Cincinnati State

LIBRARY

NEWS

Empowering our students to imagine, discover, & connect.

409K	**41**K	**42**K	**208**	**41**
E-Books	E-Journals	Streaming Videos	Library Guides	Video Tutorials

This issue

This year is one of constant change, uniquely challenging in ways that help, sometimes forcefully, broaden our view and thrust us out of our comfort zones. The Library prides itself on the personal connections made with students, staff and faculty alike. We are fortunate to have long strived to make those connections virtually for off-campus students, particularly by expanding and cultivating our e-resources and online services each year. Thankfully, this meant our transition to fully virtual services was a fairly painless process. Moving forward, we intend to focus on how to even better serve our students in these complex and chaotic times.

The retirement of our much adored Library Director, Cindy Sefton, left large shoes to fill. As the Interim Library Director, I want to ensure the Library has open communication with the College at large and encourage anyone with questions or ideas to reach out to us.

Hopefully, next year will find less extreme ways to invoke personal and professional growth.

With appreciation,

Myra Justus

Interim Library Director

JOHNNIE MAE BERRY LIBRARY
Main 170
513.569.1606
library@cincinnatistate.edu

FALL & SPRING VIRTUAL HELP
Monday-Thursday: 8:00am-7 pm
Friday: 8:00am – 4:00 pm
Saturday: 10am-2pm

www.cincinnatistate.edu/library

LOOKING BACK…2019-2020 Academic Year

The Collection

Upon closing its doors on March 19, 2020, the Library ceased all purchasing and lending activity in the physical collections for the last five months of the academic year. As such, the numbers presented below are significantly lower than what would be provided during a "typical" year. Obtaining new materials is essential for us to provide support for accredited programs and to supply students with a current, accurate, and balanced collection of sources. We look forward to "filling the gaps" once we return to campus.

- **Monographs:** The Library only purchased 623 items for the collection, a 23% decrease from last year. Conversely, 197 items were withdrawn due to lack of use, outdated information, or poor condition. Additionally, a summer collection review project led to many withdrawal recommendations; the final decision on these items will be made once they are able to be physically reviewed within the Library.

- **Videos:** Despite losing five months of circulation, video borrowing increased 26%, from 2712 checkouts to 3420. 134 new or replacement films were purchased last year, which must have been very popular picks. Surprisingly, streaming video views from Films on Demand decreased 4%, from 6053 to 5800.

- **Periodicals (Journals, Magazines, & News):** No changes are being made for the 2021 subscription renewal year.

- **Databases:** No changes were made to our database holdings. Please see page 8 for more information about how EBSCO usage data is calculated.

- **Course Reserves:** Textbooks "on reserve" experienced a 51% drop in checkouts, from 2296 to 1472. Our course reserves are one of the best services we offer to students, especially at the start of the semester when many are waiting on financial aid to buy their textbooks. Because of national quarantining recommendations for libraries and museums, we do not anticipate circulating course reserves again until at least Fall 2021. Please see our blog article for more details: https://library.cincinnatistate.edu/covid19/blog/course-reserves-not-available-for-fall .

- **College Archives:** The Archives' primary display features "50 Years of Cincinnati State in the News". Check it out online at http://cinstatearchives.com.

LOOKING BACK…2019-2020 Academic Year

User Experience

- **Covid 19 Guide:** The Library's Covid-19 Guide was born on March 18, 2020 as a way to keep our College community informed on the status of services and resources, as well as to provide alternate access options. Visit : https://library.cincinnatistate.edu/covid19

- **Covid-19 Phased Reopening Plan:** The 2nd tab of our Covid-19 guide includes our most recent Phased Reopening Plan, last updated on July 31, as well as links to resources that assisted in its development. "The Plan" was quickly washed out with the water issues in Main Building during August, but will be revisited and updated prior to reopening. In preparation for reopening, Library staff worked with Facilities to initiate several changes to the physical space, including:
  - Reconfigured the computing area & study tables for social distancing.
  - Relocated the "self-serve" public printer so that staff will now release the print jobs for users (reduces contact & facilitates social distancing).
  - Installed barrier shields at the service desks.

