



OREGON COAST
COMMUNITY COLLEGE

SPARE – Service Areas Service and Program Annual Review and Evaluation

Service Area: Library Services

Update/Review Year:
Jul 2022 – Jun 2023



GOAL: Personnel: Libraries provide a sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change. **SAO#3:** Library personnel are sufficient in quantity to meet the diverse teaching and research needs of faculty and students. **Outcome:** 85% of students surveyed believe that the Library has sufficient personnel to meet their needs in a timely manner. **Nearly Met:** 81.57% of Students surveyed in the Spring Survey believed that the Library had sufficient personnel to meet their needs. (Figure 1, below)

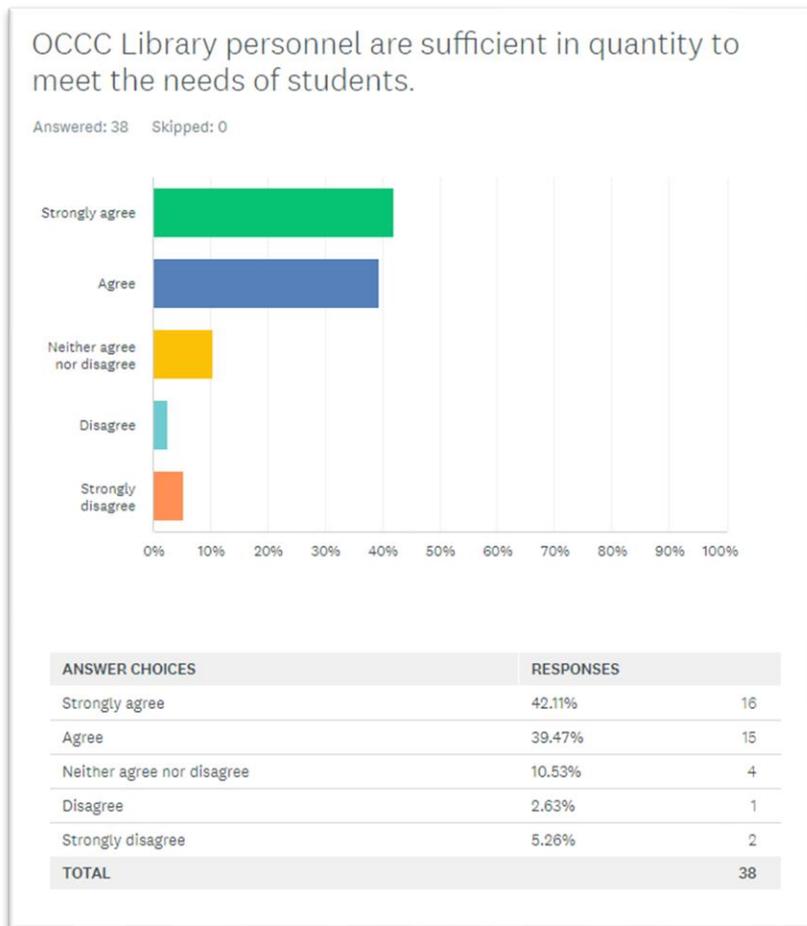


Figure 1

GOAL: Space: The Library is the intellectual commons where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge.



SAO#4: The Library provides safe and secure physical and virtual environments conducive to study and research. **Outcome:** When surveyed, the majority of students will indicate that the Library provides safe and secure environments conducive to study and research. **Assessment:** the Library gate-counter recorded 3644 visits of the Library in the 2022-23 academic year. And when questioned on the Spring Survey, students agreed or strongly agreed at 95% with this outcome statement: “the Library provides safe and secure environments conducive to study and research,” Figure 2, below.

