

Courtright Memorial Library

FY21 Annual Report

Inside the FY21 Annual Report

Letter from the Director of the Courtright Memorial Library

Working in higher education and an academic library during the course of the global pandemic and the financial and human stress catalyst it has been, coupled with society's outrage of the not yet accomplished goals set out at the founding of our nation, "that all men <mankind> are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness" – weighs. And this weight is not evenly distributed, with the injustices more heavily, to the point of one's livelihood, put on minority populations. This weight is not shed as we end FY21 and march into the next.

While at university levels, Otterbein champions social justice (through such initiatives and efforts as; TRHT, OSJA programming and events, & assembly work), looking to what and who can help with these democratic and humanistic principles that include working for access and affordability of knowledge to our community of users – is also the work of the library department and its library professionals.

The purpose-driven work of the library, and the people doing that work, have earned respect and should be given it. In these pages we hope to honor those professionals and their service to you, our valued community of users, and to our university and its mission.

Sincerely,
Tiffany Lipstreu

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EXPANDED CONTENT ONLINE

Scan the QR Codes throughout this Annual Report to find more related content and statistics on our website.

Thank you to our staff, students, and volunteers!



Upper left: Jordan Stoll, Graduate Assistant; Upper right: Nia Themelaras, OhioLINK Luminaries Program intern and circulation student worker;

Lower left: Rebecca Raeske-Grinch, Circulation Supervisor; Lower right: Sara Ross, volunteer.

FY21 By the Numbers



A snapshot of the Courtright Memorial Library in FY21. This chart illustrates how COVID-19 affected library usage in FY21. While usage of in-person library services declined, usage of virtual library services increased.

 **67,132**
eBooks Added to the Collection

 **126,358**
Items Downloaded from the Digital Commons

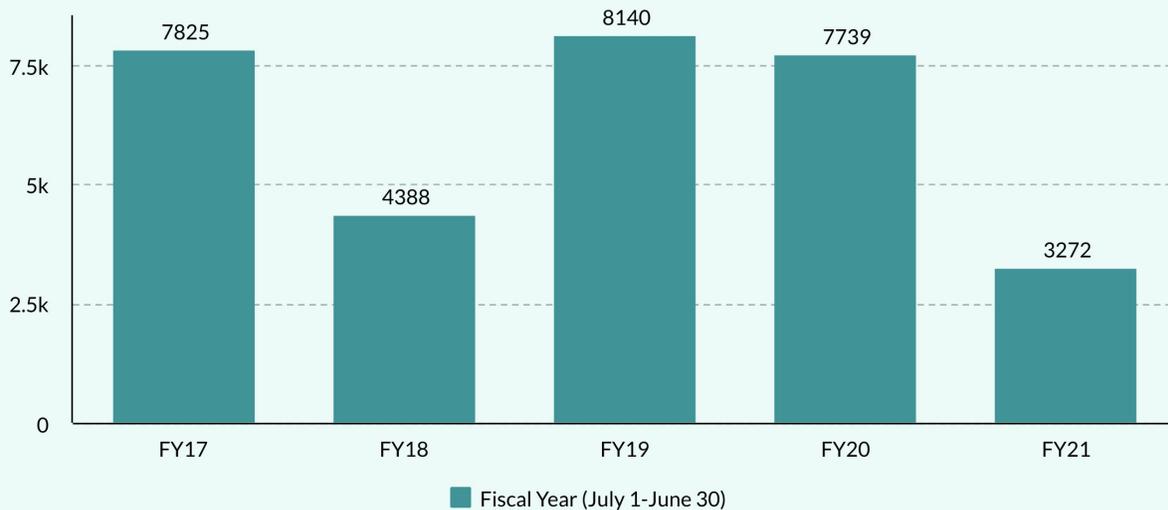
 **68,173***
Gate Count
*Reflects the impact of COVID-19 on in-person classes, services, and programs

 **59.7%**
Increase in eBook Usage

 **38.4%**
Increase in Interlibrary Loans and Documents Provided to Other Libraries

 **922**
Number of Students Taught in Library Sessions

Number of Reference & Circulation Questions Answered



University Priority 1: Provide a forward-thinking, quality education, which integrates an innovative general education program, disciplinary rigor, and professional preparation for all students that is inclusive, accessible, and affordable.

