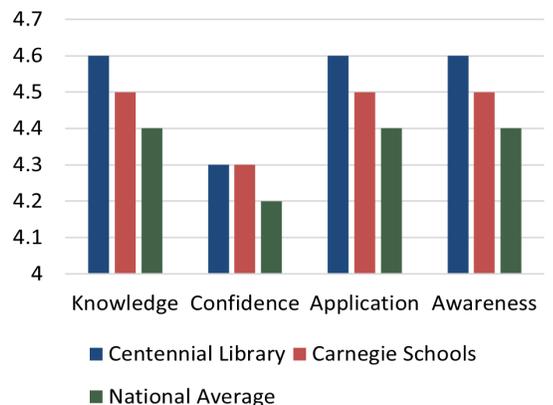


- Discuss adding an MMin/MDiv orientation
- Highlight resources that facilitate citing resources correctly
- Implement a system to follow-up with patrons whose ILL request can't be filled

# First Year Instruction Survey

The library's First Year Instruction team surveyed 300 students in Composition and Speech classes who received librarian-led instructional content. The survey gathered quantitative and qualitative data on student perceptions regarding the instructional content in order to analyze student outcomes related to knowledge, confidence, application, and awareness. Student scores met or exceeded the national average and the average at Carnegie institutions. When asked to identify what was still unclear, students emphasized their confidence and clarity, with only a minority expressing confusion about the help available from librarians or about specific parts of the research process. Students also noted that as a result of the instruction, they intended to use more resources than just Google and would think critically about the resources they used. Finally, students had positive impressions of the instructional methodology as well as the clarity of communication and the content communicated.

## Cedarville Compared to Other Libraries



## ACTION



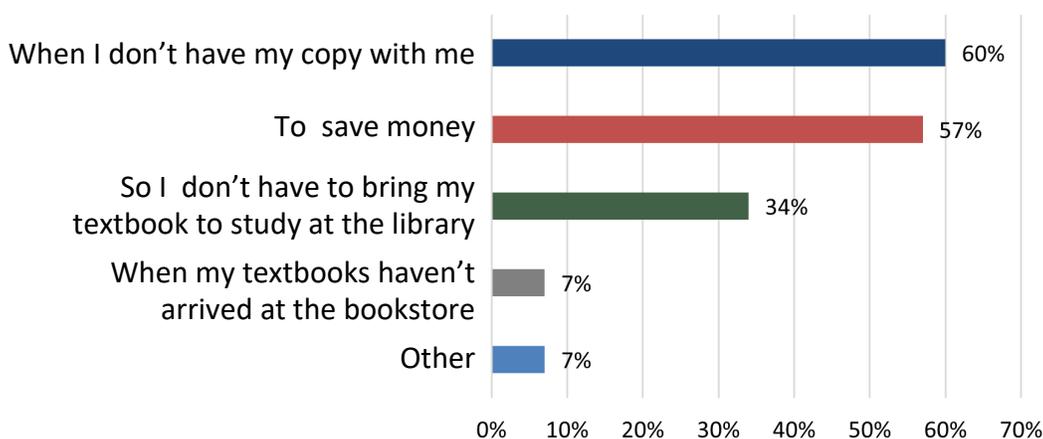
Continue current FYI delivery model

# Print Reserves Survey

We surveyed the student body regarding usage of print reserves in SP 22, receiving 146 responses. The survey explored student perceptions about print textbook reserves at the library, grouped into those who didn't know about textbook reserves (n=15), those who knew but hadn't used reserves (n=39), and those who had used reserves (n=92). A key finding was that most students use reserve textbooks to complement rather than replace purchasing a personal copy of the textbook, though the financial savings are important. Students reported that, in general, the textbook reserve system is easy to use, though the reserve materials are not always on reserve by the time students are making decisions about purchasing textbooks. Those who didn't use textbook reserves cited the benefits of having a personal copy as the primary reason, along with assuming that others already had the books checked out. Student comments from the open-ended questions highlighted the need for an easier process to find out if items are on reserve, the desire for more copies and/or more textbooks on reserve, and better promotion of this serve.