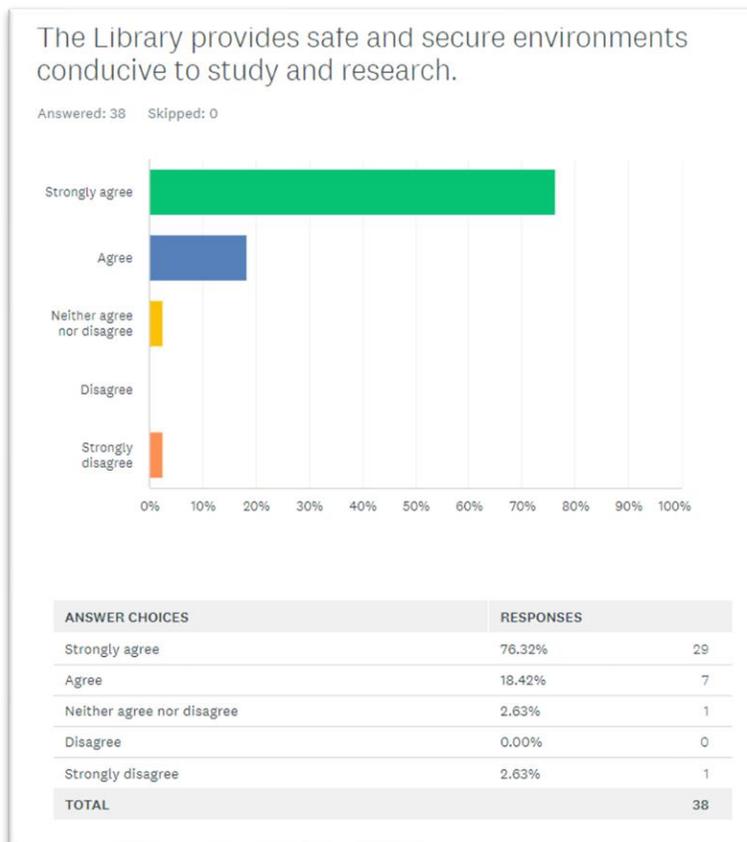


Figure 2

2. Looking back on the previous academic year, how has assessment of SAOs led to improvements in service levels for students and the College community?

All functional areas of the College determine their service area outcomes and plan activities to reach their goals. Assessment is an important part of the process; in particular, responding to what the assessment tells us and making improvements. This cycle of continuous improvement is how the Library and every area improves. In the Spring 2023 survey, students rated Library Services with an overall 4.7 average rating—evidence that we are closing the loops and improving service levels for students and the college community. (Figure 3)

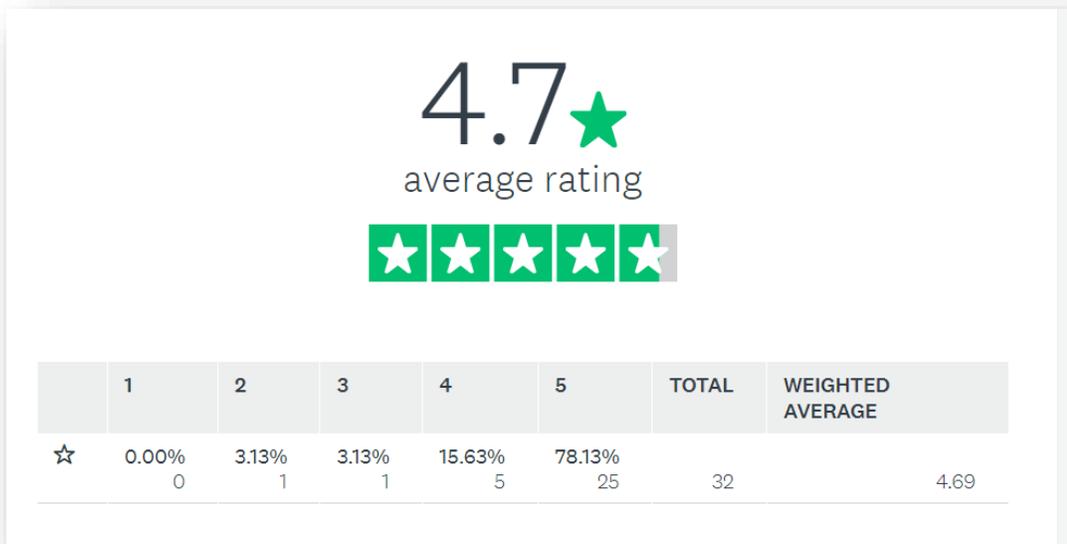


Figure 3

Students know that academic libraries support them with soft skills that employers seek, Figure 4, below.

