



Warner Memorial Library Annual Report 2025-2026

*Celebrating innovation,
growth, and community*

ABOUT THE LIBRARY

WARNER MEMORIAL LIBRARY serves the Eastern University community including over 9,000 students, 400 faculty, and 300 staff. We are dedicated to supporting research and learning by offering open access to our facility and information resources, while fostering innovation. Our collections total more than 1 million physical and digital titles, 42,000 electronic journal subscriptions, and more than 100 research databases. We also preserve and provide access to a broad range of special collections including manuscripts, photographs, and the University archives.

WARNER MEMORIAL LIBRARY STAFF

·Caroline Coriell, Information Literacy Librarian

·Robyn Cunningham, Reference & Outreach Librarian

·Christine DeFrehn, Administrative Assistant

·Kathy Hecht, Access Services Librarian

·Ted Merriman, Library Aide

·Thomas O'Dennis, Evening & Weekend Supervisor

·Chelsea Post, Systems Librarian

·Anne Schwelm, Library Director

FAITH, REASON, JUSTICE

The mission of Warner Memorial Library is to advance scholarly engagement by providing access to both traditional and emerging resources, creating innovative spaces, and fostering excellence in teaching, learning, and research in service to the mission of Eastern University.

FAITH

The library embodies the University's commitment to faith by: Curating collections that reflect theological scholarship, spirituality, and interfaith dialogue; supporting academic inquiry alongside personal and spiritual exploration; providing resources that encourage thoughtful engagement with faith and Christian tradition.

REASON

The library embodies the University's dedication to reason by: Providing access to scholarly resources across academic disciplines; fostering informed inquiry intellectual curiosity, and lifelong learning; teaching information literacy that enable students to critically evaluate and effectively use information; and supporting faculty research and scholarship that promote analysis, reasoned argument and innovation.

JUSTICE

The library advances justice by: Maintaining collections that explore justice through scripture, theology, ethics, and diverse scholarly perspectives; demonstrating fairness, compassion, and a commitment to justice in service to students, faculty, and the broader community; ensuring equitable access to resources, services, and learning opportunities; upholding laws of confidentiality, managing resources with integrity and practicing responsible stewardship.



Executive Summary

This year, the library prioritized student engagement, campus accessibility, and infrastructure improvements. Ongoing challenges with the elevator notwithstanding, we launched the Alta access system to enhance both security and ease of entry and expanded service hours. A staffing milestone was marked by Robyn Cunningham with five years of service.

Student Engagement & Wellness

The library continues to serve as a vibrant hub for academic success and student well-being.

- High-Impact Programming: Balanced academic rigor with mental health, featuring workshops like *Refworks* and *Get Your CRAAP Together*, alongside popular events like *Dog Therapy Day* and the *Earth Day Freestore*.
- Expanded Access: To better accommodate student schedules, Friday hours were extended to 8:00 PM, September–May.

Community Traditions

We balanced cherished campus traditions with fresh social initiatives:

- Legacy Events: *Halloween Mini-Golf*, *March Madness*, and the annual *Ducks Week*.
- New Traditions: Launched *Summer High Tea* and *Bird Bingo* to foster year-round community spirit.

Accessibility & Infrastructure Enhancements

Facility upgrades were completed to improve user experience and aesthetics:

- Navigation & Decor: Installed new signage for the main stacks, Faculty Publications, and Mazie Hall collections. Worn and dated artificial plants were replaced with vibrant live greenery in attractive planters adding beauty and a calming effect.
- Physical Upgrades: The main stairwell was refreshed with new carpeting, replacing worn broadloom.
- Security Integration: In partnership with the Campus Accessibility Response Team (CART), we implemented the Alta system for ground floor access. This suite of cameras, alarms, and swipe panels is monitored directly by library personnel at the reference desk.

Technology & Space Refresh

The 24/7 study space received an update to support student needs:

- Hardware: Upgraded desktop computers and installed a Papercut printer.
- Specialized equipment: In collaboration with the Communications department, a new soundproof booth was installed. While open to all students, Communications majors receive priority use.