- **Library Updates Blog:** In addition to the Library's Covid-19 Guide, we created a blog to supply our users with featured updates. The blog feed is embedded in all of our Library Guides & is linked from our website, but you can also subscribe to have updates delivered to your Inbox: https://library.cincinnatistate.edu/covid19/blog

- **Extended Due Dates:** Due dates on borrowed materials have been repeatedly extended, both to keep people from having to visit campus and because we have not had a place to accept them. **The current due date is May 7, 2021.**

- **Increased Online Tutorials:** 28 additional YouTube tutorials were created that demonstrate how to successfully use our most popular article & e-book databases.

- **Circulating Reference Collection (coming soon)** Following a review of the print Reference collection over the summer, we decided to enable borrowing on most of the items, once borrowing is resumed. High-demand items, like the DSM-V, will remain "Library Use Only".

- **Virtual Research Appointments:** In June, we began offering Virtual Research Help appointments (Zoom) for more personalized, in-depth assistance than our existing instant message & email services provide.

LOOKING BACK...2019-2020 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 Instruction:** Cincinnati State librarians led 74 classes, reaching 1143 students in multiple subjects (a 33% decrease in number of sessions, but only a 17% decline in students from last year).

- **Library Guides:** Currently numbered at 208, our online guides continue to support both on and off-campus students. The guides had 53,595 hits last year, with the English 102 guide leading the pack at 14,002 hits, a 3.4% increase over last year. Other popular student guides include Research Databases (6988), ENG 101 (2282), Nursing (2057), and Research Basics (1501). Faculty and staff guides showed fair usage, with the Faculty Guide having 1030 hits and the Open Educational Resources (OER) Guide having 160. Browse all of our guides at: https://library.cincinnatistate.edu/guides.

- **Video Tutorials:** 28 screencasts of how to search our most frequently used databases were created and/or updated to provide asynchronous instruction for off-campus students, and also to reinforce the search strategies taught during library instruction. All library-created tutorials are closed captioned and can be embedded directly into Bb from our YouTube channel. 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.

28 New Tutorials

- **Reference Interactions:** 5197 questions were answered primarily at the "Research Help" desk this year, but the "Check Out" desk picked up an additional 1046. Our most frequent questions are related to College Support (2506), followed by Copiers/Printers (1527), Software/Technology (1211), Research Assistance (613), and Library Directional (540). We also answered 124 questions via our instant message and text services, a 19% increase over last year.

LOOKING BACK…2019-2020 Academic Year

Outreach & Collaboration

▪ **Social Media:** The Library's Facebook page currently has 839 "Followers", while Twitter "Followers" number 206.

	Johnnie Mae Berry Library	Cincinnati State Archives
Facebook	www.facebook.com/cslibrary	X
Twitter	https://twitter.com/@cinstatelibrary	X
YouTube	www.youtube.com/CinStateLibrary	X
Flickr	X	www.flickr.com/cinstatearchives
Pinterest	X	Pinterest.com/cinstatearchive

▪ **Accreditations:** No advanced work was submitted for new accreditations.
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.

Technology

▪ **Computers:** No changes.

▪ **Laptops:** Laptop borrowing (and their accessories) decreased 41%, from 1935 to 1134. Although the percentage decrease is higher than expected, it may also be partially attributed to our new (Fall 2019) overnight lending program, which reduced the need for multiple checkouts by the same user.

TOP 5 Checkouts for 2019-2020

Fiction Movies

▪ *X-Men Dark Phoenix*
▪ *Shazam!*
▪ *Little*
▪ *Aquaman*
▪ *Us*

Fiction Books

▪ *The Institute* (King)
▪ *On Earth We're Briefly Gorgeous* (Vuong)
▪ *The Library of the Unwritten* (Hackwith)
▪ *The Dressmaker's Gift* (Valpy)
▪ *The Testaments* (Atwood)

Non-Fiction Books

▪ *Adventures in Zambian Politics* (Scott)
▪ *Indistractable: How to Control your Attention & Choose your Life* (Eyal)
▪ *999: The Extraordinary Young Women of the First Official Transport to Auschwitz* (Macadam)
▪ *I Wanted Fries with That: How to Ask for What You Want and Get What You Need* (Fish)
▪ *Unf*ck Yourself: Get out of Your Head and into Your Life* (Bishop)

STATS AT A GLANCE…2019-2020 Academic Year

The statistics below reflect activity for the entire 2019-2020 academic year. Comparisons to past reports should take into consideration that the physical Library closed on March 19, 2020.