Student User Perceptions Regarding Print Reserves	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to find a book	35%	47%	8%	10%	0%
Able to find a book in time	16%	22%	30%	26%	7%
Usually has my books	23%	42%	22%	11%	3%
My books are not in use by others	26%	50%	20%	3%	1%
Easy to use the system	54%	37%	6%	3%	0%

## Student Reasons for Using Print Reserves I use the course materials on reserve at the library...



### ACTION



- Get reserves presence on bookstore site to improve visibility
- Add title searching and better how-to guidance to promote usability
- Move to annual-based reserves to better distribute workload and simplify management

# Freshman/Senior Survey

The library surveyed students in Spring semester 2022 receiving 124 responses (65 senior and 59 freshmen), a smaller than usual number. Overall, the library scores well in all areas and the student comments reflect positively on the library’s effectiveness, but there were several concerning themes. First, a sharp decline in FR scores compared to previous years. The underlying cause for this is not readily apparent. This is especially perplexing given the success the library has had in reaching out to FR students through New Student Orientation and First Year Instruction. Perhaps the 2019 and 2021 surveys reflected unusual positive outliers in FR scores or the 2022 survey reflects a cohort disrupted by COVID-19.

Second, the landscape of library digital resources remains challenging for some students to navigate. Scores in areas connected to online resources and the library website declined and a number of comments highlighted the difficulties students have in mastering the effective use of these resources.

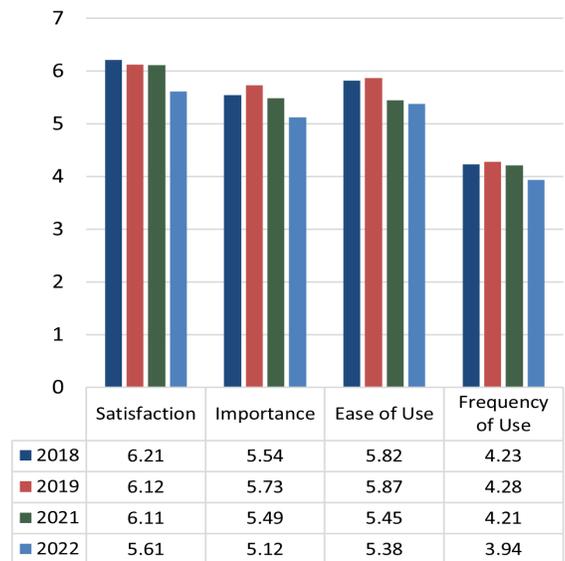
Third, the disruptions to OhioLINK during the past two years are clearly reflected in student satisfaction with OhioLINK, their perception of its importance and ease of use, and how frequently they use the service. The sharp decline in SR scores in the last two surveys shows that these changes impacted the student experience with interlibrary resources. These attitudes will not be easy to reverse and will exacerbate the declining use of OhioLINK.

Fourth, the volume of library traffic and use is felt by the students. Both FR and SR reported a decline in satisfaction with individual study space in the library and an increase in use. Patron traffic in the library was very heavy in the past year, particularly during SP 2022 and library noise was identified in a number of comments as a problem, particularly in the areas of the library designated for quiet study. The limited number of reservable study rooms may also contribute to student perceptions about the adequacy of library facilities.

Finally, ending with a positive trend, scores regarding the research assistance offered by librarians improved notably among SR responses. This may reflect success in the library programs that promote the research support it offers, improvements in making these services accessible to students, the benefits of having all the liaison positions filled, or a combination of the above. In any event, this welcome data point corresponds to other surveys that have testified to the effectiveness of our research support programs.

Freshmen Responses “How satisfied are you with...”	2018	2019	2021	2022
Print/physical materials	6.15	6.29	6.33	5.94
Online/digital resources	6.07	6.18	6.29	5.91
Borrowing through ILL and OhioLINK	6.01	5.84	6.14	5.48
In-person & online help from librarians	6.00	6.23	6.52	6.15
Service desk/circulation	6.23	6.40	6.43	6.05
CMC & CMC resources	5.94	6.01	6.00	6.10
MediaPLEX & MediaPLEX services	6.16	6.20	6.40	5.95
Individual study space	6.22	6.28	6.43	5.91
Group study space	6.26	6.26	6.21	6.08
Library computers, printers, scanners	6.21	6.31	6.37	5.81
Library website	6.08	6.08	6.37	6.20

**Senior Attitudes Toward Interlibrary Services**



## ACTION



Implement more frequent monitoring of silent study spaces

Add reservable individual study rooms

Further explore student struggles to use library online resources effectively

# Workplace Environment Survey

All library employees completed a survey in Spring semester 2022 on the library as a workplace. The average scores remained similar to past years with more responses clustered toward the middle. This shows a general sense of satisfaction, though some areas have room for improvement. Both the lowest and highest scores showed less deviation from the average score than in the past.

Comments on the Workplace Environment section highlighted the library as a positive place to work though there were mixed opinions about leadership's openness to input and attitude toward change. Comments regarding communication evidenced an appreciation for the volume of communication but two respondents suggested a different model might be better.