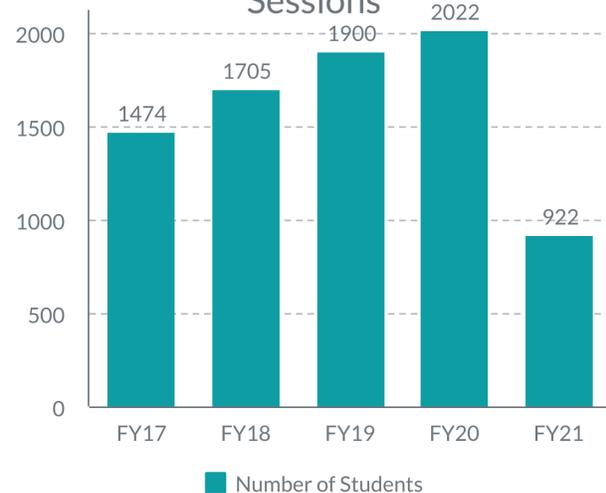
Library Goal: Equip the Otterbein Community to seek out the cycle of knowledge.

Library Instruction Moves Online Due to the Pandemic

Ten students had the opportunity to take the Library's three-credit, semester-long course LIBR 2000: Passport to the Information World as an online course during the Fall 2020 semester. The course was co-taught by Jessica Crossfield McIntosh and Jane Wu. This was the first time the course was offered in as an online-only course.

Librarians also taught 64 instruction sessions to 922 students. These numbers may have declined for several reasons. Requests may have declined due the pandemic. Two new part-time librarians began in February 2021 and March 2021, respectively, and the shifting of liaison duties between librarians may have led to fewer requests.

Students Taught in Instruction Sessions



Curbside Pickup, Scanned Course Reserves, and Self-Checkout Keeps Users Safe While Providing Access

Due to the pandemic, the Library instituted new services to accommodate social distancing and reduced capacity. These services continued in FY21.

- Users took advantage of curbside pickup of library materials beginning on July 20, 2020 until the Library reopened to the Otterbein community on August 3, 2020. The Library offered curbside pickup again over Winter Break 2020.
- To ensure that users were able to access necessary print materials from Course Reserves, Kelsi Rakestraw and Becky Gale scanned materials for users until Course Reserves resumed normal operations in Fall 2021.
- From the time the building reopened until the end of the Fall semester, users needed to swipe their Cardinal Card for entry. Users also checked out their library items at a socially-distanced self-checkout station. This self-checkout system allowed users to maintain social distance with the staff behind the front desk.

University Priority 2: Enhance student development through innovative, broad-based academic and co-curricular opportunities that build campus connections and community.

Library Goal: Cultivate the best environment.

Students Create Community Art to Learn About the Constitution

What does the U.S. Constitution mean to Otterbein students? On September 17, 2020, 40 students came out to celebrate one of the United States' most important founding documents as part of the Library's annual Constitution Day Celebration. Allen Reichert provided miniature copies of the Constitution for reference. Attendees searched for meaningful quotes and then wrote their selection on brightly-colored Post-It notes. They pasted the notes on a large board to create a community art piece.

The Library collaborated with the **Center for Community Engagement, Raise Your Voice**, and the **OtterbeinVotes** team on this event. Students also could register to vote or spin the prize wheel and win free swag.



Above: A student makes buttons to distribute to Constitution Day Celebration participants.

Greeters and Positive Incentives Brighten the Student Experience in the Library

Reopening the Library to the Otterbein community was a team effort that required cooperation from students, faculty, and staff. Athletics Department graduate assistants and Academic Support Center student workers were paid out of their respective department budgets to staff the greeter station. Staff from the Academic Support Center, Center for Teaching and Learning, and other departments volunteered their time. These greeters welcomed users into the Library, tracked capacity to ensure we didn't exceed health department guidelines, and reminded users to follow the Cardinal Community Responsibilities.

