

# CENTENNIAL LIBRARY CEDARVILLE UNIVERSITY

## 2023-24 ANNUAL REPORT



### MESSAGE FROM THE DEAN

In 2023-24 the library continued to deliver high-quality, effective point of need service to Cedarville University faculty, staff, and students, while preparing to undertake two major technology platform transitions.

Library facility traffic continued to grow, with visits to the library surpassing 400,000 during the twelve-month span. Critical services such as research appointments, course reserves, and interlibrary use all grew in volume, exceeding 2022-23 totals. This continues to point to the value of physical services and materials for the university's academic programs, in addition to online resources and research support.

The library's digital holdings grew as well, with the total number of available e-books (318,900) more than doubling the number of physical books (156,500). Reflecting information landscape trends, digital resources (e-books, databases, online journals) consumed nearly two-thirds of the library's resource budget.

The 2023-24 year was a period of low staff turnover for the library. Jen McConkey joined the library from Dayton Metro Library, assuming the role of Staff Cataloger at Centennial Library. And at the end of the 2023-24 school year, long-time Information Services Librarian Jeff Gates retired after serving at Cedarville for seventeen years.

During this busy year, library staff began preparing to migrate the main library system (Sierra) to a new platform and vendor as part of an OhioLINK-wide migration. Library staff worked to identify the system configuration settings needed and engaged in record/database cleanup to facilitate a smoother migration. This complex, multi-year adoption will require a significant overhaul of many library workflows and processes but should improve the ability of patrons to access and utilize even more of the resources available through the library, particularly the digital resources.

The library also began to seek new alternatives for Digital Commons, its archive and repository platform. While this platform had served the needs of the university well, industry consolidation, legacy features, and data security drove the library to begin to seek a new partner for its archival, repository, and publishing needs.

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

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

## VITAL RESOURCES

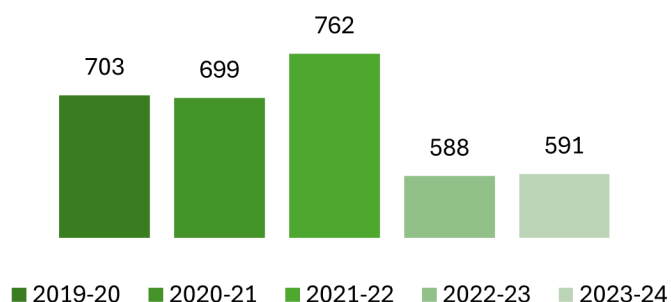
Use of physical library resources rose again in 2023-24. This growth is being driven by use of reserve materials, including both course reserves (textbooks) and non-course reserves (charging devices, equipment). Use of the main book collection declined by 2.7%, which may reflect the fact that course textbooks are now pulled out of the main collection for course reserves. Use of Interlibrary Loan and OhioLINK rose just over 10% this year. Filling interlibrary requests for other institutions grew the most, but OhioLINK loaning and borrowing both showed modest gains. Other parts of the physical collection saw minor fluctuations in usage.

2023-24 Print Usage			
Checkouts	57,972	Main Collection	16,411
Renewals	17,520	Reserves	28,062
Internal Use	8,964	Audio/Visual	552
		CMC	9,110
		OhioLINK	3,019
		Other	818

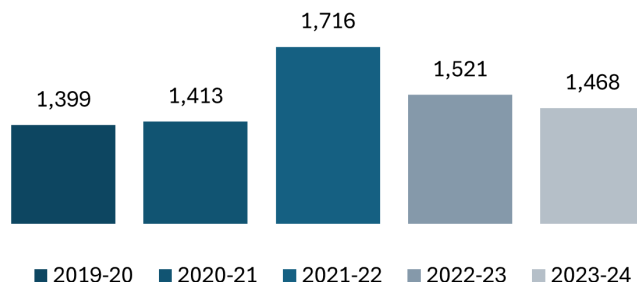
The substantial change to the library's print reserve service in 2022-23 continued to pay dividends this year. Course materials on reserve were used 12,750 times in 2023-24, up 15% from the prior year and over double the usage of 2021-22, even with fewer items on reserve. This service requires a significant investment in staff time and effort but has significantly increased the usage of selected library materials and provide students with an option for reducing educational costs. Use of non-course reserves (such as equipment and test prep materials) increased as well.



