251ₖ	**42ₖ**	**38ₖ**	**212**	**50**
E-Books	E-Journals	Streaming Videos	Library Guides	Video Tutorials

This issue

Director's Corner

I am filled with gratitude for the kind support and insight of my colleagues. Onboarding new staff is no easy task, especially during a period of transformation. I could not have survived without the incredible team inside of the library and it has been my honor to continue the wonderful work of Director Cindy Sefton. The success the library has achieved is the direct result of many years of meticulous and dedicated work, balancing community needs with available resources. The library has much to offer, from innovative teaching and accreditation support to even just being a welcoming space for all. I recognize my good fortune for a team that embraces student centered change--certainly not something I take for granted.

As I quickly learn to navigate a new culture and organization, I've discovered exceptional people everywhere here, dedicated to our students and moving our community forward collectively. I look forward to meeting all of you, please stop by-- the library exists to serve you.

Warm Regards,

Crissy Ross, Library Director

SPRING 2023 Hours
Monday-Thursday: 8:00am-9 pm
Friday: 8:00am – 4:00 pm
Saturday: 10am-2pm

www.cincinnatistate.edu/library

LOOKING BACK…2021-2022 Academic Year

The Collection

After a year hiatus from collection building, full purchasing and lending resumed in Fall 2021.

- **Monographs:** The Library purchased 811 items for the collection: an almost 2700% increase from the 29 titles added the previous year when purchasing was paused due to our collection being inaccessible. 1920 titles (2050 volumes) were withdrawn due to lack of use, outdated information, or poor condition, primarily from subject areas in the Social Sciences. Most of these items found good homes from being donated to Better World Books, an organization that supports literacy efforts worldwide.

- **Videos:** 121 new or replacement films were purchased last year, including 11 streaming videos leased from *Kanopy Films*. 364 videos titles (468 volumes) were withdrawn from the non-fiction section due to outdated information or lack of use, thereby maintaining shelf space for future purchases. Video borrowing dropped 87% since 2018-2019—the last full year of checkouts before the March 2020 closure—while streaming video views from *Films on Demand* (FOD) increased 39% over the past year, from 1834 to 2555. The increase in usage may be partially attributed to our newer practice of making a limited number of FOD titles available via BLINK (see pg. 7)

- **Periodicals (Journals, Magazines, & News):** The Library cancelled its subscription to *Journal of Allied Health* ($120.17), *MIT Tech Reviews* ($80.), and *Inc.* ($19.99) for 2023, while *Bloomberg Businessweek* ($99.), Health ($15.97), and *Parents* ($15.98) were discontinued from the publishers. *Community College of Research & Practice* was changed to an "online-only" subscription, for a savings of $192. *Discovery* (est. $24.95) and *Consumer Reports on Health* (est. $24) were added to our print periodicals.

- **Databases:** No changes were made to our database holdings. Please see page 9 for more information about how EBSCO usage data is calculated.

- **Course Reserves:** Textbooks "on reserve" had 786 checkouts—a 73.6% drop from the 2996 circulations in the 2018-2019 academic year. Although e-textbooks and OERs have contributed to the decline, students still greatly appreciate having a print copy of their required course materials to borrow. 125 courses currently have items on reserve.

- **College Archives:** The Archives' unveiled a new "Faculty Excellence" display. Check it out online at http://cinstatearchives.com, or view the physical display that is just left of the Library's entrance.

LOOKING BACK…2021-2022 Academic Year

Research Support

Our Mission states that "*The Library helps instill students with the research skills essential for lifelong learning.*" While many come to college equipped with basic Internet search skills for finding everyday information, most are not prepared to locate and evaluate resources for academic use. Providing both research instruction and reference support are two of our most essential services, whether we are doing it face-to-face or reaching our students online.

- **Library Workshops:** The Library offered 49 workshops in Zoom, with 105 confirmed registrants and 13 cancelled reservations. Although pre-registration is required at least an hour before the workshop begins, the sessions are open to all Cincinnati State students and are primarily focused on how to find articles using academic databases. After a brief 15-minute demo, students are invited to continue doing their research while a librarian is there to help them. View the current calendar at:

  https://cincinnatistate.libcal.com/calendar/workshops

- **Library Instruction:** Cincinnati State librarians led 58 course-based research classes last year, a 47% decrease from the 110 sessions in 2018-2019. A total of 618 students attended those 58 instruction sessions either f2f or in Zoom, a 55% decrease from 2018-2019. Most of our research instruction sessions were for English Comp 2 classes, but students from Nursing, Occupational Therapy, Respiratory Care, Culinary & Food Science, and Environmental Engineering also learned how to find academic resources for their disciplines.