The few comments related to Job Responsibilities expressed mild dissatisfaction with the library's evaluation process. For Employee Development, several respondents were positive about their opportunities to develop and grow at work, but others noted that more opportunities or better consistency in how development opportunities were managed was needed.

Comments about Library Teamwork evidenced a positive attitude toward teamwork but some uncertainty about how carefully this was monitored. There was a recognition that library workload is unevenly distributed, which also intersects with how cross-departmental work is managed.

Overall, the survey indicates that the library is a positive workplace characterized by effective teamwork among well-equipped employees who understand their responsibilities. There are areas where specific improvements could be made – communication methods, approaches to cross-department work, evaluations – though some areas for potential growth are inhibited by external factors (facility upgrades, evaluations). The volume and tone of the comments suggest that library employees welcome the opportunity to share their opinions and feel comfortable doing so.



Survey Area	2018	2020	2022
Work Environment	4.17	4.34	4.35
Job Responsibilities	4.40	4.39	4.35
Employee Development	4.21	4.24	4.31
Library Teamwork	4.29	4.23	4.19
All Questions Average Score	4.24	4.31	4.30

## ACTION



Provide solution for tracking library updates by category  
Communicate expectations regarding teamwork more broadly

# Library Report 2021-22: Data Supplement

## Physical Materials Usage

			2017-18	2018-19	2019-20	2020-21	2021-22
University Materials	Total	Checkouts	41,308	45,617	39,605	36,118	42,929
		Renewals	16,624	15,835	14,933	13,904	14,750
		Internal Use	12,779	14,109	9,958	9,207	8,286
		<b>Sum</b>	<b>70,711</b>	<b>75,561</b>	<b>64,496</b>	<b>59,229</b>	<b>65,965</b>
	By Patron	Student	28,044	31,662	28,441	26,191	32,519
		Faculty/Staff	4,682	5,918	5,795	5,347	5,890
		Community	1,921	1,868	1,353	1,228	1,243
		Interlibrary	3,186	2,701	2,062	1,226	1,460
		Other	3,475	3,468	1,954	2,126	1,817
	By Item	Main	19,289	19,026	15,647	13,235	14,532
		Reserve	8,452	12,091	11,593	11,376	16,167
		AV	1,213	1,108	1,019	728	662
		CMC	7,960	8,742	7,999	8,319	9,344
		OhioLINK	3,801	4,063	2,725	1,907	1,524
		Other	593	587	622	553	700
	Interlibrary Materials	ILLs Delivered		841	811	626	408
ILLs Received		208	254	252	262	395	
OhioLINK Delivered		4,287	3,720	2,753	1,917	2,007	
OhioLINK Received		3,941	4,051	2,753	1,753	1,481	
Other Delivered		149	139	148	146	286	
Other Received		286	480	356	436	401	
<b>Total</b>		<b>9,712</b>	<b>9,455</b>	<b>6,888</b>	<b>4,922</b>	<b>5,215</b>	

# Digital Materials Usage

	2017-18	2018-19	2019-20	2020-21	2021-22
E-journal Full-text Uses	182,748	209,434	180,875	214,520	225,639
E-journal All Uses	372,457	370,296	401,613	353,238	383,202
E-book Uses	43,205	98,675	116,153	131,061	144,786
Digital Commons Downloads	250,694	264,465	385,568	502,841	588,333

# Library Collections

		2017-18	2018-19	2019-20	2020-21	2021-22
<b>Books</b>	Print Titles (Main)	142,751	145,016	139,954	138,810	139,437
	Print Volumes (Main)	157,777	160,313	154,687	153,562	154,092
	Bound Periodicals (Main)	6,348	6,616	6,499	6,473	6,530
	Print Titles (CMC)	13,758	14,133	12,983	13,370	13,728
	Print Volumes (CMC)	18,294	18,810	17,304	17,742	18,116
	Bound Periodicals (CMC)	177	181	0	0	0
	E-books	132,747	154,475	170,003	199,612	232,662
<b>Other</b>	Print Journal Subscriptions	674	621	542	513	428
	E-journal Subscriptions	26,886	26,884	26,872	21,608	21,672
	Digital Commons Items	32,087	38,940	45,706	53,834	59,626
	Microforms	10,784	10,784	10,644	10,644	10,644
	A/V	18,284	18,596	19,024	19,025	19,240

# Research Support Services

	2017-18	2018-19	2019-20	2020-21	2021-22
Research Assistance	1,208	636	397	213	427
Online Chat	624	358	522	433	330
Research Appointments	312	402	502	536	917
Classroom Instruction	166	181	168	100	169
Instruction Attendance	3,241	3,748	3,458	1,810	3,314