Since the Cardinal Community Responsibilities, which included a requirement to wear masks in the Library, were new to all of our users, Library staff wanted to recognize students who were following the new requirements. The Library partnered with the Dean of Students office to distribute positive incentives like gift cards, free passes to the bowling alley, candy, and more. The Library continued rewarding students with positive incentives in Spring 2021. Director Tiffany Lipstreu is exploring grants to fund future rewards for students.

University Priority 3: Advance the public good through intentional educational programming and purposeful connections to community needs.

Library Goal: Equip the Otterbein Community to seek out the cycle of knowledge

First-Year Students Party in the Library During First Flight

On August 20-21, 2020, 45 students attended the Library's sessions during a modified First Flight experience. Kirsten Peninger, Kristin Cole, and Stephen Grinch planned an event that offered both virtual and in-person games, scavenger hunts, and interactive quizzes.

Virtual activities were available on the Library Virtual Arcade LibGuide at otterbein.libguides.com/arcade. Kirsten Peninger created this LibGuide, which included Otterbein history-themed puzzles, a plagiarism activity, and video tutorials about using the Library. This LibGuide was viewed 23 times during First Flight and 60 times since the guide's creation in July 2020.

The goal of the Library's First Flight sessions is to introduce new Otterbein students to the Library as a relaxing environment that is perfect for studying and self-care.

New Videos Provide Library Information to Users—Wherever They Are!

The switch to remote learning highlighted a need for quick, accessible video tutorials on our library resources and their use. During Summer 2020, Kirsten Peninger, Rares Piloiu, Kristin Cole, and Stephen Grinch created video tutorials for the SOAR program, which were posted on Flipgrid and the Library's YouTube channel.

Before the pandemic, librarians would create video tutorials individually and store them on personal YouTube channels or hard drives. The pandemic highlighted a need to provide more Library information and information literacy content in a flexible format that users could access anywhere on or off-campus.

In Fall 2020 and Spring 2021, the librarians took inventory of the Library's video tutorials, including tutorials created in-house and videos provided by vendors. Rares Piloiu created the Library Video Tutorials LibGuide to serve as a single access point for these videos. Rares also developed guidelines to ensure that the Library's video tutorials had a standard look and feel and met accessibility standards. View the Library's video tutorials at otterbein.libguides.com/tutorials

On the Library's YouTube channel, users found recordings of virtual events, like Brownbag Lunch Information Summer Sessions (BLISS), equipment instructions, and "Short Takes" educational videos about items in the Archives. The YouTube channel is available at youtube.com/OtterbeinLibrary

University Priority 4: Build strategic partnerships to grow our reputation, build revenue, and maintain relevancy to benefit students.

Library Goal: Foster relationships within our community

Campus & Community Partnerships Lead to New Events

The Library partnered with offices across campus and organizations in the area to build community across campus:

- Tiffany Lipstreu and Becky Gale participated in the **Center for Community Engagement** Bike Takeover. The CCE distributed resource flyers, and students picked up some free Library swag, including National Library Week postcards, laptop stickers, and library-themed buttons.
- The Library partnered with the Office of Alumni & Family Engagement for two book clubs in 2021. Rebecca Raeske-Grinch '96 and Kirsten Peninger '10 hosted the first book club in January 2021, which featured *Trejo's Tacos* and a special guest from **Parkhurst**. Twenty-two Attendees learned how to make Parkhurst's special pico de gallo recipe. The second joint book club in June 2021 featured *Becoming* by former First Lady Michelle Obama. Three people attended the June 2021 book club.
- **WeRISE for Greater Westerville** led a BLISS (Brownbag Lunch Informational Summer Session) in the Library on June 9, 2021 to introduce the Otterbein community to the new organization and its goals for fighting systemic racism in the Westerville community. Attendees learned about racism in Westerville and how they can become involved with WeRISE to combat it.

Dancing Lego Minifigures Say "Thank You" to Donors



The Library joined the other departments on campus to create a video to say thank you to donors to the 1847 Minutes online giving challenge. Raeceen Dukeheart, Director of Annual Giving, asked Tiffany Lipstreu to film a video of Library staff members dancing.