- **Library Guides:** Currently numbered at 212, our online guides continue to support both on and off-campus students. The guides had 42,381 hits last year, about a 7% decrease over the prior year's 45,688 hits. The English 102 guide again led the pack with 13,526 hits, although it experienced a 21% decrease in usage. However, many of our guides saw impressive increases, including:
    - Research Databases: up 31%, from 4172 to 5472
    - Nursing Research: up 17.5%, from 2205 to 2591
    - Faculty Guide: up 49%, from 920 to 1374.

  Our "Step-by-Step" tutorial guides also saw usage increases. The "Books & More" guide increased 57%, from 1259 to 1981; Academic Search Complete jumped a staggering 2791%, from 34 to 931; and the CINAHL Step-by-Step grew slighlty at 6.6%, from 196 to

Research Support, cont.

209. These guides provide screenshots of how to complete common tasks in each resource, making it easier for students to work alongside the static tutorial than to remember what the steps are from a video tutorial. The boost in usage may be attributed to last year's redesign of the Library Guides navigation, which resulted in the tutorials being directly linked in the "Research Basics" section of the top menu.

Visit all of our guides at: https://library.cincinnatistate.edu/guides.

- **Video Tutorials:** The Library created 6 new videos for its YouTube channel, including an upbeat "Welcome to the Library" video for FYE, bringing us to a total of 50. All library-created tutorials are closed captioned and can be embedded directly into Bb. Most of our library guides also include these tutorials, thereby increasing the guide's effectiveness. View all of our video tutorials online at our YouTube Channel: http://www.youtube.com/user/CinStateLibrary.

Fan Fav
Our most popular YouTube video is "MLA: Formatting your Paper", with 13,769 views.

https://youtu.be/V9I_ZcvlbJ8

- **Virtual Research Appointments:** Reference librarians offered 2566 hours of appointment availability for one-on-one research appointments in Zoom, a 57% increase over the previous year's 1632 hours of availability. Despite the increased options, only 7 students showed up for an appointment (6 cancelled): a 37% decrease from the "already tragic" total of 11 appointments the prior year.

- **Reference Interactions:** 2460 questions were answered at the Research Help desk, a 78% increase over the previous year when assistance was primarily offered via chat, phone and email. However, the 2021-2022 academic year was still 52.6% slower than the 5197 questions answered in 2019-2020 (partial year due to closure) and 72.6% slower than the 8981 interactions of 2018-2019 (last full year of statistics). Of the 2460 questions, the majority were in regards to College Support (760) or Printers & Photocopiers (756); 396 questions were asked regarding other Software/Technology, while 303 sought Library Directional assistance and 245 had a Reference question.

- **Instant Message/Chat:** 172 questions were answered via Library Chat, a 12% increase over last year. Our "proactive" chat presence prompted 66% of these interactions, while the remaining questions came via our traditional instant message links & embedded widgets.

Research Support, cont.

- **Blackboard Mini-Library:** Since the Office of Online Learning created its template for online and hybrid courses last year, students taking a class that uses the standard course shell can easily start finding books, articles, and research support via the Library menu item. More than just a link back to the Library, our "Blackboard Mini-Library" lets students start searching for what they need, from where they are. This new Library resource had 952 hits its first two semesters in use.

- **Library Skill Builders:** Books, journal articles, media resources—the more resources that students have available, the more important it is to ensure they are confident in finding, evaluating, and integrating research into their assignments (and everyday interactions with information). In addition to a plethora of print and multimedia tutorials, the Library now offers a growing collection of interactive learning modules that provide students with the opportunity to get "hands on" experience using different databases and evaluating common types of resources. Each Skill Builder begins with a short video tutorial, followed by a series of questions that require engagement with the module's content. Following completion, students can download a certificate that can be shared with their instructor, if required.

Screenshot from the *Evaluating Sources* Skill Builder (C.R.A.A.P. Test)

Research Support, cont.