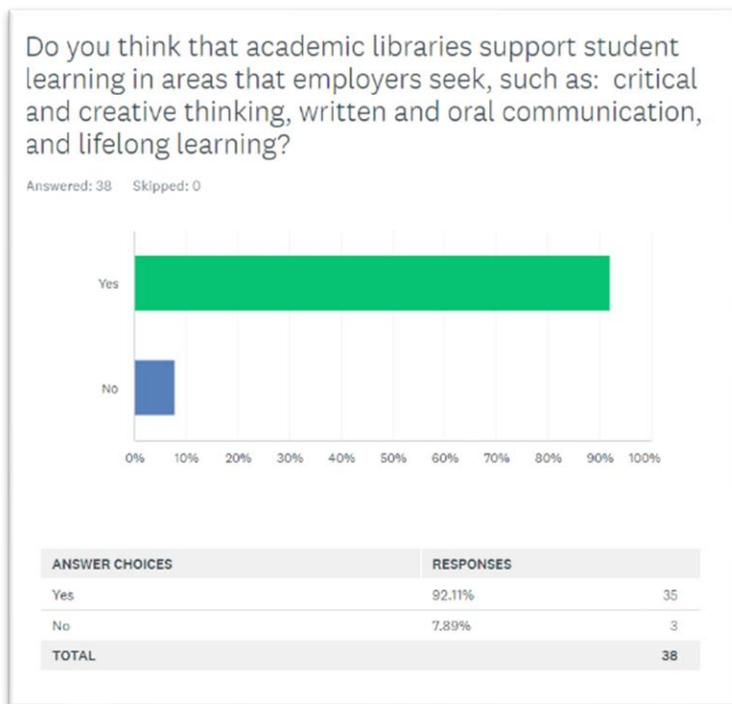


Figure 4

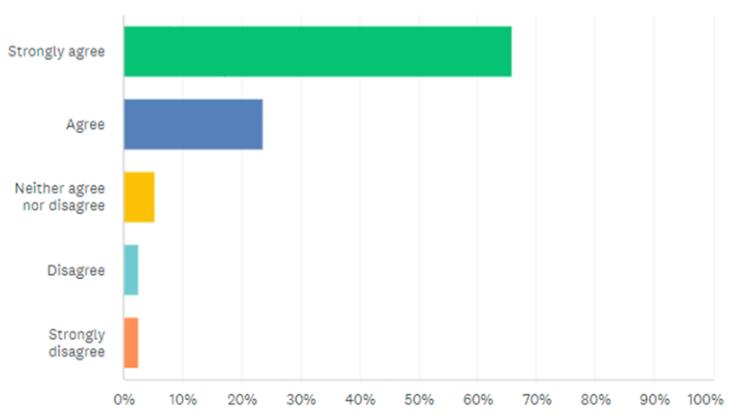
3. In the last year, how has assessment of SAOs contributed to College achievement of core theme subobjectives?

Assessment of the SAOs help us meet the Core Theme Sub Objectives “Students feel welcomed, included, engaged, and supported,” and “Students progress/persist toward their educational goals.” When asked on the Spring Survey whether they believed that the Library’s services help students stay in school and finish, 89 percent affirmed “Yes” Figure 5, below.

Students feel welcomed and included by staff at the Library Services window and online; and supported by library collections, services, and spaces.

The Library provides services that help students stay in school and finish.