Professional Leadership & Partnerships

- Professional Development: Staff actively engaged with the Tri-State College Library Cooperative (TCLC) and completed specialized training to better support neurodivergent learners.
- Community Impact: Partnered with the Enon Tabernacle internship program to mentor high school interns during the summer term.
- Grant Activity: Submitted funding proposals to the Council on Library and Information Resources and the NHPRC (National Archives) to support the future digitization of the Mazie Hall collection.

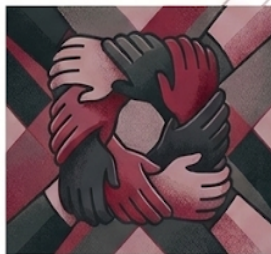
Warner Library 2025-2026 Snapshot



GOALS

Implemented AI research tools for enhanced information retrieval, leveraged FOLIO for workflow automation. created community focused programs.

2025-2026



PARTNERSHIPS

Partnered with the Biology Department, Health & Wellness, the Nursing Department, Student Engagement, and Enon Tabernacle for unique programs and opportunities.



GROWTH

Increased digital resources, extended service hours and reached a peak of 10,000+ Instagram views in September.



YEAR IN REVIEW

Human Resources

Robyn Cunningham marked 5 years of service having transitioned to Reference & Outreach Librarian from her initial part-time role in 2021. Robyn will be honored at the annual service awards program next May. The entire staff completed a specialized training session by Dr. Sharon Thompson to better support neurodivergent learners. Our five degreed librarians actively engaged with national or regional conferences [ATLA](#), [PaLA](#), [MARAC](#), [TCLC](#) for professional development.

Services

Reference & Research

We answered 813 reference questions and 539 directional inquiries. Our [Take Flight](#) research appointments continue to trend upward from an all time high of 92 appointments in 2024 to 104 this year. *Take Flights* support students at all levels. Undergraduate psychology students led the way with 28 appointments. This was a direct result of collaborating with Dr. Kelsey Hess who incentivized students to make appointments. According to Dr. Hess,

“The feedback I got from students was overall very positive. They appreciated that the librarians demonstrated the search tools well and also that they helped them narrow to a more specific topic. It always helps to hear feedback from multiple sources in varied settings. I enjoy strengthening connections between students, faculty, and staff. We are strongest when our students see us modeling healthy and consistent collaborations forged on mutual deep respect.”

Information Literacy & Instruction

Led by Information Literacy Librarian, Caroline Coriell, librarians taught 85 information literacy (IL) sessions (+12.5%) serving 931 students for 38 different courses. Four workshops were taught in collaboration with the Writing Center. The workshops included:

- Psych Night: APA citation and research tools for psychology students. Dr. Kelsey Hess promoted this workshop and incentivized her students to attend with extra credit.
- Chicago Night: Chicago citation style targeting Palmer Seminary students.
- Get your CRAAP together: Provided additional support for students in INST-150/151 doing the CRAAP Graphic Organizer
- Refworks Workshop: Geared toward those doing in depth research.

Access Services (Daily Use, Circulation, Interlibrary Loan)

Daily Use

Warner Library was open 88 hours per week during academic year (AY) 2026 and added 10 extra hours (98 hours) for the last week of classes and finals during the fall and spring semesters. Friday hours were increased at student request. The library is now open Fridays 8am-8pm. Hourly headcounts show that the busiest day is Tuesday which coincides with the registrar's schedule; the heaviest class days are Tuesday and Thursday.

Headcounts (total users in library by weekday-fall & spring semesters)

Monday	13,619
Tuesday	15,356
Wednesday	15,248
Thursday	14,032
Friday	8,324
Saturday	1,308
<u>Sunday</u>	<u>1,608</u>
Total	69,495

Circulation & Usage

Circulation of physical items continues to trend upward. Checkouts totaled 3,814 up 4.5%. The increase is a direct result of the Library of Things (LoT). Whiteboard markers and erasers are the most frequently requested materials followed by the various types of device chargers.