Give them a try yourself! Instructors can link out to the ones that are relevant to their students' needs. Current Skill Builders include:

- o Developing a Search Strategy: https://cincinnatistate.libwizard.com/f/search
- o Finding Books in BLINK: https://cincinnatistate.libwizard.com/f/blink
- o Finding *Articles in Academic Search Complete*: https://cincinnatistate.libwizard.com/f/academicsearchcomplete
- o Finding Articles in CINAHL (Nursing & Health Sciences): https://cincinnatistate.libwizard.com/f/cinahl
- o PICO(T) for Nursing & Health Sciences: https://cincinnatistate.libwizard.com/f/pico
- o Evaluating Sources: https://cincinnatistate.libwizard.com/f/evaluation
- o Scholarly vs. Popular Articles: https://cincinnatistate.libwizard.com/f/scholarly
- o Primary vs. Secondary Sources: https://cincinnatistate.libwizard.com/f/primary
- o Avoiding Plagiarism: https://cincinnatistate.libwizard.com/f/plagiarism

- **English Comp 2 Pilot Project**

  The ability to create Skill Builders also provided an opportunity to create an interactive online "research class" for English Comp 2 Web students, in hopes of simulating the research instruction session most Comp 2 students attend either in person or in their Zoom class. A trio of English faculty—Dr. Bob Jakubovich, Meredith Effler, and Zach Litton—provided feedback throughout the development of the Online Library Class for Comp 2 and volunteered to incorporate the final product into their ENG 102 Web classes.

  To gauge whether completing the Skill Builder positively impacted students' ability to find and use 5 Library sources, a citation analysis was conducted on 83 annotated bibliographies submitted for the first ENG 102 assignment. In order to facilitate student usage, the pilot project further sought to identify the best strategy for incorporating the Skill Builder into the online course. 142 students completed the activity during Spring & Summer semesters.

  Summary Findings
  - Students who complete the Skill Builder are radically more likely to use Library sources for their annotated bibliography than students who do not complete it.
  - Students who do not complete the Skill Builder are significantly more likely to not use any (0) Library sources, or to not use any sources at all.
  - Students are more likely to complete the Skill Builder if it is mandatory, but they are also likely to complete it if they are just emphatically told to do it (i.e. it is not directly tied to a penalty for not completing it).
  - Students will not complete the Skill Builder if it is just included as a suggestion or a resource.

- Student feedback supports that the Skill Builder was a useful learning activity, particularly in regards to plagiarism/citations.

The complete 11 pg. report, including student feedback, is available at: https://library.cincinnatistate.edu/ld.php?content_id=69960662 . Please contact Kathleen Pickens if you have questions or are interested in building a similar research experience to meet your students' needs.

Accreditations

The Library prepared accreditation documentation for Pastry Arts & Culinary programs (September 2021), Emergency Services (May 2022), and Occupational Therapy Assistant (June 2022). Documentation that showcased the Library's many resources and services for off-campus learners was also prepared for the HLC Multi-Site visit in Spring 2022.

If you're aware of an upcoming review or plan to submit a new program for approval, please let us know! With advanced notice, we will have time to do a collection analysis, replace/purchase items as necessary, and compile a report that will showcase our commitment to supporting your students. Please email Kathleen Pickens with details.

User Experience

- **New Chairs:** Students immediately noticed and appreciated the Library's acquisition of new, luminous chairs. The new seating provides learners with a bit of comfort, but it also revived repeated requests for couches and other cozy accompaniments.

- *Films on Demand* **titles added to BLINK:** The Library began adding a limit number of FOD titles directly to BLINK, the Library's online catalog. This enables users to find streaming media while searching for resources, without being overwhelmed by all 38K titles available from *FOD.* Currently, content from popular publishers (e.g., Ken Burns, *California Newsreel*, *Films for the Humanities & Sciences, PBS, etc.*) is made available by downloading the MARC records and importing them into our own collections; this is done twice each year to reconcile *FOD's* additions and withdrawals. Streaming video views increased 39% last year, proving the extra technical services work is worth it.

STATS AT A GLANCE…2021-2022 Academic Year

Each year, we report out on some basic stats (below), but we do more than just collect data—we use it! See pg. 12 for an overview of how our resources and services have evolved alongside the numbers over the past ten years.