Using the magic of stop-motion animation and the Library's Lego collection, Kirsten Peninger and Alexis Fintel created a video of Lego minifigures dancing in front of a Lego version of the Library. The Library's video was edited into the final video that features Otterbein employees

dancing with Cardy. Every donor to the 1847 Minutes online giving challenge received the video. Watch the full video at otterbein.edu/1847minutes

University Priority 5: Attract, retain, and support a professionally active faculty and staff who believe in our mission and values, put students first, and represent the diversity of our community.

Library Goal: Foster relationships within our community

Kirsten Peninger Selected for Library Leadership Ohio's 2021 Cohort

The Library is excited to announce that Kirsten Peninger '10 participated in Library Leadership Ohio 2021. Each year, the State Library of Ohio and OhioNet select a cohort of developing leaders from all library types across Ohio to participate in three weeks of online leadership training sessions.

The State Library of Ohio selects participants based on their "outstanding leadership potential; excellent communication skills, library employment experience; initiative and reasonable risk taking; forward-thinking approach to problem solving; and commitment to the profession." The year's cohort focused on diversity, equity, and inclusion issues in libraries.

The Courtright Memorial Library has a long history of participation in Library Leadership Ohio. Recent participants include Elizabeth Zeitz, Jessica Crossfield McIntosh, and Jane Wu. Library Leadership Ohio is funded in part through a federal Institute of Museum and Library Services (IMLS) LSTA grant awarded by the State Library of Ohio.

Rebecca Raeske-Grinch Honored for Service to Otterbein Community

Rebecca Raeske-Grinch '96, won the 2021 Marilyn Day/Joanne Van Sant Annual Support Staff Award. Rebecca oversees OhioLINK and Interlibrary loan borrowing and lending and manages student accounts. With Becky Gale, she oversees the Customer Service desk.

Rebecca was nominated for the award for her 21 years of service, both inside and outside of the Library, to the Otterbein community.

"The Marilyn Day/Joanne Van Sant Annual Support Staff award was established in 2002 on the occasion of the 10th anniversary of the Support Staff Council by Dr. Marilyn E. Day '53 and Dr. Joanne F. Van Sant H'70.

Drs. Day and Van Sant believed that the Support Staff members are an important part of the foundation of Otterbein University. The members represent the heart of Otterbein as loyal, hard-working persons who are supportive of the students, faculty, and the University in general.

Nominees must be biweekly permanent staff working 20+ hours per week.

If you'd like to read more about Library employees' accomplishments, please visit our Meet our Staff page at: otterbein.edu/library/about/faculty-staff/

University Priority 6: Improve financial and operational strength by enhancing student enrollment and retention, identifying operational efficiencies, and growing a supportive donor base.

Library Goal: Equip the Otterbein Community to seek out the cycle of knowledge

Students and Faculty Access a Wide Range of Digital Resources through OhioLINK's Temporary Database Deal

Otterbein students and faculty had new resources for research starting in December 2020. Thanks to \$2.5 million from the Ohio Governor's Emergency Education Relief (GEER) funds provided by the Ohio Department of Higher Education, OhioLINK purchased digital resources, streaming video, e-books, and curriculum materials for students and faculty to use during the COVID-19 pandemic.

The Courtright Memorial Library will be providing access to these resources for a limited time:

- Journal of Video Education (JoVE) Core Education and Lab Manual: JoVE Science Education videos teach science concepts and laboratory methods through engaging and easy-to-understand visual demonstrations. JoVE Lab Manuals for Biology and Chemistry provide online alternatives to a comprehensive lab manual. The GEER-funded JoVE databases will be available until December 31, 2022.
- Films on Demand and Feature Films on Demand: These streaming video services offer a large variety of curriculum-focused, streaming video titles from producers such as Films for the Humanities and Sciences, PBS, A&E, History, ABCNews, BBC, , and others. These databases will be available until May 31, 2022.
- MIT Press Direct e-books: This collection of over 3,000 e-books covers a wide range of topics, including art, architecture, business and management, cognitive science, computer science, economics, education, and more.
- Sage Business Cases: This collection spans a wide range business and management disciplines.