Collection Holdings	
Print Books	24,364
E-Books (160K additional available via OhioLINK)	238,522
Physical Videos	2611
Streaming Videos (Films on Demand)	42,895
Print Periodicals (Journals, Magazines, Newspapers)	76
E-Journals	41,532
Electronic Research Databases	77
Laptops	28
Archives (linear feet)	202.9
Usage Statistics	
All Checkouts	15,609
Books	4978
Videos	3420
Course Reserves	1472
Laptops & Accessories	1134
OhioLINK Borrowing	1144
OhioLINK Lending	1149
Database Sessions (EBSCO only)	461,996
Streaming Video Views	5800
Library Visits (Gate Count)	50,939
Visits to Library Guides	53,595
Library Services	
Number of Hours Physical Library Open	1934
Drop-in Assistance at Reference Desk	5197
Instant Messages Answered	124
Research Instruction Sessions	74
Number of students attending Research Instruction	1143
Library Staffing	
Full-time Librarians (MLS Required, includes Director)	3
Adjunct, Part-Time Librarians (MLS Required)	2
Full-Time Library Staff	3 (+ 1 in position of Interim Director)

STAFF NEWS

Bethany Spencer, our Evening Circulation Supervisor, was awarded the Academic Library Association of Ohio's (ALAO) Support Staff Conference Grant to cover the cost of attending ALAO's 2020 Virtual Conference, held October 29-30.

Cindy Sefton, Library Director, hung up her "shooshing hat" and retired on August 1. Her retirement was set in motion long before the pandemic and we regret not being able to give her the sendoff she deserves (yet). In addition to leading the Library as its Director, Cindy was a devoted steward of the Surge Cupboard Food Pantry, as well as a primary organizer for the College's main ENGAGE event each Fall. Known for her volunteerism, generosity, and compassion—she is already greatly missed.

Myra Justus, our Coordinator of Circulation Services, accepted the challenge of stepping into the position of Interim Library Director in August. Myra began at Cincinnati State in 2012 as the Evening Circulation Supervisor, earned her Master of Library Science in 2015, and became the Coordinator of Circulation Services in 2017. Library early birds will be most familiar with Myra from her opening role in the latter position, while those hitting the Library for "last call" will remember hers as the last face seen at closing time. Read more interesting things about Myra in the August 12 Daily News.

EBSCO USAGE…2019-2020 Academic Year

The Library's EBSCO collection includes access to over 100 databases, including the following which have the highest usage numbers (in descending order)*: Academic Search Complete, CINAHL, Newspaper Source, Psychology & Behavioral Sciences Collection, PsycINFO, Business Source Complete*, and *Education Research Complete*. Below are some additional data points on EBSCO usage, while the most popular searches provide a glimpse into our users' research interests.

DATABASE SESSIONS: 461,996. A unique visit to a specific EBSCO database (searching multiple databases simultaneously only counts as one session).

SEARCHES: 1,500,304. When a user looks up data, each look-up is registered as a Search. A user may have multiple searches per database session.

TOTAL FULL-TEXT REQUESTS: 40,716. 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.

TOTAL LINK-OUT REQUESTS: 9,329. 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*, and *OVID*).

Most Popular EBSCO Database Searches (past 3 months)

criminal record · discrimination against black women · justice laws · criminal justice · police brutality against african americans · beethoven · nelson mandela · criminal justice system and racism · say her name · police brutality against black women · prison cost · racism in america · prosecutor · prosecutors power · dysphagia · covid 19 · criminal justice system · prison · franz liszt · ec fic* or ec cgn* · intersectionality · ec law* · civil war · disability · ec juv* or ec cgn* · black women in the workplace · black women · justice system · prison reform · racism · justice system reform · women's discrimination · wealth tax · intersectionality of race and gender · police brutality · crime prevention · criminal justice system and reform · zanecosky · breonna taylor · ec psy* · prosecutors · su corinth greece

STUDENT SATISFACTION SURVEY …December 2019

Each December, we survey our Library visitors to assess how well we are meeting their needs and to provide them with an opportunity to offer suggestions and feedback (main takeaways: they still think our doors are too loud and would like to be able to print from their own devices).