Collection Holdings	
Print Books	22,187
E-Books	250,797
Physical Videos	2117
Streaming Videos (Films on Demand)	37,882
Print Periodicals (Journals, Magazines, Newspapers)	44
E-Journals	41,807
Electronic Research Databases	77
Laptops	50
Archives (linear feet)	202.9
Usage Statistics	
All Checkouts	4223
Books	1626
Videos	350
Course Reserves	786
Laptops & Accessories	668
Study Rooms	216
OhioLINK Borrowing	123
OhioLINK Lending	454
Database Sessions (EBSCO only)	437,414
Streaming Video Views	2555
Library Visits (Gate Count)	24,469
Visits to Library Guides	42,381
Library Services	
Number of Hours Physical Library Open (+124 Virtual Hours)	2387
Drop-in Assistance at Reference Desk	2460
Instant Messages Answered	172
Research Instruction Sessions (+49 Open Workshops)	58
Number of students attending Research Instruction	618
Library Staffing	
Full-time Librarians (MLS Required, includes Library Director)	3
Adjunct, Part-Time Librarians (MLS Required)	2
Full-Time Library Staff	4

EBSCO USAGE…2021-2022 Academic Year

The Library's EBSCO collection saw a substantial increase in usage over the past year. It includes access to over 100 databases, including the following which have the highest usage numbers (in descending order): *Academic Search Complete, CINAHL, Points of View, Newspaper Source,* and *Criminal Justice Abstracts.* Below are some additional data points on EBSCO usage, while the most popular searches provide a glimpse into our users' research interests and help inform purchasing decisions for our physical collection. Overall, the top searches were: gun control (646), reproductive rights (542), and abortion (317).

DATABASE SESSIONS: A unique visit to a specific EBSCO database (searching multiple databases simultaneously only counts as one session). 437,414 sessions—**31% increase**.

SEARCHES: When a user looks up data, each look-up is registered as a Search. A user may have multiple searches per database session. 1,373,637searches—**40% increase**.

TOTAL FULL-TEXT REQUESTS: EBSCO logs the number of times a user chooses to "view" the full-text of an article by clicking on either the HTML or PDF full-text link.41.052 requests—**19% increase**.

TOTAL LINK-OUT REQUESTS: EBSCO logs the number of times a user clicks the "Find It" button to access the full text of an article that is in a non-EBSCO database (e.g. *Electronic Journal Center*, *JSTOR*, *Nexis Uni*, etc.). 9432 requests—**23% increase**.

Most Popular EBSCO Database Searches (past 3 months)

covid-19 gender pay differences restorative justice and (economics or business or management) allergies and intolerance gun rights caring and (labor and delivery) learn about evidence-based practice and nursing and students young children current events nursing education and time management deficit amygdala domestic abuse lgbt the effects of isolation gun control in america **gun control** guns news and magazines jean watson roe vs wade roe v wade internet abortion rights student loan forgiveness prison nursing climate change restorative justice communication culinary articles hot topic mental health news **abortion** immigration free college ukraine intersectionality gun violence gun intermittent fasting gas prices jean watson caring theory nicaragua racism watson's theory of caring **reproductive rights** prison reform abortions healthcare prison rehabilitation police brutality **free college tuition** amygdala social media brittney griner floods tuberculin syringe and insulin evidence based practice and nursing hot topics tuition legalizing gay marriages rehabilitation in prison monkey pox iv site antisocial personality disorder and (empathy or compassion or sympathy or caring) technology food rescue amygdala and emotion restorative justice in prisons restorative justice and victims and united states solitary confinement and mental health vaccines neurogenesis

STUDENT SATISFACTION SURVEY …December 2021

Each December, we survey our physical Library (Main 170) student visitors to assess how well we are meeting their needs and to provide them with an opportunity to offer suggestions and feedback. What follows is a brief summary of findings, with comparisons to the 2019 survey results since no survey was conducted in 2020 due to the Main Building closure.

1. **On average, how frequently did you visit the Cincinnati State library this semester?**
   Almost daily: 24%
   2-3 times a week: 40%
   2-3 times a month: 16%
   2-3 times the semester: 14%
   This was my first time using the physical library this semester.: 6%

2. **What was the purpose of your visit(s)? Please mark all that apply.**
   Borrow or return resources (books, videos, course reserves): 10% (73% Decrease)
   Quiet space to study: 88% (14% Increase)
   Work with classmates: 20% (29% Decrease)
   Computing and/or printing: 31% (62% Decrease)
   Attend library instruction for my class: 0% (100% Decrease—Broken Elevator)
   Taking a break between classes: 49% (48% Increase)
   Use a study room: 39% (New Question/No Comparison)

3. **Please indicate your level of satisfaction with each of the resources or services you used.**
   Percentages based on number of responses for each item.