Top 10 most borrowed items

Borrowed items	Total number of borrowed items
Bag of Dry Eraser and Markers	504
Lightning charger and brick	171
MacBook Charger	159
Type C Charger	156
Headphones	115
Calculator	43
Type c Laptop charger with brick	38
The Bedford guide for college writers : with ..	37
Chromebook Laptop Charger	36
Colored Pencils	31

Electronic resources usage continues to increase. As shown in the chart below, total item requests are up 240%. This is the total number of times the full text or full content of an e-resource item (e.g., a journal article, e-book chapter, or video) was downloaded or viewed.

Changes from previous year

514,257

Total Item Requests

+363,130

Difference from PY

320,467

Unique Item Requests

+212,021

Difference from PY

62.32%

Ratio of Unique Item Requests to Total Item Requests

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Hover over the bar to see the details



The five most frequently accessed databases closely align with academic offerings.

- EBSCO's eBook Collection is a collection of cross-disciplinary digital books and reference literature.
- Academic Search Complete is a "first stop" database covering nearly every academic field including the sciences, humanities, and social sciences.
- CINAHL Ultimate indexes nursing and allied health literature. It is the go to tool for nursing and health sciences for specialized journals and evidence-based care sheets.
- ERIC (Education Resources Information Center) is used to find studies on teaching methods, curriculum guides, policy papers, and grey literature.
- APA PsycInfo is the gold standard for peer-reviewed journals, dissertations, and historical research in psychology and mental health studies.

Database Usage Share (Total Requests)

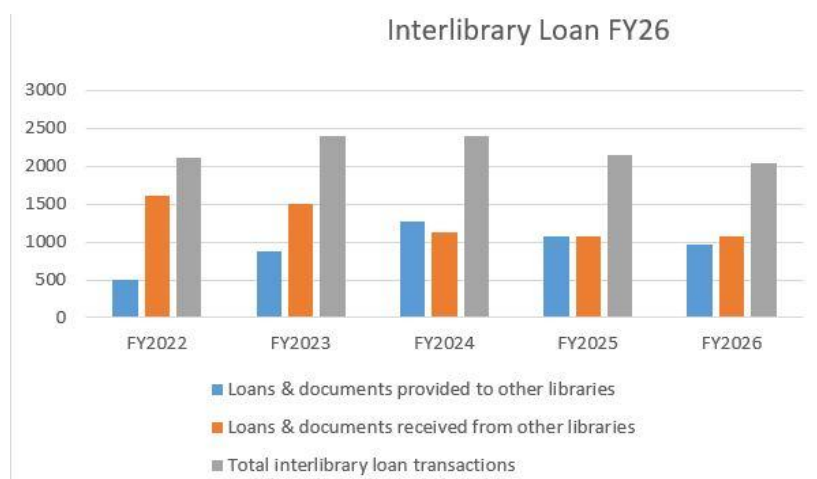
eBook Collection (EBSCOhost)	(18,978)
Academic Search Complete	(17,270)
CINAHL Ultimate	(12,921)
ERIC	(6,725)
APA PsycInfo	(6,589)
APA PsycArticles	(4,695)
Directory of Open Access Journals	(4,435)
OmniFile Full Text Select (H.W. Wilson)	(4,039)
JSTOR Journals	(3,564)
Atla Religion Database	(3,447)
All Others (35 databases combined)	(22,135)

Allocated Scale: Each block (■) represents approximately 1,000 requests.

Interlibrary Loan (ILL)

Interlibrary loan provides fast access to specialized materials. Requests for articles and chapters go through the RapidILL platform and print books through EZBorrow's network. Our lending numbers (loans and documents provided to other libraries) (967) and borrowing numbers (loans and documents requested from other institutions) (1079) show evidence of the strength of Warner Library's collections and users' ever evolving needs for specialized or highly specific materials. Assistant Professor in Data Science, Jeff Eicher, commented on interlibrary loan,

"I've greatly benefited from ILL. Although numerous sources are available for free online, many still require paid access (or requesting them through ILL). My research on missing data theory, student evaluations of learning, and Bayesian statistics have all required requesting full-text articles through ILL. If Eastern really wants faculty to be informed of their academic discipline, a robust ILL service is essential."



