



COURTRIGHT MEMORIAL LIBRARY
ANNUAL REPORT
FY 2023

LETTER FROM THE DIRECTOR

Our library staff was fortunate to have our annual retreat this year hosted by an Otterbein colleague, leader, and educator – Melissa Gilbert (Dean of Student Engagement) - who lead us through an Impact and Storytelling workshop. We learned the importance of incorporating these concepts into our work (such as this Annual Report) and took that knowledge into the development of our Strategic Plan 2023+.

“

As preparation for that project, and all the other project work we do – the entire library staff participated in Library Journal’s Project Management Fundamentals for Libraries training. As a result, we worked cohesively in reviewing our strategic goals and setting our strategies going forward for each of us to incorporate into our daily work – and all done in support of the University’s Mission with our students in mind.

We connected with our users in meaningful ways, such as the Road Show that traveled to each of our governance assemblies. That feedback has already seen progress (as noted in the pages of this annual report) and is setting the direction for actions being taken – such as seeking grant funding in order to realize goals set for us by our users (e.g. adding more student meeting rooms and offering discipline specific programming and events).

All of our accomplishments are tied to the professional staff of the library, which welcomed a Visiting Librarian this year, as well as our first Student Success Librarian. We invite you to learn more about them, and the work of the library in FY23 by reading this report. Or better yet – by visiting us to take advantage of our services and resources directly!



Tiffany Lipstreu

A handwritten signature in black ink that reads "Tiffany Lipstreu". The signature is written in a cursive, flowing style.



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The mission of the Courtright Memorial Library is to champion lifelong learning through access to quality information, diverse resources, engaged collaboration, and a welcoming community.

ABOUT US

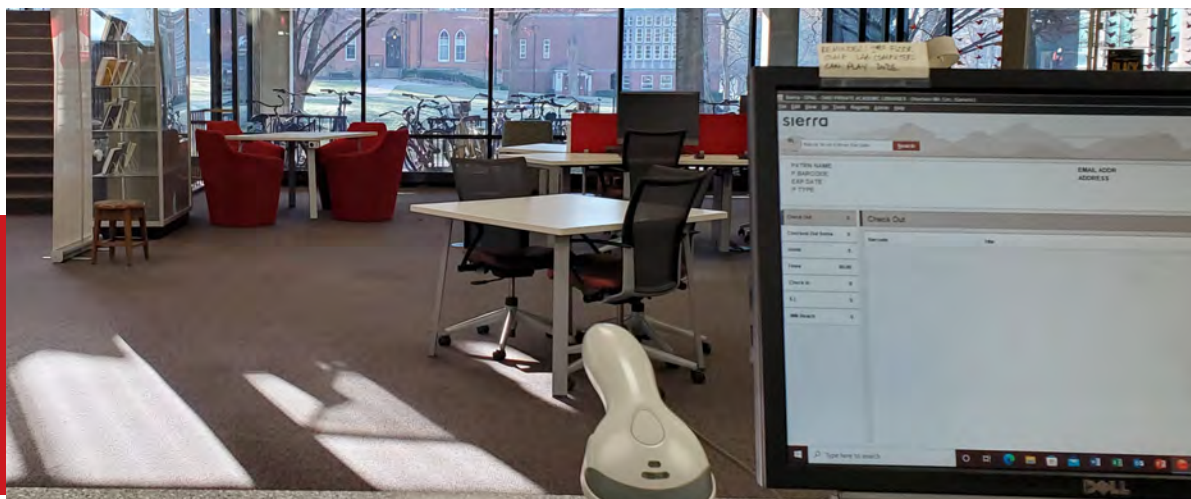
A major project during FY 23 was wrapping up the library’s five year Strategic Plan (2018-2023) and developing a new Strategic Plan. This involved multiple “Thunderdome” brainstorming sessions with library staff, an evaluation of how often the Strategic Plan should be evaluated, and outreach to campus partners to get their input as to how the library can serve them. Our new Strategic Plan demonstrates our values, our vision, and our continuing commitment to service. If you are interested in learning more, you can read it at:

www.otterbein.edu/library/about/#plan

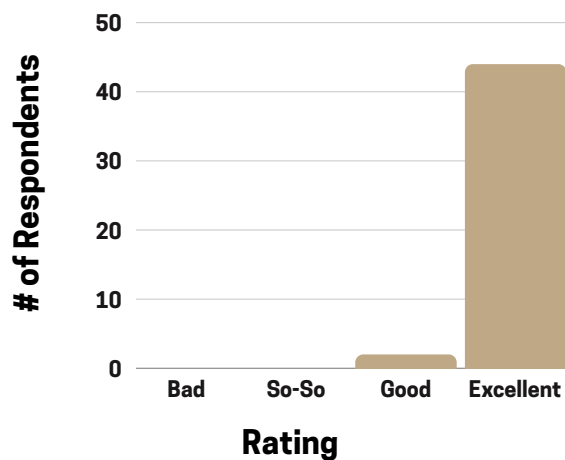
Cover image credit: Emma Chapman, a Research Tutor graduating Spring 2024.

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LIBRARY STATISTICS



Chat Satisfaction Ratings

Users of the library's chat service have the option of rating their chat experience on a scale of 1 to 4, with 1 being "bad," 2 being "so-so," 3 being "good," and 4 being "excellent."

46 users out of 187 total chats, a response rate of 25%, chose to rate their chat experience. Of those who responded, zero users rated the chat service as either a 1 or a 2, two rated us a 3, and an overwhelming 44 users rated our chat service as an excellent 4! This gave us an average chat rating of 3.96!

165,515

Visitors to the library

This is a 9% increase over FY 22.

Librarians taught **61** class sessions,
reaching **960** students.

3,737 Physical items
circulated

Digital items
circulated **39,146**

438 Reference
transactions

Digital Commons

Digital Commons statistics can be found at:

<https://digitalcommons.otterbein.edu/>

Archives

Archives statistics can be found at:

<https://otterbein.libguides.com/archives>



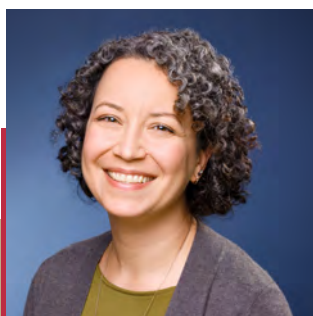
STAFFING UPDATES

FY 23 saw some changes among the library staff!



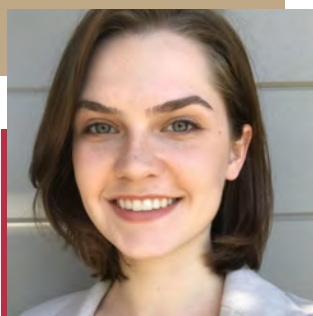
Rebecca Kyser Visiting Information Literacy Librarian

Rebecca "Bex" Kyser joined the library staff for a one year term while Information Literacy Librarian Rares Piliou was on leave. Bex taught LIBR 2000 during this period and additionally presented to the campus community on AI and ChatGPT.



Katie Albright Student Success Librarian

Katie Albright joined the staff as the inaugural Student Success Librarian. In her role, Katie collaborates with various departments and organizations across campus to support students and to help give them their best chance to succeed.



Casey Mazzoli Public Services Librarian

Initially hired as the library's Early Career Development Resident in FY 22, Casey transitioned to a new role as the library's Public Services Librarian. In her new role, Casey works closely with Front of House staff, ensuring that our Reference and Research Services are high-quality and accessible to the community.



Cami Borders Luminaries DEI Intern

Freshman student Cami Borders was interviewed and hired during FY 23 as the library's OhioLINK Luminaries DEI intern. Cami will complete her internship during the 23-24 school year and will rotate throughout various library departments in order to learn about different types of librarianship.

Additional Changes

There were a number of additional staffing changes in the library during FY 23.

We were sad to say goodbye to Technical Services Coordinator **Elizabeth Zeitz** after 15 years of service. They transitioned to a new role at Ohio History Connection. Plans were set in motion to begin searching for a Technical Services Librarian; in the meantime, Library Director Emeritus **Lois Szudy** stepped in and covered Technical Services duties.