	Highly Satisfied	Satisfied	Highly Unsatisfied
Resources			
Books	52.6%	47.4%	0
Fiction Videos	50%	50%	0
Course Reserves	66.7%	33.3%	0
Group Study Rooms	73.6%	21.1%	5.3%
Online Articles	64.7%	47%	0
Technologies			
Library Laptops	90%	10%	0
Computers	92%	8%	0
Printing	78.6%	21.4%	0
Getting Help			
Research Help Desk	100%	0	0
Checkout Staff	85%	15%	0

STAFF NEWS…2021-2022 Academic Year

Personnel Changes:

- **Cathy Craig** joined the Library Team in Fall 2022 as an adjunct (part-time) Reference & Instruction Librarian. Cathy earned her Bachelor of Arts in Anthropology from Northern Kentucky University and completed her Master of Library Science degree from the University of Kentucky in December, 2022.

- **Sarah Johnson** also joined us—then left us—in Fall 2022. An expert in Library Social Work, she and three colleagues were awarded a grant from New Jersey Public Libraries to create a toolkit for those seeking to host Social Work students.

- **Mark Minelli**, an Adjunct Reference/Instruction Librarian (part-time) since January 2020, left us in Summer 2022 for a full-time position as UC's Journals & Digital Projects Manager. Mark's many contributions to library instruction and video tutorial development helped carry us through remote services during our extended closures.

Presentations:

- **Crissy Ross** co-presented *Remixing Open Education Resources for Customized Courses and Student Impact* on March 31 at the 2022 Online Learning Consortium (OLC) Innovate Conference (virtual). On June 15, Crissy also co-presented *Introducing Conversations About Diversity, Equity, Inclusion, and Accessibility at a Mid-Size Academic Library* at the Association of College & Research Libraries' Annual Conference (virtual). She also recently co-presented *Choosing and Using OERs* on November 11 at the 2022 Kentucky Convergence Conference (Louisville, KY).

- **Margaret Breidenbaugh** joined seven Ohio Library Colleagues in the "Steal My Idea!" showcase of the 2022 OhioLINK Membership Summit, held on June 7 (virtual).

Awards: Faculty Librarian Kathleen Pickens joined Nursing Professor Dr. Beth Hamon in receiving the 2022 House/Bruckmann Faculty Excellence Award. Kathleen was nominated for excellence in instruction, commitment to student success, collaborative spirit, and contributions to the College. Kathleen was previously honored with the award in 2016, alongside Geoff Woolf.

For the virtual awards ceremony, Kathleen created a tribute video of faculty excellence, featuring many past House/Bruckmann awardees and nominees. Watch the video (& get your groove on) on YouTube.
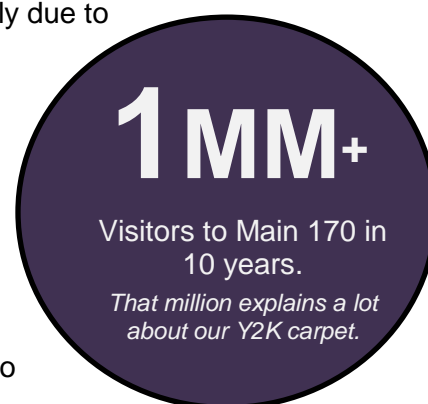
THEN & NOW…2012-2022

The 10th volume of the Library's Newsletter/Annual Report provides an opportunity to reflect on changes over the past decade, and to share how the Library has adapted in order to best serve our students now and into the future. Some of the current numbers may seem grim, but we remain committed to transparency in how we use our data for decision-making and growth.

"Stats at a Glance" Data					
	2012-2013	2017-2018	2021-2022	10-Year Total	10-Year Change
All Checkouts	54075	17,866	4223	254,665	-92%
Books	9976	5007	1626	55,846	-83.7%
Course Reserves	9869	3530	786	46,409	-92%
Laptops	26,922	3362	668	88,445	-97.5%
Library Visitors	166,400	108,440	24,469	1,004,135	-85.3%
Visits to Library Guides	55,000	64,034	42,381	646,798	-23%
EBSCO Database Searches	325,295	680,897	437,414	5,098,576	+34.5%
Reference Desk Questions	9352	8896	2460	80,583	-74%
Instant Messages	230	150	172	2094	-25%
Instruction Sessions	151	133	58	1201	-61.5%
# of Students Attending Instruction	1933	1613	618	14,933	-68%

Checkouts: The greatest decline in checkouts occurred in 2015-2016, when laptop borrowing decreased 37.2% from 16,795 to 10,539—a far cry from the nearly 27,000 laptop checkouts in 2012-2013. While the earlier decline may be partially attributed to an increase in the number of public computing stations available and extended laptop loan periods, the post-reopening decrease in demand is likely due to newer options for students, including the IT laptop loaner program and the ability to purchase a laptop from the Bookstore using financial aid.