Collections

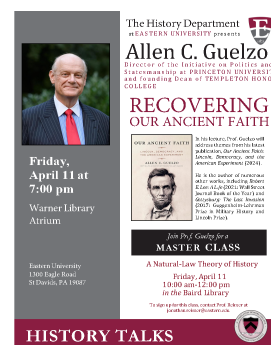
Digital offerings were expanded with the addition of selected titles from *Theology & Religion Online*, ATLA Open Press, the series *Ancient Christian Commentary on Scripture*, and a curated collection of nursing titles. The *Anchor Yale Bible Commentaries*, *Eerdmann's Old and New Testament Commentaries*, *Baker New Testament Bible Commentaries*, and *Paulist Press: Classics of Western Spirituality Pre-1500 and Post-1500* are available through *Theology & Religion Online*.

Print remains the library's main acquisition medium (64%) for books. Digital formats represent over a third (35.4%) of total acquisitions when factoring in standalone e-books, OverDrive audiobooks, and dual print/e-book purchases. Acquisitions focused on active replacement with

13% of orders fulfilling replacements for missing or lost titles in high-circulation areas (Theology and History). The vast majority of replacements were ordered in print format (135 titles) to maintain physical stack completeness, while 15 titles were replaced with electronic access. Faculty requests show a high preference for electronic or dual-access formats in business, healthcare and clinical programs, whereas humanities faculty continue to request titles in print. Fourteen titles were explicitly tagged as direct faculty requests for course reserve items.

Campus guest speaker events resulted in the purchase of nine titles including:

Our ancient faith : Lincoln, democracy, and the American experiment by Allen C. Guelzo. Student suggestions prompted the purchase of nine titles mainly for young adult fiction. One suggestion was for [dyslexia guidebooks](#) by staff author Tracy Johnson.



Outreach & Engagement



Warner Library fosters a welcoming environment that supports learning, discovery, and community. Users visit the library physically and virtually to access resources, attend workshops, view displays, take part in contests and events, and have fun. Outreach and engagement efforts included the Lego campus contest, Halloween candy counting, Donut Nite, Mystery Date with a Book, March Madness, Black-out Poetry, De-Stress with Dogs, and a Graduation Station. Highlights include two events which quickly became traditions-[Halloween](#)

[Mini Golf](#) and [Ducks week](#) and a few new programs that we expect will become annual events-Bird Bingo, Earth Day Re-use & Free Store, and the Summer High Tea.

- ❖ Bird Bingo-(March 23-April 2) Encouraged participants to explore local birdlife using the Merlin Bird ID app. Participants completed a bingo card and returned it for a bird whistle prize. Thirty one completed bingo cards were received with many additional cards distributed. The grand prize, a birdhouse, was awarded to an undergraduate student.
- ❖ Earth Day Re-use & Free Store-A fun afternoon program that brought the campus community together to promote reuse and reduce waste. Dozens of items found new homes, including Christmas lights, clothing, Pokémon cards, plants, and books. Thanks to Eastern EarthKeepers and all participants for helping make the campus more sustainable and supportive.
- ❖ Summer High Tea- An opportunity for the campus community to connect in an elegant setting. Attendees praised the beautiful table décor, buffet, delicious food, music, vintage tea cups and saucers, and overall atmosphere. Participants also appreciated having a special event to look forward to and the opportunity to spend time with coworkers.

Events and happenings are communicated through our newsletter, *Library Connections* and weekly Instagram posts. Chelsea Post puts together the Library Connections and Reference & Outreach Librarian, Robyn Cunningham, coordinates our social media. This year's social media highlight was a library video tour. It is a feather in Robyn's cap that for the first time ever, in September, we had over 10,000 views in one month on Instagram!



Ask Freddie, our AI Library
Assistant!