We also said farewell to Library Assistant **Kelsi Rakestraw** after three years of service in May 2023. Kelsi covered evening hours after her full time job as an Imaging Technician for the Licking County Records and Archives. A search was begun for a new Library Assistant and was ongoing at the start of FY 24.

Graduate Assistant **Jordan Stoll** left the library in August 2022. Nobody was hired to replace her that fall, and her hours were covered by **Becky Gale**, **Rebecca Raeske-Grinch**, and Graduate Assistant **Ivan Trent**. Many thanks to Becky, Rebecca, and Ivan for stepping in and ensuring we could continue to offer late-night service to the Otterbein community!

Cindie Jean-Baptiste was hired as the new Graduate Assistant during the Spring 2023 semester. During this period, Cindie received the Friends of the Library Alberta Messmer award, given out to the student in their first year of employment with the best work ethic.

EVENTS



THE IMPACT OF OUR OUTREACH

In 22-23, the library hosted 30 programs, reaching 1,111 people. These programs ranged from casual, recreational programming, like game nights and watercolor sessions, to educational sessions such as a program focused on the philanthropy of Sarah B. Cochran. The popular reception of these programs has us considering new avenues to continue expanding the programming we offer to our community.

Spoken Word for the Soul

During Black History Month, the library collaborated with the Office of Social Justice and Activism and the Black Student Union to offer a program called Spoken Word for the Soul, a poetry night highlighting the words of Black poets. Students were able to peruse published books of poetry from a variety of Black poets to read something already published or were invited to share their own poetry. It was an incredibly popular event, with 75 people coming to enjoy the performances. It also exposed people to new poets they hadn't encountered before (event pictured above).

Beth Daugherty Talk

The library was grateful to host an author talk with Otterbein's own Dr. Beth Daugherty, who published her book *Virginia Woolf's Apprenticeship: Becoming an Essayist* in 2022. Dr. Daugherty, who thanked the Courtright Memorial Library and OhioLINK in her acknowledgements, spoke about the different libraries Virginia Woolf used, and Dr. Daugherty's own experiences in those same libraries. As one reviewer noted of the title, "*Virginia Woolf's Apprenticeship* launches a new era in the way Woolf is assessed." This event was a great opportunity to support faculty scholarship and highlight the importance of libraries in communities.



& PROGRAMS

Library staff engaged with the Otterbein community in diverse ways during FY 23! Pages 6-7 show some program highlights from the year.

COURTRIGHT CONVERSATIONS

In response to community asks for new ways to engage with the library, as well as in response to needs arising within their liaison areas, Technical Services Coordinator **Elizabeth Zeitz** and Program Coordinator **Kirsten Peninger** soft-launched a new program called “Library Listens.” This program is intended to be an open hour of listening and engagement where a staff member will be available at a location around campus so that students can ask questions, talk, share feedback, grab a goodie, and otherwise interact with staff outside our normal workspaces. The first session in the Bean generated 9 student interactions, 8 curious looks, 6 interactions with university staff, and 1 dad joke.

LIBRARY ROAD SHOW AROUND CAMPUS

Library Director **Tiffany Lipstreu**, as well as librarians **Katie Albright** and **Casey Mazzoli**, conducted a Library Road Show with each of Otterbein’s constituent assemblies--staff, faculty, and student--during March and April of 2023.

The purpose of the road show was to present on the library’s Strategic Plan, which was in the process of being updated, and to get input from each of the constituent assemblies as to how the library could better serve their needs. This resulted in a lot of helpful feedback from the campus community and facilitated a connection between the library and OUSG, which resulted in funding from a Student Life grant (detailed later on in this report)!



Library staff photo, Spring 2023: (front row L-R) Allen Reichert, Rebecca Kyser, Tiffany Lipstreu, Casey Mazzoli, Kirsten Peninger, (back row L-R) Jane Wu, Rebecca Raeske-Grinch, Becky Gale, Katie Albright, Stephen Grinch



50TH ANNIVERSARY CELEBRATION

OUR HISTORY

October 1st, 2022 was the 50th Anniversary celebration for the Courtright Memorial Library. It was a successful gathering, in which the president offered congratulatory remarks and the building was rededicated. A new sign about the naming of the building was revealed, and the celebration served to bring the entire Courtright family together. The Courtright family were extremely pleased with the event and continue to be supportive of our library. Tours of the building were offered to guests, including former students and professional staff, Digital and Web Services librarian **Jane Wu** documented oral histories from alumni who attended, and a luncheon for VIPs was held at the end of the event.