Library Visitors: Foot traffic had already slowed 35% by 2018--likely due to reduced travel on the first floor after Financial Aid and Admissions moved to the ATLC—but the extended Main Building closure fueled the recent, dramatic decline. Total campus traffic is slowly rebounding and the Library's numbers reflect that. Already this Fall, Library visits were at 15,088, a 32% increase from last Fall's 11,456. Looking further ahead, we anticipate (hope) the new SIM Lab and planned 1st floor renovations will increase our visits closer to earlier levels.

1MM+
Visitors to Main 170 in 10 years.
That million explains a lot about our Y2K carpet.

THEN & NOW cont.…2012-2022

Reference Interactions: Fewer visitors logically means fewer people asking questions, but our growing collection of self-guided learning objects (video tutorials, handouts, etc.) may have also decreased reliance on employee assistance. Since reopening, fewer students are using the Library's computer stations, which further reduces the number of technology and printing questions. The number of instant message questions actually increased 14.6% since 2018, with the majority of questions coming through our proactive chat presence in EBSCO databases, Library Guides, and BLINK.

Library Instruction: Lower enrollment numbers and strategic course scheduling led to a 12% reduction in instruction sessions before Covid-19, while the current low numbers may be attributed to a variety of factors, including student preference for Web English Comp 2 courses and the Library's broken elevator. With the elevator slated to be replaced in Summer 2023 (see pg. 15), we look forward to again promoting the value of research instruction.

Almost
15K
students attended 1201 research classes from 2012-2022.
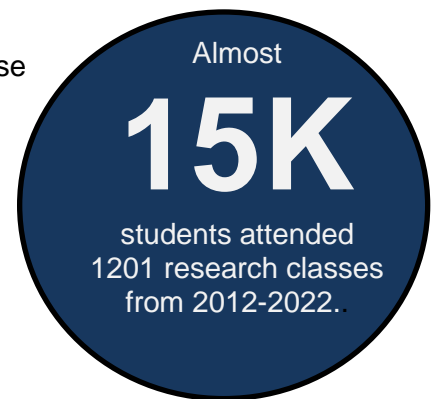
Self-Reported Usage: A comparison of student survey results indicates a trend towards using the Library more for its space than for its tangible resources. While the percentage of students utilizing the Library in Main 170 as a "Quiet Space" has always been high, it continues to trend upward as more learners utilize the space as a place to focus, regroup, or unwind.

December Student Surveys				
	2013	2018	2021	9-Year Change
What was the purpose of your visit(s)? Please mark all that apply.				
Borrow or return resources (books, videos, course reserves):	38.5%	32%	10%	-73.6%
Quiet space to study	77.5%	76%	88%	+13.5%
Work with classmates	29.5%	31%	20%	-32/2%
Computing and/or printing	73.5%	79%	31%	-58%
Attend library instruction for my class	8.5%	11%	0%	-100%
Taking a break between classes	40.5%	32%	49%	+21%

THEN & NOW cont.…2012-2022

Through the years, feedback from survey results has resulted in many user improvements (both big and small), including:

- adding a "Quick Print" station to cut down on wait times
- extending laptop borrowing to 4-hours and use outside of the Library (plus the availability of several 7-day laptops)
- adding a "Book Drop" outside the Library's doors for returns when the Library is closed
- reducing fines for overdue Reserve items (see pg. 16)

The responses also keep us motivated to maintain the Library as a dedicated "Quiet Zone".

Collection Changes: Some life changing magic of tidying up turned crammed shelving spaces into spaces suited for learning. An underused (and overpriced) Reference section was whittled down and moved to the Stacks, thereby creating the space that now houses the public computer stations. Additionally, the remaining Reference books were changed in 2021 from being "Library Use Only" so that students can borrow them for up to 7 days.