Technology and Innovation

Technology and innovation included improvements to physical spaces and the digital environment. Upgrades in the 24/7 room included new desktop computers and a public printer integrated with PaperCut software available during Harold C. Howard Center (HHC) building hours. To enhance connectivity, IT contractors installed additional network ports and wireless access points throughout the third-floor study rooms. Navigating the physical library was made easier by Systems Librarian, Chelsea Post, who led the LibMaps Project. [LibMaps](#) is an interactive floor-mapping tool that allows users to navigate spaces, locate collections, and book study rooms. Our integrated library system, EBSCO FOLIO, was successfully upgraded to

'Sunflower'. Finally, we launched "Freddie," an AI assistant available 24/7 to aid users with basic library information and research inquiries. Access Services Librarian, Kathy Hecht, led the AI project. Freddie currently has 149 questions in its growing knowledge base.

Facilities and Space Planning

The focus this year was on enhancing safety, functional utility, and the overall user experience through targeted facilities upgrades and departmental collaborations. Building navigation was significantly improved by installing updated signage for the main stacks, Faculty Publications, and Mazie Hall collections. Worn broadloom carpeting in the main stairwell was replaced. Beauty was brought into the library by Kathy Hecht who exchanged unappealing and outdated artificial plants for vibrant live greenery in attractive planters. In partnership with the Communications department, a new soundproof booth was installed in the ground floor 24/7 study room, offering priority access to Communications majors while remaining available to all students.

The security and emergency infrastructure was significantly improved in collaboration with the Campus Accessibility Response Team (CART). This included implementing the Alta access system on the ground floor—a suite of cameras, alarms, and swipe panels monitored directly by library personnel at the reference desk—and installing an evacuation chair in the third-floor north tower stairwell. Library staff customized signage for locating the evacuation chair. Despite all this, the elevator continues to be an issue. During the year, it was serviced 20 times by EU Plant Operations or Excel Elevator.

Finance and Stewardship

Warner Library continues to responsibly steward institutional and donor resources. We leverage consortial purchasing, negotiate with vendors, and contain costs. Subscriptions for journals, book collections, and databases are reviewed annually to determine whether the resources meet the EU community's needs. The Library Director and Administrative Assistant, Christine DeFrehn, work closely together to manage the budget making thoughtful spending decisions that support services while maximizing available resources.

Budget analysis details

Ledger name: Library Bu... Acquisition unit: Null Fund type: (All) Fund group: N/A

Updated on 8/4/2026 6:57:40 AM (America/New_York)

All budgets status by fund name

Hover the elements to see the details

Fund name	Budget vs actuals	Percent of budget used
Databases		95.41%
OCLC		87.99%
Periodicals/Journals		110%
Books		66.36%
Dues & memberships		89.96%
Licenses, permits, registration		98.89%
Software/Support >2500		89.85%
Computer Peripheral/Software		96.53%
Tools – ILL & software		79.44%
Supplies/Equipment		81.68%
Conferences/Reg Employee Development		76.67%
Equipment/furniture		22.55%
Media		97.21%
Meals & Lodging Administrative		10.92%
Printing/Copying		32.00%

The FY2026 budget analysis details spending across fund categories. Spending rates vary based on operational needs. Periodicals/Journals was the only category to exceed its allocation, operating at 110% of budget with a deficit of -\$2,310.62. This was due to unbudgeted journal additions during the fiscal year. Should a deficit continue in the Periodicals/Journals fund for FY27, a formal fund transfer will be initiated shifting funds to clear the negative balance. Several operational categories neared capacity, including Media (97%), Computer Peripheral/Software (94%), Dues & Memberships (90%), and Software Support (90%). Offsetting these expenditures, the largest remaining balance was preserved in Books (66%). Administrative and capital-light areas saw the lowest budget utilization, led by Meals & Lodging Administrative (11%), Equipment/Furniture (22%) and Printing/Copying (32%).