During the event, President Comerford gave much appreciated shout-outs to two staff members: Archivist **Stephen Grinch**, whom he described as “a hard act to follow,” and Program Coordinator **Kirsten Peninger**, who, he said, should think about the event planning line of work. Librarians **Casey Mazzoli**, **Allen Reichert**, and Circulation Supervisor **Rebecca Raeske-Grinch** rounded out the Anniversary Committee, and many thanks go to all of them as well for working hard to ensure that the day went off without a hitch.



Taken at the 50th Anniversary Celebration on October 1st, 2022. (L-R) Mary-Jane (Stewart) Griffin, Karla (Courtright) Banning, Kristy Courtright, John Stewart, and Otterbein President John Comerford.



STAFF ACCOMPLISHMENTS

Rebecca Raeske-Grinch

Rebecca attended ALAO in November of 2022 and presented “Contactless Library Services: Case Studies from Ohio’s Private Academic Libraries,” with Derek Zoladz, Laura D’Amato, and Noreen Mulcahy.

Kirsten Peninger

Kirsten served as Staff Assembly President during the 2022-2023 year. She facilitated a TRHT session with Dr. Jeff Smith. Additionally, Kirsten began her Master’s degree in Human Services Administration with Antioch University.

Jane Wu

Jane attended the Medical Library Association annual conference and presented “Using Curriculum Mapping as a Tool to Align the Information Literacy and Evidence-Based Research Learning Outcomes in Nursing Curriculum.” She also presented her sabbatical research to the campus community.

Allen Reichert

Allen was part of the planning committee for ALAO and was also elected to the ALAO board for a two year term. He continued to serve as chair of FSDC, which supported 23 faculty members. Additionally, his Spring 2024 sabbatical was approved.

Stephen Grinch

Stephen celebrated his 25th anniversary as an Otterbein employee! It was a busy year for him in which he provided archival materials for the 50th and 175th anniversary celebrations, wrote copy for MARCOMM, led tours, gave talks, and helped promote Otterbein.

Rebecca Kyser

Rebecca presented a talk, “AI in the Classroom,” addressing ChatGPT, as an invited topic for the CTL Lightning Round spotlighting new faculty on May 1. She also published a paper in the *Pan American Journal of Public Health*.

Katie Albright

Katie submitted a project to the State Library of Ohio and was admitted to their 2023 ILEAD cohort. Her team is in the process of creating an online resource to support first generation and economically disadvantaged students throughout the state of Ohio.

Becky Gale

Becky was named “Best Team Player” at the Otterbein Staff Assembly awards ceremony. With the departure of Elizabeth Zeitz, Becky took on the role of Building Safety Captain and Chair of the Library Safety Committee. More of Becky’s accomplishments are detailed on the Building Updates page.

Casey Mazzoli

Casey received the “Rising Star” award at the Staff Assembly awards ceremony. She presented at the Spring Staff Professional Development Conference with Allen, Stephen, and Katie, and also worked with OUSG on getting a Student Life Grant for the library.

Tiffany Lipstreu

Tiffany served as an OPAL mentor in FY 23 as well as Treasurer of the Friends of the Library, helping to launch the Belonging Endowment fundraising campaign. She also completed professional development coursework in Digital Accessibility and Project Management.



FRIENDS OF THE LIBRARY

A VISIT WITH DR. MONA

The Friends of the Library hosted Dr. Mona Hanna-Attisha for a moderated Q&A with Dr. Colette Masterson, Associate Director of New Student Transitions. Dr. Mona talked about the current state of Flint's water, how becoming a whistleblower impacted her life, and how important it is that people speak up when they see that something is wrong.