# Resource Expenditures

		2017-18	2018-19	2019-20	2020-21	2021-22
Resources	Print Books	\$143,477	\$157,008	\$100,854	\$125,043	\$126,962
	Print Serials	\$167,210	\$159,983	\$163,318	\$123,933	\$128,908
	Physical AV	\$12,978	\$15,512	\$2,208	\$7,136	\$7,023
	Digital Books (One-time)	\$0	\$4,795	\$6,755	\$8,685	\$5,722
	Digital Books (Subscription)	\$38,514	\$36,717	\$38,573	\$41,192	\$46,425
	Databases	\$352,271	\$363,141	\$202,803	\$217,375	\$239,564
	Digital Serials			\$148,893	\$143,812	\$130,686
	Digital A/V	\$2,690	\$2,690	\$3,390	\$6,870	\$10,260
	Other	\$10,742	\$13,173	\$7,171	\$10,073	\$10,728
	<b>Total</b>	<b>\$727,882</b>	<b>\$753,019</b>	<b>\$673,965</b>	<b>\$684,118</b>	<b>\$706,278</b>
	% Digital	55.7%	54.1%	59.4%	61.1%	61.3%

# Library Gate Count - Open Hours

		2017-18	2018-19	2019-20	2020-21	2021-22
Mon - Fri	Total	155,043	164,893	127,361	175,782	233,890
	Change	8.8%	6.4%	-22.8%	38.0%	31.7%
	Weekly Average	4,697	4,998	4,824	5,860	7,122
	Hourly Average	63.3	65.8	65.0	81.9	95.9
Sat	Total	11,003	10,151	8,234	12,111	15,760
	Change	5.5%	-7.7%	-18.9%	47.1%	30.1%
	Weekly Average	407	376	383	433	587
	Hourly Average	45.2	41.7	42.5	53.0	65.2
Sun	Total	14,616	14,365	10,530	11,461	11,565
	Change	11.1%	-1.7%	-26.7%	8.8%	0.9%
	Weekly Average	562	553	500	423	430
	Hourly Average	70.3	69.1	59.9	47.3	53.8
Total	Total	180,662	189,409	146,125	199,354	261,215
	Change	8.8%	4.8%	-22.9%	36.4%	29.8%
	Weekly Average	5,666	5,962	5,707	6,715	8,139

# Library Budget, Expenditures, and Income

		2017-18	2018-19	2019-20	2020-21	2021-22
<b>Budget</b>	Personnel	\$957,325	\$939,966	\$1,015,244	\$1,043,782	\$1,021,996.00
	Resources	\$593,463	\$631,490	\$593,463	\$593,463	\$623,463.00
	Operations	\$129,618	\$129,618	\$129,705	\$129,705	\$129,705.00
	Other	\$67,126	\$67,126	\$66,897	\$52,872	\$65,397.00
	Total	\$1,747,532	\$1,768,200	\$1,805,309	\$1,819,822	\$1,840,561.00
<b>Debits</b>	Personnel	\$916,730	\$897,363	\$860,232	\$901,717	\$951,401.12
	Resources	\$691,768	\$753,804	\$674,374	\$689,165	\$710,449.95
	Operations	\$143,229	\$198,687	\$140,716	\$144,292	\$143,632.53
	Other	\$68,981	\$30,197	\$28,822	\$38,083	\$27,840.77
	Total	\$1,820,708	\$1,880,051	\$1,704,144	\$1,773,257	\$1,833,324.37
<b>Credits/ Income</b>	Personnel	\$224	\$65	\$19,406	\$2,345	\$14,699.46
	Resources	\$99,759	\$109,450	\$118,612	\$120,189	\$97,730.09
	Operations	\$16,948	\$66,517	\$9,720	\$11,529	\$12,170.61
	Other	\$125	\$1,042	\$1,107	\$45	\$0.00
	Total	\$117,055	\$177,074	\$148,846	\$134,108	\$124,600.16
<b>Surplus/ Deficit</b>	Personnel	\$40,819	\$42,668	\$174,417	\$144,410	\$85,294.34
	Resources	\$1,453	(\$12,863)	\$37,701	\$24,487	\$10,743.14
	Operations	\$3,337	(\$2,552)	(\$1,291)	(\$3,059)	(\$1,756.92)
	Other	(\$1,730)	\$37,971	\$39,182	\$14,834	\$37,556.23
	Total	\$43,879	\$65,223	\$250,010	\$180,672	\$131,836.79