Answered: 38 Skipped: 0



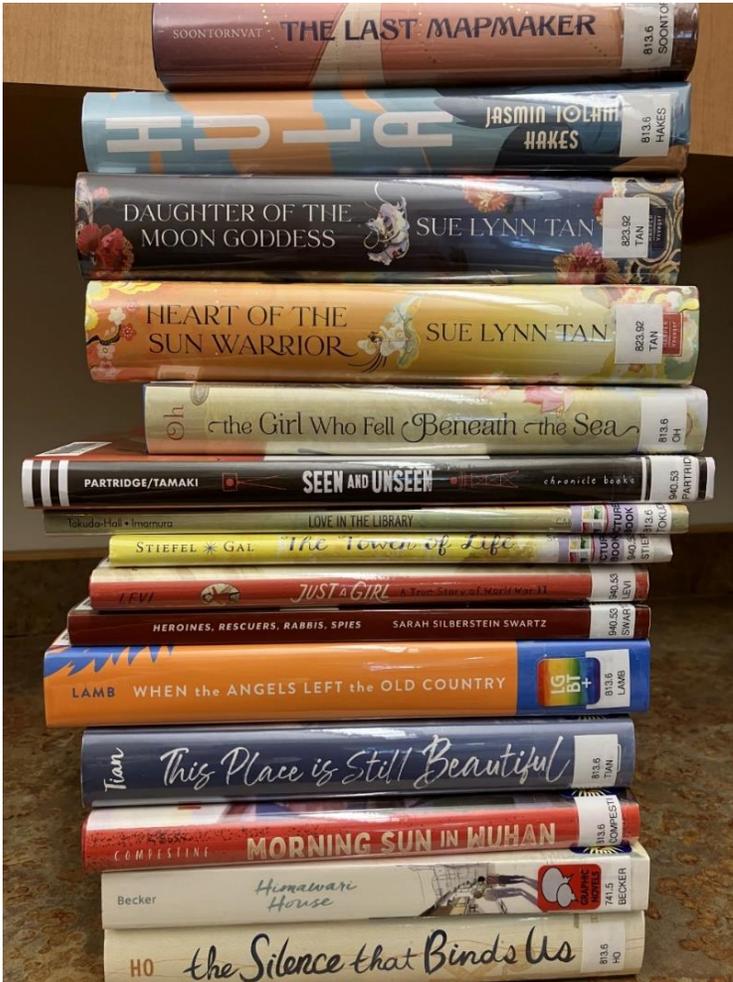
ANSWER CHOICES	RESPONSES	
Strongly agree	65.79%	25
Agree	23.68%	9
Neither agree nor disagree	5.26%	2
Disagree	2.63%	1
Strongly disagree	2.63%	1
TOTAL		38

Figure 5



Next \$5.00 Gift Certificate drawing will happen on February 25th. Like the OCC Library on facebook now to be entered to win.

4. What challenges remain to make Service Area Outcome Assessment more effective for your area?



We've reduced the challenges by making the assessments a part of our annual Spring Student Survey, in addition to other stats we already collect. This makes evidence collection, assessment and reporting much easier for a small college library and a solo librarian.

Update on Service Area Goals and Objectives:

1. Provide an update below on your service area's progress toward achievement of short-term objectives you established in your previous review/annual update. As discussed in Question# 1 of the previous section:

SAO#1: The OCCC Library will partner with other libraries to provide programming around a diverse author by June 2023. This programming will be promoted to the campus community and supported with Library budget funding. **Met**, evidenced by the partnering with Lincoln County libraries to provide author programming, financing, and marketing for 2023.

SAO#2: The OCCC Library will provide books and other Library resources in a mobile display, highlighting subjects of equity, diversity, and inclusion value to the campus community. These displays will feature items

available for check-out and supported with Library budget funding. **Met**, the first mobile display unit of two was purchased and rolled out into the Commons in September 2022 – resulting in increased interest and usage of Library materials by faculty, staff, and students

SAO#3: Library personnel are sufficient in quantity to meet the diverse teaching and research needs of faculty and students. **Outcome:** 85% of students surveyed believe that the Library has sufficient personnel to meet their needs in a timely manner. **Nearly Met:** 81.57% of Students surveyed in the Spring Survey believed that the Library had sufficient personnel to meet their needs.

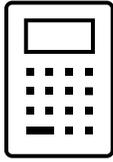
SAO#4: The Library provides safe and secure physical and virtual environments conducive to study and research. **Outcome:** When surveyed, the majority of students will indicate that the Library provides safe and secure environments conducive to study and research. **Assessment:** the Library gate-counter recorded 3644 visits of the Library in the 2022-23 academic year. And when questioned on the Spring Survey, students agreed or strongly agreed at 95% with this outcome statement: the Library provides safe and secure environments conducive to study and research.