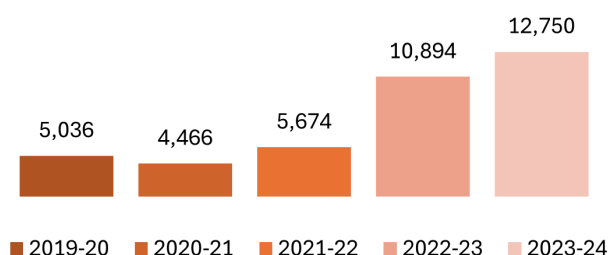
### Courses with Reserves



### Course Items on Reserve



### Course Reserves Checkouts



Usage of digital resources remains a complex area to assess accurately, for a variety of factors. In 2023-24, use of e-journals and e-books showed a slight decline in usage. The total usage of digital resources exceeded half-a-million uses which is roughly \$0.85/use, which is a very good cost/use value. For reference, major journal publishers often charge \$30 or more to access a single journal article.

## BUDGET

Library expenditures for 2023-24 totaled \$1,905,826 with personnel expenses accounting for 51.5% of expenditures and resource expenses for 39.1% of total expenditures. Systems and operational costs accounted for the remainder of library expenditures. The library ended the year with a \$170,483 unspent allocated funds, though some of these funds were transferred for facility projects. In addition, the Director of Public Services position was open for the entire year, increasing the end of year surplus.

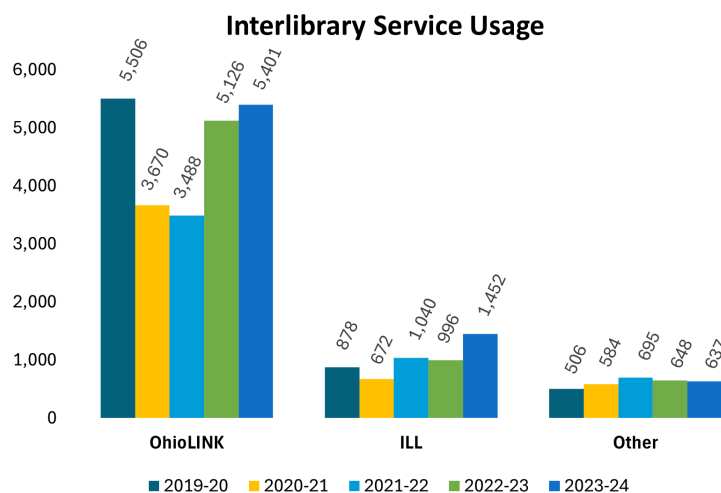
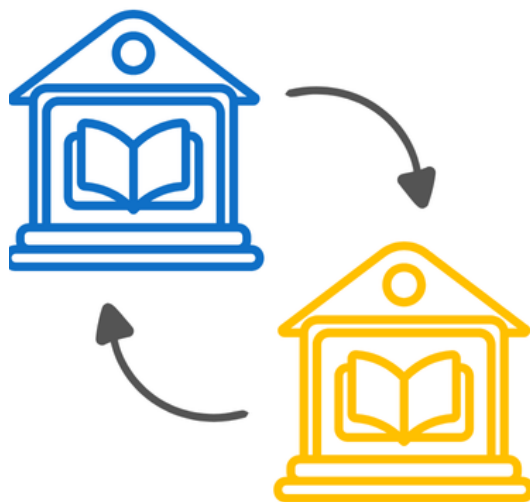
Digital resources as a share of total resource expenditures continued to climb, reaching nearly 66% this year. Digital subscriptions, rather than one-time fees, make up the bulk of resource costs and the regular subscription fee increases have greatly limited the library's ability to add new resources. OhioLINK remains a vital partner for the library, ensuring that resource costs are affordable and efficient for many of the critical resources the library provides to students and faculty.