1. On average, how frequently did you visit the Cincinnati State library this semester?
- Almost daily: 25%
- 2-3 times a week: 49%
- 2-3 times a month: 14%
- 2-3 times the semester: 11%
- This is my first time visiting: 1%

"I utilized the library more towards the end of the semester - Big Mistake. I wish I would have come sooner. Staff are very helpful. I love the library. Thanks so Much!!"

2. What was the purpose of your visit(s)? Please mark all that apply.
Percentages will equal over 100% as multiple answers were permitted.
- Borrow or return resources (books, videos, course reserves): 38%
- Quiet space to study: 76%
- Work with classmates: 28%
- Computing and/or printing: 81%
- Attend library instruction for my class: 12%
- Taking a break between classes: 33%

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

	Highly Satisfied	Satisfied	Highly Unsatisfied
Resources			
Books	74.2%	25.8%	0
Fiction Videos	66.7%	33.3%	0
Course Reserves	75.6%	24.4%	0
Group Study Rooms	86.4%	13.6%	0
Online Articles	90%	10%	0
Technologies			
Library Laptops	78%	20%	2%
Computers	78%	22%	0
Printing	83%	14.8%	2.2%
Getting Help			
Research Help Desk	85.7%	13%	1.3%
Checkout Staff	84.4%	14.3%	1.3%

CURRENT NEWS…Fall 2020

When Spring 2020 did not end the way we anticipated, we devoted much of Summer to preparing for Fall 2021—preparations that were quickly washed out by water damage in the Main Building. Although we were disappointed that we had to suspend our Phased Reopening Plans, we were able to improve/expand many of our online services in ways that would not have been feasible if we were also staffing the physical library. Some of these improvements include:

- **BLINK Changes:** since March, one of our most popular questions has been "how do I open this book", in reference to a physical book that was only available *in* the Library (which was/is inaccessible). To nip this in its Fall bud, we "hid" all physical items from public view in our catalog, thereby ensuring that users can access all of their search results online.

- **New (Improved) Appointment Scheduler:** we expanded our Springshare LibGuides package to include appointment setting and event calendars. As a result, students can easily schedule an appointment online with immediate confirmation of librarian availability and connection instructions. We would also like to thank Randy Sprague in IT for helping us integrate our platform with the College's Zoom account. Check it out at: https://cincinnatistate.libcal.com/appointments?lid=5140&g=10691

- **Library Workshops:** our expanded subscription and unforeseen librarian availability also led to the creation of our Library Workshops program, with open sessions offered multiple times each week. After a brief demonstration of that session's topic, students may use the "open lab" time to find resources while a librarian is right there to help them. Session details and connection information may be found on our Workshops Calendar: https://cincinnatistate.libcal.com/calendar?cid=13935 .
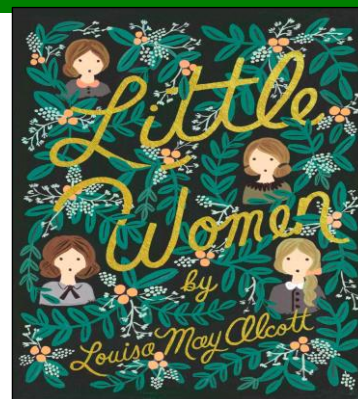
CURRENT NEWS cont.…Fall 2020

*Image credit: Bond, Anne Rifle. *Puffin in Bloom Collection.* 2014, *Little Women,* Alcott, Louisa May. Puffin Books, 2014, front cover.

- **Revived Book Club:** That's right, the Faculty & Staff Book Club is back! Join event organizer Jordan (Curtis) Breeze on Thursday, December 10 at 1:00 p.m. in Zoom for fun & comradery discussing Louisa May Alcott's *Little Women.* Find connection instructions and access to e-Book copies and steaming *Little Women* videos at:
https://library.cincinnatistate.edu/bookclub.

COMING SOON…Spring 2021 (barring additional disasters)

- **Circulation (Borrowing):** Although our plans for curbside pickup & drive thru drop-off have been suspended, we hope to have alternate "Return" options shortly and eventually offer a "Pickup" option, pending staff access to the physical Library.

- **MORE Library Workshops:** Library workshops (virtual) will resume on February 8, during the 4th week of Spring semester. The full line-up should be available online in January.

- **Changes to our Web Resources:** This fall, we worked to redesign and code the Library's web presence to fit the new College website, utilized usage statistics and information-seeking-behavior to ensure common needs were met, and conducted both usability-testing and peer-review of the Library's new pages.