New Librarians Bring Marketing and Reference Expertise

During a time when many libraries furloughed or laid off staff, the Courtright Memorial Library added two temporary part-time librarians, one with a marketing focus and one with a reference focus, to cover a librarian's academic leave of absence. Instead of filling this temporary vacancy with a full-time position, the Library hired two part-time librarians at 19 hours per week each. These positions allowed the Library to ensure necessary duties were covered, while improving the university's operational efficiency.

In February 2021, Shiva Shakeri started as the Public Services Librarian with Marketing Focus. In March 2021, Alexis Fintel started as the Public Services Librarian with Reference Focus.

Friends of the Library Update

Friends of the Library Elects New President

The Friends of the Courtright Memorial Library elected Margaret Doone as their new president in FY21. Margaret is an alumna of Otterbein and holds a BS in Elementary Education and a BA in Accounting. She graduated from Capital University with an MBA. Her commitment to libraries extends beyond Otterbein to Worthington Libraries, where she served as the Chief Fiscal Officer for nine years.



*Above: Margaret Morgan Doone,
President of the Friends of the
Courtright Memorial Library*

In addition to the president, the Friends Council includes:

- Mary Pat Knight, Vice President
- Becky O'Neill, Secretary
- Tiffany Lipstreu, Treasurer
- German Vargas Ramos, Member-At-Large
- Barbara McKenzie, Member-At-Large
- Nancy J. Smith, Past-President
- Lois Szudy
- Miriam Angerer
- Sarah Whybrew
- Stephen Grinch
- Kirsten Peninger
- Elizabeth Kane, Donor Relations Liaison

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

For more information about the Friends of the Library and their activities in FY21, please visit their annual report at: otterbein.libguides.com/friends/report or scan the QR code on the right. You'll find information about the Textbook Affordability Endowment, Common Book Author event, and the Donor List.



Archives & Digital Commons Update

Digital Commons Adds Programs and Images from Theatre Department's 2020-2021 Season

Relive the drama of *The Tempest* and the imagination of *Dance 2020: The Wild Within* through the Library's institutional repository, the Digital Commons. View the programs of each of the shows, or browse images from the powerful performances.

The Digital Commons showcases and preserves faculty and student articles, papers, posters, and other publications. Explore the work of Otterbein's graduate students, or flip through Otterbein's yearbooks. The Digital Commons is more than just a resource for the campus community. Scholars from around the world access the research available in the Digital Commons. For more information about the Digital Commons' impact in FY21, visit the Digital Commons Annual Statistics page at otterbein.libguides.com/digitalcommons or use the QR Code.



Above: Left to right: Daniel Keeling (*Phovost*), Emily Baggarly (*Avabelle*), Victoria Mesa (*Sage*) in *Dance 2020*. Set design by Kailey Miller ('22), Lighting by John Diver ('22), Costume design by Rebecca White. Otterbein Theatre and Dance Department, "Dance Concert 2020: The Wild Within" (2020). All Theatre and Dance Images. 4522.
https://digitalcommons.otterbein.edu/theatre_dance_gallery/4522



Sierra Leone / Stauffer Collection Available in the Digital Commons

In Spring 2020, Archives Intern and Kent State University graduate student Caleb Stinson began digitizing the Sierra Leone / Stauffer Collection images. He also created an online finding aid to make researching this collection easier for users. This finding aid is part of the OhioLINK Finding Aid Repository.

Work on the Sierra Leone / Stauffer collection continued in FY21. Kelsi Rakestraw, Library Assistant, and student workers digitized materials and updated the metadata. The Sierra Leone / Stauffer Collection documents the development and operations of the Otterbein Sierra Leone Foreign Study Program in Comparative Education during the program's operation from 1969-1971. The collection includes correspondence, images, ephemera, program reports, and more. Newspapers and other materials from Freeport, Sierra Leone provide historical context. To view the Archives annual statistics, visit otterbein.libguides.com/Stats/Archives