### Library Resource Expenditures

Resource	2019-20	2020-21	2021-22	2022-23	2023-24
Physical Books	\$100,854	\$125,043	\$126,962	\$128,733	\$118,364
Physical Journals	\$163,317	\$123,933	\$128,908	\$127,029	\$123,194
Physical A/V	\$2,208	\$7,136	\$7,023	\$2,722	\$2,537
Digital Books	\$45,396	\$49,878	\$52,147	\$53,308	\$51,157
Databases	\$202,803	\$217,375	\$239,564	\$263,405	\$276,987
Digital Journals	\$148,893	\$143,812	\$130,686	\$130,945	\$139,881
Digital A/V	\$3,390	\$6,870	\$10,260	\$8,458	\$13,520

## SERVICES

Library services continued to see high rates of usage during the 2023-24 school year. Research librarians delivered 1,192 research appointments during the year, an increase of 12% over last year's record high. These scheduled 1-on-1 meetings with students are critical opportunities to develop information literacy skills in students and help students resolve their research needs. Librarian-led classroom instruction sessions also grew in number, reaching nearly 3900 students in 198 classes. Librarians and library student staff also provided as-needed research help through online chat and in-person questions though these services have seen some decline in usage as other research services have become used more heavily.



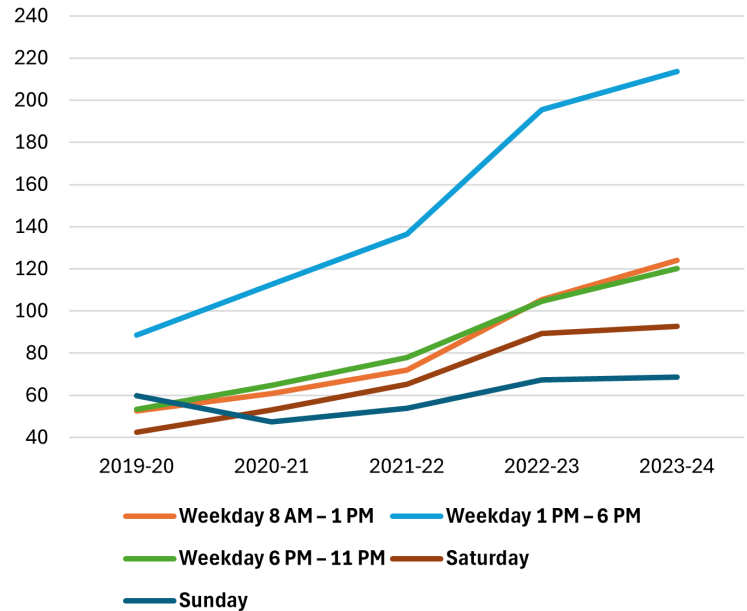
Use of interlibrary services rose again in 2023-24, continuing to recover from the disruption of the pandemic and a delivery courier change. Interlibrary services include OhioLINK (a statewide academic library consortium), ILL (loaning and borrowing directly between libraries), and other formal and informal resource delivery systems.

## PRODUCTIVE SPACES

Library traffic continued to increase in 2023-24, growing about 9.5% compared to 2022-23. While the growth rate has lessened compared with prior years, the 401,650 visits in 2023-24 represent over double the traffic that the library received prior to the pandemic. Since the library has not added new spaces or services, it is possible that growth is slowing because the library spaces are reaching their effective capacity. Growth has been concentrated on weekdays and Saturdays. It is expected that library traffic may plateau or diminish with the opening of a major new academic building on campus in Fall 2024.

The use of reservable spaces continues to remain strong. This year, the library added a reservable video conferencing room, in addition to the existing eighteen study rooms (nine group rooms and nine individual rooms). Total hours booked for the study rooms was 27,800 for the year (compared to 28,000 the year before). Nearly 2,100 different students reserved a library study room during with year. The group study rooms proved more popular, with over 70% of all available hours reserved. Solo study rooms had 37% of available hours reserved. In addition to reservable rooms, the library also provides 32 lockers which can be reserved by students for semester-long projects requiring use of library resources or spaces.