  While waiting for the new site to roll out, we also updated the styling of our Library Guides, but our work is not done! In addition to seeing new Library web pages this Spring, we hope
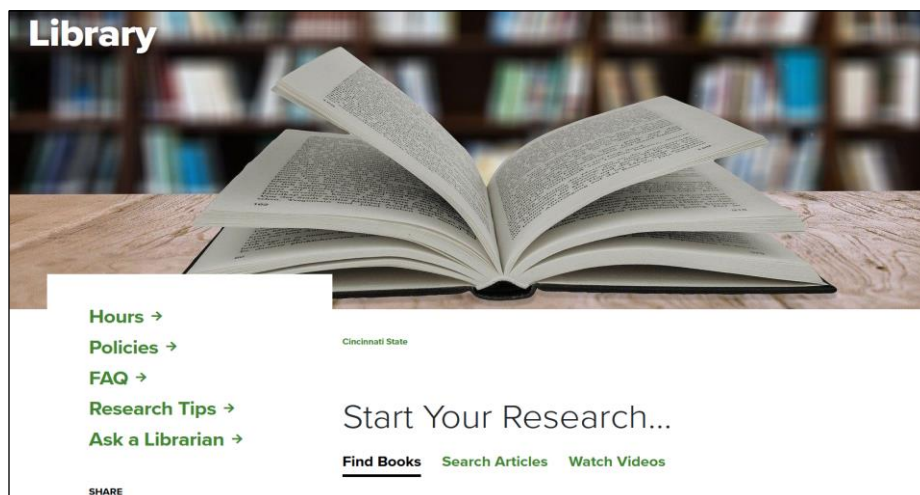
to also have several other web updates for you, including BLINK (the Library's online catalog), more updates to our LibGuides, and enhanced branding for our database resources.

PUBLIC LIBRARY RESOURCES & SERVICES

The Public Library of Cincinnati & Hamilton County offers a variety of resources and services that can help your students (& you!) succeed. Although we are a little bit jealous that they have functioning buildings, we are excited and grateful that they reached out to us with this information to share (below). As many public libraries are closing due to COVID, we recommend checking CHPL's website before visiting.

- **Computing**: Free printing (up to 25 pages), scanning, wi-fi, and computer access at all open CHPL library locations.

- **Borrowing:** In person and curbside service available at most locations, and drive thru service and 24 hour locker pickups at select locations. https://cincinnatilibrary.org/library-restart/

- **Free COVID-19 testing** from their partner Test and Protect, at select libraries outdoors each week. See the schedule here- https://healthcollab.org/testandprotect/

- **Food Insecurity Resources**
  - Free frozen meals from our partner La Soupe at select library locations. These meals are for all ages, and they are distributed while supplies last. https://cincinnatilibrary.org/blogs/post/free-frozen-meals-for-families/
  - Students and staff with children may be interested in free meal boxes for youth from our partner UMC Food Ministry. At select library locations, while supplies last. https://cincinnatilibrary.org/services/meals/

- **For ESOL students,** the Clifton Branch Library hosts a virtual ESOL Conversation Group on Zoom each Thursday at 1 pm. Anyone interested in joining this group should register on the library events calendar.

  https://cincinnatilibrary.bibliocommons.com/events/search/q=esol&fq=branch_location_id:(CL)

Visit CHPL Online:

https://cincinnatilibrary.org

MEET YOUR LIBRARY STAFF

Administration

Myra Justus
Interim Director

Technical Services

Tracey Stivers, Faculty Librarian
Coordinator of Technical Services

Archives, Cataloging, Database Control

Karen Douglas
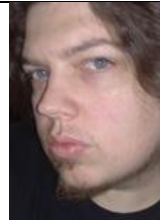Acquisitions

Information Services

Kathleen Pickens, Faculty Librarian
Coordinator of Information Services

Collection Development, Instruction, Reference,
Web & Multimedia

Also Myra Justus
Coordinator of Circulation Services

Circulation, Reserves, OhioLINK Contact

Jordan Breeze
Adjunct, P/T Reference/Instruction

Don Vernatter
Circulation Assistant

Mark Minelli
Adjunct, P/T Reference/Instruction

Bethany Spencer
Evening Supervisor

Evening Circulation, Interlibrary Loan, OhioLINK Contact