Ten years ago, a library visitor would have found obsolete VHS tapes and outdated periodicals hoarding the lower space that is now a preferred student hangout. Surviving DVDs became available to both students and faculty for checkout from the Stacks—a welcome change that grew in popularity as box office hits became part of the purchase routine. However, the reliance on streaming video platforms during the pandemic seems to have curbed the desire for physical films, leading the Library to reallocate some video funds towards streaming academic films from *Kanopy*.
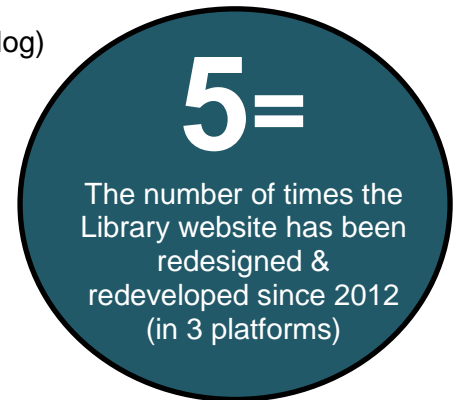
> **Over the past ten years:**
>
> - 17,224 Books Withdrawn
> - 9020 Books Added
> - 4037 Videos Withdrawn (80% during the 2012 VHS withdrawal)
> - 1503 Videos Added
> - Print periodicals reduced from 130 to 44 titles
> - Audiobooks discontinued
> - Databases Added: Statista, JSTOR, OVID

Nearly a 50% reduction in budget for the Library's physical collection(s) since 2012 demands a strategic approach to collection management; usage data, program accreditations, OhioLINK holdings, and research behaviors all factor into selection and deselection decisions. We welcome purchase recommendations from our faculty subject specialists, as well as the rest of the College community. See our Collection Development Policy for more details.

THEN & NOW cont.…2012-2022

Online resources: While we anticipate the usage of our physical space and resources will continue to slowly rebound, we predict usage of our online resources will continue to climb rapidly. Our online presence can be sorted into 4 categories:

- **Portals:** Library website, Library Guides, BLINK (Library Catalog)
- **Electronic resources:** 24/7 research databases, e-Book collections, streaming videos
- **Learning Tools:** video tutorials, interactive "Skill Builders", static tutorials, printable guides
- **Virtual Help:** Chat/instant message, email, Zoom research appointments, online workshops

5=
The number of times the Library website has been redesigned & redeveloped since 2012 (in 3 platforms)

All of our editable online resources undergo continuous improvements for usability, effectiveness for learning, and accessibility. Over the past ten years, the Library has taken advantage of technological advances to add Library Guides (LibGuides), Skill Builders (LibWizard), proactive chat, online research appointments (LibCal), Zoom workshops, and a YouTube channel to its arsenal of research support. Looking ahead, we will continue to seek and create virtual resources that support our users' evolving needs and reflect (new) current best practices, whatever those may be.

The Next Decade:

Although the percentage declines over the last decade are not the most flattering, they mirror what other higher education institutions have been reporting over the past two years, particularly those that are commuter campuses. Changes in usage have not deterred our growth; instead, they have provided opportunities for adapting and improving how we serve the College community to meet their needs.

We will continue to use observation, assessment, and research to ensure maximum usability and equitable access to our resources and services. Moreover, we will continue to share what shapes our journey, even when the road is a little rough.

> "To ask why we need libraries at all, when there is so much information available elsewhere, is about as sensible as asking if roadmaps are necessary now that there are so very many roads."—Jon Bing

FINE-FREE IN '23! (Mostly)

The Library is constantly assessing usage, researching library trends, and listening to our borrowers to ensure we support—not hinder—student success. Previous strides from the past decade included extending laptop borrowing times, increasing the amount due before a user's borrowing privileges were suspended from $5 to $85, improving student access by allowing them to borrow videos and Reference items outside the Library, and "forgiving" $9879 in replacement charges for 115 items unreturned while the Library was inaccessible.