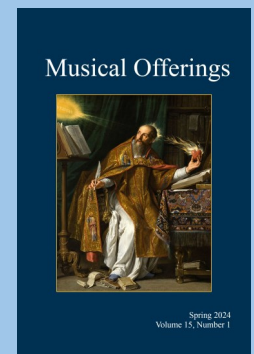
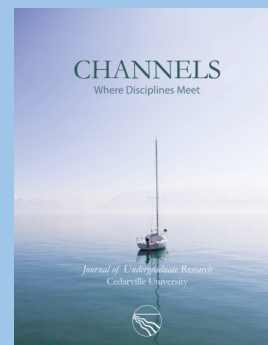
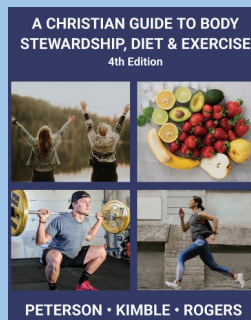
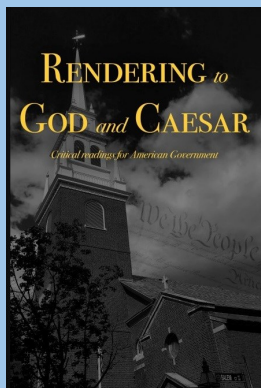
### Average Hourly Traffic



### Group Study Room Trends

Day & Time	2019-20	2020-21	2021-22	2022-23	2023-24
Total Bookings	6,076	10,256	10,377	15,288	17,239
Total Hours Booked	10,369	17,672	18,271	27,999	27,818
Unique Users	1,344	1,687	1,627	1,964	2,092
Note	COVID			Added Solo Study Rooms	Added Video Conferencing Room

## Digital Commons Publishing 2023-24



**CENTENNIAL LIBRARY**  
CEDARVILLE UNIVERSITY

# Library Report 2023-24: Assessment Supplement

## Freshman/Senior Survey

The survey was administered in April 2024 through Qualtrics and a total of 233 student responses (139 seniors and 94 freshmen) were received. Students answered both Likert scale quantitative questions and open-ended short answer questions. Quantitative responses in 2024 showed a noticeable rebound from the 2022 survey's surprisingly lower scores. While some scores remained average or below average, statements addressing the importance of the library scored well, and, in some cases, set new benchmarks for high scores. Overall, average quantitative scores remained high or very high in most areas and lower scores were most often correlated with areas/service of the library not used as widely by students.

Several themes stood out. First, the library is well regarded by most students. Our numeric scores remain high and the rebound from the previous survey's low scores indicate that it was a blip rather than a developing pattern. Over 97% of students rated themselves as satisfied with the library overall and only 4.5% of responses indicated dissatisfaction with any specific area of the library.

Second, the library is vitally important to students, especially to seniors. Among seniors 88% rated the library as "very important" or "important." Freshmen and senior responses show substantial increase over the past 15 years of the survey, indicating that even as information, technology, and assignments evolve, students increasingly see the library as a valuable part of their academic experience. The library's efforts to provide services at point-of-need for students, the expansion of print course reserves, and the addition of more solo and group study spaces all contribute to this recognition of the library's value by directly meeting the academic needs of students.

A third takeaway is that the library is not fully meeting the solo study needs of students. "Individual study spaces" was the lowest performing area for seniors and below average for freshmen. Considering the comments provided, this is likely due to the increasing traffic in the library which has resulted in a more crowded and noisier library. It is possible that this may change with the opening of the new business building in Fall 2024, but should it not, attention must be given to ensuring that some spaces in the library are preserved for quiet study.

Finally, the dramatic increase in the number of comments about physical books, textbook reserves, and OhioLINK/ILL all point to the continuing value of print collections in an academic environment. Despite the ubiquity and utility of digital information resources, physical materials still play a critical role for students in an academic environment. Well-rounded libraries cannot afford to phase out their physical collections or suspend print purchasing entirely in favor of digital resources; such a choice would be a disservice to their community.

### How important is the library to you?

Percentage of students who answered that the library is important or very important to them.

Year	Seniors	Freshmen
2011	65.7%	68.2%
2014	73.3%	68.5%
2015	76.0%	70.6%
2017	76.3%	74.5%
2019	77.4%	81.3%
2022	83.1%	80.0%
2024	87.8%	87.2%



### ACTIONS



Improve solo study experience



Maximize critical point-of-need services



Publicize the value of print resources in meeting student needs



# Workplace Environment Survey

This year's survey indicates that the library is a positive workplace characterized by effective teamwork. The 2024 survey saw noticeable increases in average question scores, though it is worth noting that not everyone responded, unlike the previous two survey cycles. The average score for nearly every question rose and scores rose by noticeable amounts on almost half of the questions. Only 6% of all responses were "neutral" or lower; this percentage is normally around 12-13%.