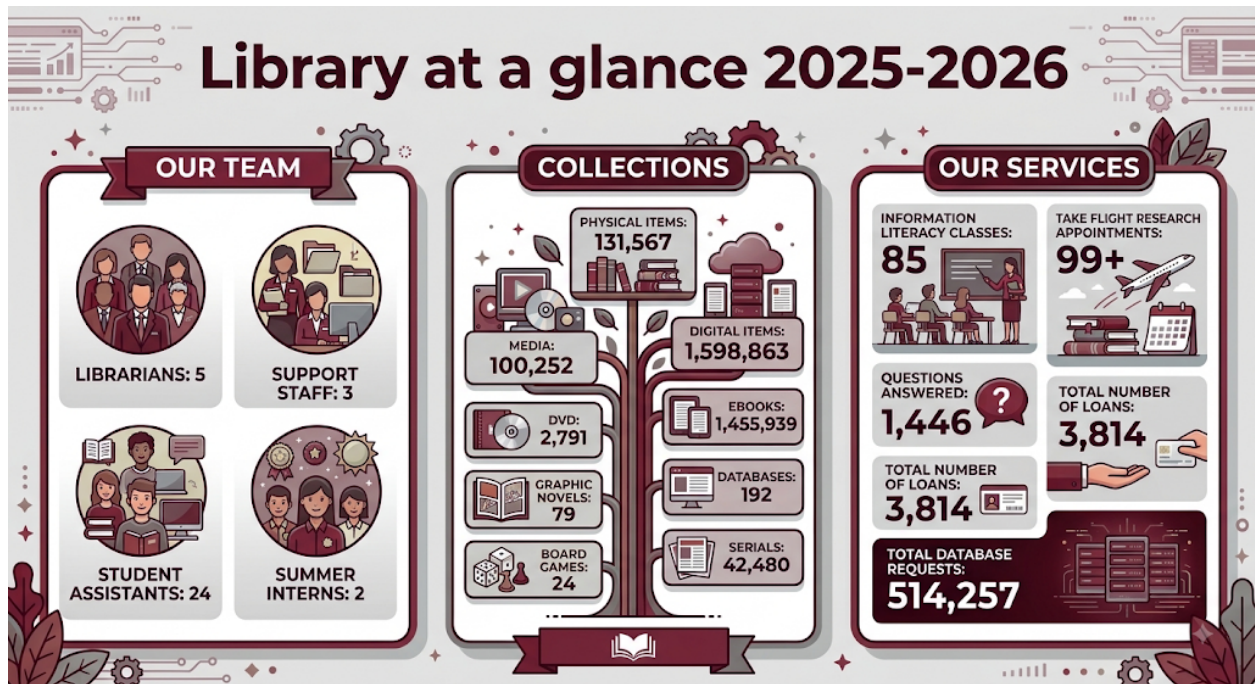
Thirty four boxes of books that had been donated or withdrawn were sent to Better World Books, the for-profit social enterprise that collects and sells books to fund literacy initiatives, and we received a check for more than \$300.00

We participated in Eastern's Day of Giving and nine donors contributed: Lydia and Caroline Coriell, Elizabeth Kanaras, Beth Petersen, Rebecca C. Geddio, Christine DeFrehn, Kathy Hecht, Scott Pfautz and Natissa Kultan-Pfautz, and a Friend. Fred Shiffer '65 and Michele Hebert continue their generosity to the Library Fund. The Estate of Joseph Hepburn also contributed to the Library Fund.

Library Services 5 yr comparison

Warner Memorial Library Services					
	FY2022	FY2023	FY2024	FY2025	FY2026
Library Hours & Usage					
Hours per week	85	85	85	86	88
Seats in Library	442	341	341	334	334
Information Literacy					
Classes taught	42	41	48	69	85
Students/users served	n/a	n/a	n/a	1,091	931
Take Flight Research Appointments	53	61	37	92	104
Reference Transactions	n/a	n/a	n/a	1,096	917
Directional Transactions	n/a	n/a	n/a	831	539
Interlibrary Loan					
Loans & documents provided to other libraries	504	884	1,273	1,070	967
Loans & documents received from other libraries	1614	1505	1132	1,072	1,079
Total interlibrary loan transactions	2118	2,389	2,405	2,142	2,046
Personnel					
Librarians (FTE)	3	3	4	5	5
Other Staff (FTE)	2	2	2.15	2.15	2.15
Student Assistants (FTE)	2.1	1.4	6.2	5.3	5.3
Circulation/Usage					
Physical	3624	3,519	3,462	3,123	3,814
Digital/Electronic	114,306	70,427	70,182	55,524	521,496
Total Circulation/Usage	117,930	73,946	73,644	58,647	525,310
Collections					
Books - Physical	145,327	138,381	112,810	114,469	127,503
Books - Digital/Electronic	448025	742,264	1,335,206	1,724,292	1,455,939
Periodicals - Physical	13	12	18	4	6
Periodicals - Digital/Electronic	49160	40,699	43,319	42,378	42,480