The recent decline in borrowing provided an opportunity to do more. We researched the experiences of other OhioLINK and public libraries that embraced a fine-free culture, tested new loan rules "in the background", and implemented several trial changes to ensure that our good intentions did not result in reduced access for other borrowers. Fall 2022 trials included:

- allowing two renewals for all videos (fiction & academic) & Reference books
- establishing a minimum $5. overdue accrual before items are fined (i.e., "grace period")
- reducing the hourly overdue fine for "Library Use Only" items to $2.50/hour from $5/hour
- reducing late fines on overnight Reserves & 7-day laptops from $10/day to $1/day

As a result, we are excited to announce that borrowers will no longer be charged overdue fines for many of our items and the above changes will remain in effect. Additionally, books from the General Collection will be auto-renewed twice, unless another user has requested them, before the borrower is responsible for their subsequent renewals (up to four manual).

| Simple Overview	
No Overdue Fines	**Items you get from the shelf yourself, including:** ▪ Books from the General Collection ▪ Reference Books ▪ Fiction & Academic Videos
Overdue Fines	**Items you have to get at the desk, including:** ▪ OhioLINK & SearchOhio requests ▪ Course Reserves ▪ Other Reserves (Study Room Keys, Calculators, etc.) ▪ Laptops & Accessories
*Charges are still incurred for all items unreturned by the billing date (varies by item type). Cincinnati State items returned within 90 days of the overdue date may have these charges waived. ***Policy is not retroactive. Updated loan and fine rules only apply to new checkouts.*	

COMING SOON…2022/2023

Library Elevator: The Library is grateful (and thrilled) to finally report that plans are underway to replace the Library's broken elevator. More than a convenience, our elevator is essential for:

- **Study Rooms:** The Library has four group study rooms, all located on the upper balconies. Without the elevator, we do not have an accessible option to offer students with mobility or health issues that make using staircases a grueling burden or a complete impossibility.

- **Library Instruction:** The elevator provides an accessible, direct route through the main Library to our research instruction lab. Getting to the lab without it has been cumbersome--and occasionally impossible--as users have to be physically guided around the hallway and down stairs. Additionally, both students and faculty are disappointed that they do not actually come INTO the Library for the research classes.

- **Technical Services:** Every item that is added or withdrawn from the collection has to make a journey to our Technical Services area, which is located in the same inaccessible space as the Library's computer lab for instruction. In 2021-2022, this meant carrying over 3300 items up and down stairs for processing, thus creating over 6000 opportunities for injury. Thankfully, the only trips were those taken up and down the steps.

  Many thanks to Steve Morris, Kim Vasko, and the Executive Team for giving us hope!

Revised Mission, Vision & Values: We strive to remain dynamic and relevant to our College community, which means regularly looking internally at the College's documents to ensure our focus and action is in alignment. The Library's Key Performance Indicators support the College's Strategic Plan and achievement of College-level learning outcomes, but our Mission statement was long overdue for an overhaul.

We look forward to sharing our revised Mission and our new Vision and Values statements with our stakeholders once they have administrative approval.
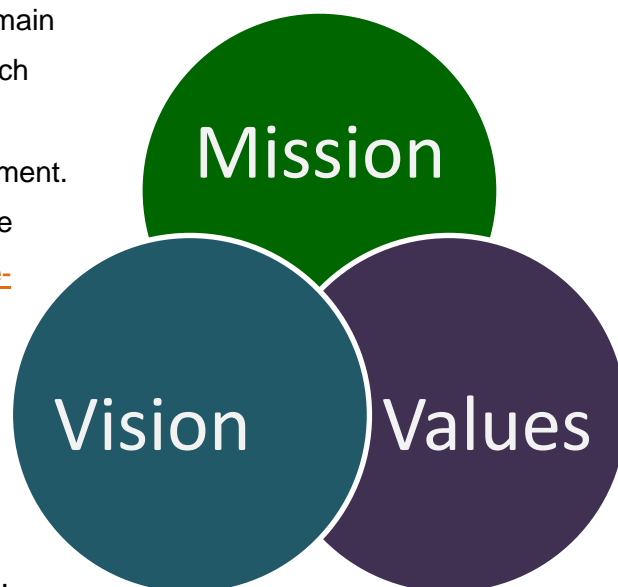
MEET YOUR LIBRARY STAFF

Administration

Crissy Ross
Library Director

Technical Services

Tracey Stivers, Faculty Librarian
Coordinator of Technical Services

Archives, Cataloging, Database Control

Karen Douglas
Acquisitions

Information Services

Kathleen Pickens, Faculty Librarian
Coordinator of Information Services

Collection Development, Instruction, Reference, Web & Multimedia
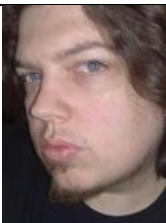

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