Quantitative data and qualitative responses both highlighted library teamwork as an area of growing strength and success. Hosting the 2023 ACL Conference, changing reserves workflows, and book/periodical shifting for remodeling projects have provided opportunities for library employees to work together in new ways and, along with other activities like New Student Block Party and library book sales, continued to develop our effectiveness as a coherent team. With the migration to Alma/Primo commencing in earnest in 2024-25, we will need to draw upon our collaboration skills even more.



Comments on work performance spanned both positive and negative aspects. Several people noted the benefit of receiving positive feedback from supervisors periodically and the benefit of that. Several noted that the library's (or university's) evaluation process was more of a formality and rarely, if ever, provided tangible incentives or rewards to employees.



While library workloads didn't receive as much attention in the comments as it did in the two prior surveys, this remains an area of concern. Some employees are carrying out sets of responsibilities that may be unsustainable in the long term. The migration to Alma/Primo is going to tax nearly everyone, and unfortunately the burden will fall heavily on some of the most overburdened employees. It is worth the effort to see what strategies might help mitigate this challenge.

Average Score on Library Teamwork Prompts (1=lowest, 5=highest)				
Prompt	2018	2020	2022	2024
I receive appropriate acknowledgement for doing my job well.	4.08	4.17	4.25	4.23
Work relationships with other library employees are respectful and cooperative.	4.54	4.56	4.50	4.54
Library employees in my primary work area cooperate effectively as a team.	4.54	4.67	4.56	4.85
The library as a whole cooperates effectively as a team.	4.00	4.06	4.03	4.46
Other library employees have workload and job responsibilities appropriate to their positions.		3.44	3.31	3.92
I receive the support I need from other library employees to do my job effectively.		4.50	4.50	4.77



## ACTIONS

- ⇒ Pursue appropriate recognition of employee work accomplishments
- ⇒ Seek ways to mitigate workload demands during Alma/Primo transition
- ⇒ Continue the new evaluation processes to establish familiarity and consistency

# Seating Usage Study

During two multi-week periods of fall semester, library employees logged data on student usage of library seating areas using a template that had been developed in 2014. Student staff recorded by hand the number of students occupying seats in sixteen discrete areas of the library. The data was compiled and tabulated based on the percentage of total seats occupied to assess student preferences for various areas of the library. The data was further grouped into 3 tiers based upon total patrons in the library (0-99 patrons, 100-199 patrons, or 200+ patrons).

In the upper level most used areas of the library were individual study tables, computer stations, and group study tables, with 60-75% of seats occupied in some areas. On the lower level, group and solo tables were the preferred areas (with 40-50% of seats filled). Unsurprisingly, as the library becomes busier all seating areas of the library become more occupied; even the library carrel seating areas can reach 50% of capacity or more. These figures are generally consistent with data from past years though the data collection in 2024 was more robust and extensive.

One challenge is using this data effectively is that not all spaces carry out the same function or are structured in the same way. For example, group tables are designed and marketed for collaborative study which encourages close proximity and higher rates of occupancy. Library carrels are designed for solo study which tends to require/encourage less physical proximity and more distancing, leaving a higher number of seats unfilled.

A noticeable change from past years was the overall numbers of students using the library was much greater, particularly on weekday afternoons. While this data is borne out by our daily gate count data, the manual surveys showed an increase of nearly 250% during weekday afternoons (averaging 85 patrons in 2014-16 surveys and 191 patrons in 2023 surveys. The library added additional seating in 2023-24 in the upper level, but the volume of traffic is rising faster than we can add seating.

We remain very interested in measuring usage of the library facility and responding to student needs. The lower level provides the seating areas with the most excess capacity, making it the primary target for future seating area renovations.