After the Q&A, Dr. Mona revealed her author portrait and signed it. Before she left in order to testify before Congress the next day, she made a point of saying that Otterbein has the best Common Book program that she has participated in; she was impressed by the wall of authors and the additional programming surrounding the Common Book.

As part of the Common Book Q&A, Friends of the Library Day was proclaimed by President Comerford to be on October 27th, 2022. This proclamation was made in honor of our Friends of the Library and their dedicated service to the library, Otterbein, and our students. It states, in part: "Their time and commitment to the library sets an example for all in how volunteerism leads to positive civic engagement and the overall betterment of campus life."



Otterbein Singers

The Otterbein Singers event served as the main fundraiser for the Friends of the Library again, and the Friends unveiled their newest initiative – the creation of a Belonging Endowment, which will help fund projects related to access and community for students. In the future, the Belonging Endowment is expected to fund the hiring of an OhioLINK Luminaries DEI intern in addition to other endeavors.



BUILDING UPDATES

WHAT'S NEW IN THE LIBRARY?

FY 23 saw a lot of change in the library building and in library operations! A huge win was achieved in getting preferred names added into Sierra. Many thanks go to Circulation Supervisor **Becky Gale** and Electronic Access Librarian **Allen Reichert** in accomplishing this. This change will allow students, faculty, and staff to be recognized by the names they prefer and identify with and help to make Courtright Memorial Library a more welcoming, inclusive, and safe space for all.

Becky Gale also worked hard to get the library's Collaboration Stations up and running on the first floor. These stations help to facilitate group work and have proven consistently popular with students, faculty, and staff, being regularly utilized.

Circulation Supervisor **Rebecca Raeske-Grinch** took over from departing Technical Services Coordinator **Elizabeth Zeitz** as project manager for the library's upgraded, energy-efficient lighting. Phase 2 of the installation work was ongoing throughout the spring. When complete, the lighting project will pay for itself in energy savings, as the LED lighting system is more energy efficient. The lights and lighting system provide more flexibility with dimming options and better visibility overall, making our building more welcoming and user-friendly.



New Door Sensors

The door sensors at our main entrance were replaced in March of 2023. The new sensors have a wider opening and increase the accessibility of the building, and they also make collecting visitor numbers easier. Funding for this came partly from the Friends of the Library--to whom we are grateful!--and partly from an endowment.



Student Life Grant

Two OUSG representatives, Claire Sauer and Yasmeeen Khafagy (shown at left), approached and offered a Student Life grant to purchase items for the library. Bean bag chairs, adjustable height tables, and portable whiteboards were purchased and have proven very popular with students!

WITH GRATITUDE TO OUR DONORS:

Karla Courtright Banning, Carol Barrett, Emmanuela Bean, Kathy Butler, Judy Christian, Elonda Clay, Kristy Courtright, Doug Crandall, Beth Daugherty, Margaret Doone, Colleen Dunston-Carroll, Janice Eddey, Kathleen Fernandez, Robert & Jackie Gatti, Joanne Gillum, Frederick Glasser, Jean Guerin, Coral Harris and Alan Goff, Carmenza Gutierrez, Catherine Hickin, Nicholas Hill, Thosia Grace Hunter, Nicholas Jackson, Chris Kaiser, Ron Kenreich, Donna Kerr, Mary Pat & Douglas Knight, Scott Lloyd, Barbara Martin, Brenda and Gary McComb, Gary and Barbara McKenzie, Bill & Harriet Merriman, Janie A. Miller, Laura J Moorman, Mike and Amy Murray, Karl and Marsha Niederer, Hon. Dr. Alan & Carol Norris, Dennis & Sue Ann Norton, Rebecca O'Neil, Charles Paule, Alison Prindle, Daisy Rooney, Carolyn Royer, Kudzanayi Ruzvidzo, Betsy Salt, Jeffrey S. Sams, David Simmons, Nancy J. Smith, Jeanne Sullivan-Guerin, Lois Szudy, Ronald Szudy, Margaret Trent, John & Kazuko Volkmar, Dr. James K. Wagner, Sarah Whybrew, Brian J. Wood, Robert Woodruff, Brian Workman, Margaret Yacobozzi, and the Otterbein "O" Club.

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