Databases	161	174	179	187	192
Media - Physical	9675	9,554	5,305	4,180	3,872
Media - Streaming	81215	82,911	86,196	94,600	100,252
Total of all Materials	733,576	1,013,995	1,583,033	1,980,110	1,730,244
Social Media					
Views	825	1254	16,940	26,471	58,364
Total Followers	364	276	192	1860	3,864



Review of Library Projects Strategic Plan 2025-2026

Projects focused on integrating FOLIO applications, implementing AI tools, and building community by collaborating with Communications, Staff Council, and Student Development. All seven projects were successfully completed.

Warner Memorial Library							
#	Project	Primary Division Strategy	Priority (Low, Medium, High)	Unit/Individual Responsible	Start Date	Expected End Date	How will this be funded?
2025-26							
1	Implement AI-powered research assistance tools for enhanced information retrieval	2	High	Librarians	7/1	10/10/2025	budget
2	Implement generative AI tools to help users navigate e-resources	2,3	Medium	Librarians	7/1	1/12/2026	budget
3	Integrate AI-driven analytics to optimize collection management	2,5	High	Library Director	7/1	11/3/2025	budget
4	Leverage FOLIO for workflow automation	4	High	Librarians & support staff	7/1	8/15/2025	budget
5	Investigate digital repository to make visible, accessible, and preserve faculty scholarship	1,3	Medium	Library Director	10/3	1/12/2026	budget
6	Partner with Studio1300 for book talk or library program or PSA	3	Medium	Librarians & support	7/1	6/30/2026	
7	Partner with Staff council and/or student development to create online/in person swap meet of goods-equipment, supplies, furniture, clothing	3,5	Low	Librarians & support staff	7/1	6/30/2026	

1. Implement AI-powered research assistance tools for enhanced information retrieval. (Completed). AI tools integrated in EBSCO, JSTOR, ProQuest, SAGE, and all major vendors and created an AI Libguide.

2. Implement generative AI tools to help users navigate e-resources. (Completed). Library's AI Assistant is named Freddie.

3. Integrate AI-driven analytics to optimize collection management. (Completed). Using Panorama to process and visualize data.

4. Leverage FOLIO for workflow automation. (Completed). Automated workflows for cataloging, agreements, invoices, data reports.

5. Investigate digital repository to make visible, accessible, and preserve faculty scholarship. (Completed). Three different tools were investigated. Costs ranging from \$5-\$33K. Recommendation is for PALCI's Hyku.

6. Partner with Studio1300 for book talk or library program or PSA. (Completed). Four different PSAs written and broadcast on Studio 1300 per John Doyle.

7. Partner with Staff council and/or student development to create online/in person swap meet of goods-equipment, supplies, furniture, clothing. (Completed).
EarthDay Free Store & Reuse Exchange held 4/22/26. Successful partnership with Student Development. Will make it an annual event.

Final Thoughts

What a great year! From launching the Alta access system and beautifying the library with live plants, updating the 24/7 space, expanding our digital collections, to engaging community with ducks, birds, and therapy dogs and serving up Summer High Tea, the library has truly become a hub of activity.

None of this happens without the support from the Eastern University administration, faculty, staff and students. Heartfelt thanks to our incredible Library team, student assistants, and campus partners for making Warner Library such a welcoming, vibrant spot to learn and hang out. Here's to keeping the good energy going next year!

~ Anne Schwelm, Library Director



WARNER LIBRARY

Celebrating innovation, growth, and community