Average Number of Library Patrons per Time Period	SP 2014	SP 2015	FA 2015	FA 2016	SP 2018	FA 2019	FA 2023
Weekday 8am to 1pm	32.4	n/a	n/a	n/a	n/a	n/a	n/a
Weekday 1pm to 6pm	77.3	55.8	122.6	118.3	102.3	127.5	191.4
Weekday 6pm to 10pm	128.4	92.9	157.3	134.4	151.4	148.8	158.9
Saturday 12pm to 5pm		n/a	127.0	88.0	n/a	n/a	177.8
Sunday 4pm to 10pm		n/a	114.5	n/a	142.7	154.3	116.2
Closing 11pm Sun-Thurs: 7pm Fri-Sat	83.0	59.7	82.3	n/a	142.8	82.8	111.6

## Occupancy Rates in the Library Seating Areas (Library Occupancy = 200+)

	Group Study Rooms	Carrels	Group Tables	Solo Tables	Reading Chairs	Computers	CFA Space	GroupWork	Casual Reading
Upper Level	39.7%	47.7%	54.7%	74.9%	41.8%	67.9%	27.7%	50.5%	44.0%
	Group Study Rooms	Carrels	Group Tables	Solo Tables	Reading Chairs	MediaPLEX	CMC		
Lower Level	46.1%	31.6%	48.8%	49.2%	22.5%	23.1%	29.8%		



## ACTIONS

- ⇒ Develop a long-term plan for upgrading/updating underutilized seating areas
- ⇒ Find other tools for assessing usage of library spaces

# Library Report 2023-24:

## Data Supplement

### Physical Materials Usage

			2019-20	2020-21	2021-22	2022-23	2023-24
University Materials	Total	Checkouts	39,605	36,118	42,929	54,168	57,972
		Renewals	14,933	13,904	14,750	16,941	17,520
		Internal Use	9,958	9,207	8,286	9,629	8,984
		Sum	64,496	59,229	65,965	80,738	84,476
	By Patron	Student	28,441	26,191	32,519	42,089	46,250
		Faculty/Staff	5,795	5,347	5,890	6,823	6,393
		Community	1,353	1,228	1,243	1,577	1,621
		Interlibrary	2,062	1,226	1,460	1,735	2,093
		Other	1,954	2,126	1,817	1,944	1,615
	By Item	Main	15,647	13,235	14,532	16,858	16,411
		Reserve	11,593	11,376	16,167	24,534	28,062
		AV	1,019	728	662	528	552
		CMC	7,999	8,319	9,344	8,541	9,110
		OhioLINK	2,725	1,907	1,524	2,934	3,019
		Other	622	553	700	773	818
Interlibrary Materials	ILLs Delivered		626	408	645	687	1,134
	ILLs Received		252	262	395	309	318
	OhioLINK Delivered		2,753	1,917	2,007	2,313	2,505
	OhioLINK Received		2,753	1,753	1,481	2,813	2,896
	Other Delivered		150	148	294	180	123
	Other Received		356	436	401	468	514
	Total		6,890	4,929	5,223	6,770	7,490



## Digital Materials Usage

	2019-20	2020-21	2021-22	2022-23	2023-24
E-journal Full-text Uses	191,393	228,615	239,844	243,959	231,937
E-journal All Uses	430,557	416,302	432,223	465,624	379,624
E-book Uses	117,850	114,648	145,123	189,543	172,575
Digital Commons Downloads	385,568	502,841	588,333	591,444	1,023,734

## Library Collections

		2019-20	2020-21	2021-22	2022-23	2023-24
Books	Print Titles (Main)	139,954	138,810	139,437	138,255	138,720
	Print Volumes (Main)	154,687	153,562	154,092	156,095	156,505
	Bound Periodicals (Main)	6,499	6,473	6,530	5,829	5,950
	Print Titles (CMC)	12,983	13,370	13,728	14,207	14,179
	Print Volumes (CMC)	17,304	17,742	18,116	18,636	18,222
	E-books	170,003	199,612	232,662	295,146	318,892
Other	Print Journal Subscriptions	542	513	428	376	346
	E-journal Subscriptions	26,872	21,608	21,672	21,797	22,346
	Digital Commons Items	45,706	53,834	59,626	63,090	64,450
	Microforms	10,644	10,644	10,644	10,642	10,641
	A/V	19,024	19,025	19,240	18,064	12,214

## Research Support Services

	2019-20	2020-21	2021-22	2022-23	2023-24
Research Assistance	397	238	427	176	209
Online Chat	522	433	330	214	222
Research Appointments	502	538	917	1,059	1,196
Classroom Instruction	168	100	169	182	191
Instruction Attendance	3,458	1,810	3,314	3,760	3,766

## Resource Expenditures

		2019-20	2020-21	2021-22	2022-23	2023-24
Resources	Print Books	\$100,854	\$125,043	\$126,962	\$128,733	\$118,364
	Print Serials	\$163,318	\$123,933	\$128,908	\$127,029	\$123,194
	Physical AV	\$2,208	\$7,136	\$7,023	\$2,722	\$2,537
	Digital Books (One-time)	\$6,764	\$8,685	\$5,722	\$6,825	\$6,461
	Digital Books (Subscription)	\$38,632	\$41,192	\$46,425	\$46,483	\$44,696
	Databases	\$202,803	\$217,375	\$239,564	\$263,405	\$276,987
	Digital Serials	\$148,893	\$143,812	\$130,686	\$13,945	\$139,881
	Digital A/V	\$3,390	\$6,870	\$10,260	\$8,458	\$13,520
	Other	\$6,790	\$10,073	\$10,728	\$12,051	\$10,011
	<b>Total</b>	<b>\$673,651</b>	<b>\$684,118</b>	<b>\$706,278</b>	<b>\$726,651</b>	<b>\$735,651</b>
	% Digital	59.4%	61.1%	61.3%	62.8%	65.5%

## Library Gate Count - Open Hours

		2019-20	2020-21	2021-22	2022-23	2023-24
Mon - Fri	Total	127,361	177,656	233,890	331,124	365,268
	Change	-22.8%	39.5%	31.7%	41.6%	10.3%
	Weekly Average	4,824	5,922	7,122	10,051	10,743
	Hourly Average	65.0	81.9	95.9	135.4	149.4
Sat	Total	8,234	12,111	15,760	21,626	22,224
	Change	-18.9%	47.1%	30.1%	37.4%	2.6%
	Weekly Average	383	433	587	803	823
	Hourly Average	42.5	53.0	65.2	89.2	92.7
Sun	Total	10,530	11,461	11,565	14,010	14,158
	Change	-26.7%	8.8%	0.9%	21.1%	1.1%
	Weekly Average	500	423	430	559	565
	Hourly Average	59.9	47.3	53.8	67.2	68.6
Total	Total	146,125	201,228	261,215	366,790	401,650
	Change	-22.9%	37.7%	29.8%	40.4%	9.5%
	Weekly Average	5,707	6,777	8,139	11,413	12,131

# Library Budget, Expenditures, and Income

		2019-20	2020-21	2021-22	2022-23	2023-24
Budget	Personnel	\$1,015,244	\$1,043,782	\$1,021,996	\$1,035,628	\$1,081,397
	Resources	\$593,463	\$593,463	\$623,463	\$633,463	\$633,463
	Operations	\$129,705	\$129,705	\$129,705	\$136,574	\$139,705
	Other	\$65,472	\$52,872	\$65,397	\$58,797	\$67,797
	Total	\$1,803,884	\$1,819,822	\$1,840,561	\$1,864,462	\$1,922,362
Debits	Personnel	\$893,812	\$901,717	\$951,401	\$1,004,543	\$980,980
	Resources	\$674,374	\$689,165	\$710,450	\$731,638	\$745,063
	Operations	\$141,060	\$144,292	\$143,633	\$153,901	\$166,250
	Other	\$28,822	\$38,083	\$27,841	\$49,776	\$13,532
	Total	\$1,738,069	\$1,773,257	\$1,833,324	\$1,939,857	\$1,905,826
Credits/ Income	Personnel	\$20,388	\$2,345	\$14,699	\$8,837	\$11,851
	Resources	\$118,612	\$120,189	\$97,730	\$103,631	\$121,949
	Operations	\$9,720	\$11,529	\$12,171	\$14,392	\$19,447
	Other	\$1,087	\$45	\$0	\$130	\$700
	Total	\$149,808	\$134,108	\$124,600	\$126,990	\$153,947
Surplus/ Deficit	Personnel	\$141,820	\$144,410	\$85,294	\$39,922	\$112,269
	Resources	\$37,701	\$24,487	\$10,743	\$5,456	\$10,349
	Operations	(\$1,635)	(\$3,059)	(\$1,757)	(\$2,935)	(\$7,099)
	Other	\$37,737	\$14,834	\$37,556	\$9,151	\$54,965
	Total	\$215,624	\$180,672	\$131,837	\$51,594	\$170,483