2. As you look to the remainder of this current academic year, are there challenges or opportunities that have been encountered that may affect the achievement of your objectives.

- One ongoing challenge is to be able to provide continuous services for faculty and students at the Library Services window. We have been able to utilize a Work Study student over the past year to help with that, but our student workers can't and shouldn't replace library staffing needs.



- We are also continuing to work within a flat budget for most of our needs. There are innovative electronic tools that could enhance students' information literacy skills in the online Library environment, but are not within our budget.



3. As you look to the remainder of this current academic year, identify two or more short term objectives below that will continue to promote progress toward the institution's mission of achieving equitable outcomes for students at the College.

Short term Equity and Inclusion Objectives for the current academic year:

- One of the Library's longstanding goals has been to help bridge the digital divide by providing laptops to students who may not have access to one at home. Since 2007, we have acquired our laptops through donations from other departments (such as Nursing), or through grants. The result of this has been an inconsistent number and quality of devices, that age-out before another grant can be obtained to replace them. The Library Director has met with Spencer Smith, Director of Information Technology, and Sharon Hahn, Director of Business Services, recently to devise a plan to move from one-time grants and acquisitions to sustainable funding. Sharon will split a Library Resources account to allow on-going purchases of laptops, providing the financial framework. And Spencer will work with the Librarian to create a stepped-process, which would allow an annual purchase of three to five laptops to replace lost, damaged, and aged devices over five-year cycles.

SAO#1: Short term objective for this academic year, 2023_24: Working with the above directors, purchase five laptops from the new budget account as part of the new stepped process for sustainable technology in the Library's long term technology plan.

- The Library's commitment to diversity, equity, and inclusion strengthens our organization and enriches the learning environment, creating favorable conditions for research and study to flourish. We strive to incorporate and appreciate the diversity of our institution in our activities, collections, and displays. And we strive for an ongoing practice of inclusion to build a sense of belonging for all community and help us all learn how to celebrate each other. In the Summer of 2022 Program Review, the Library established a goal to acquire two mobile display units, that could run two different monthly displays: a multi-cultural display and a display featuring the Library of Congress Designated National Heritage Months. The plan would be to acquire the two display units—one for Fall 2022, and another one the following academic year. The Library received approval from the Director of Facilities, Chris Rogers, and the Vice President of Academic Affairs, Dan Lara. The displays are mobile, and can be easily moved in to the Library for storage. The first display unit was purchased and ready for Fall term 2022.

SAO#2: As a part of our two-year plan, the OCCC Library will acquire a second mobile display unit to showcase books and other Library resources, highlighting subjects of equity, diversity, and inclusion value to the campus community. These displays will feature items available for immediate check-out.

4. As you look to the upcoming fiscal year (year after report submission), identify two or more short term

objectives below that will continue to promote progress toward your service area’s achievement of your long-term goals.

- **SAO#3: The OCCC Library will partner with other Lincoln County libraries to provide programming around a diverse author for Fall 2024. This programming will be promoted to the campus community and supported with Library budget funding.**
-
- **SAO#4: Database reports indicate increased usage of databases in our main databases: Cinahl and Academic Search Premier.**

Input for Budget Planning Process in Upcoming Year (Fiscal Year Subsequent to Year of Report Submission)

1. For any specific aspect of a goal or objective listed above that would require additional financial resources, complete the form below. If you are aware of a potential funding source other than college general funds, identify the potential source below.

Type of Resource	Requested Amount	Potential Funding Source
Short Term Equity and Inclusion Objective #1: Five Student Laptops	\$4000	Library Budget
Short Term Equity and Inclusion Objective #2: Second Mobile Display Unit	\$700	Library Budget

2. *Describe the purpose of the resource request.* Objective #1: this plan moves the purchase of Library technology from a one-time funding source to a sustainable purchase model, which would allow us to provide laptops to students in a more consistent manner. In turn, this will continue to promote progress toward the institution’s mission of achieving equitable outcomes for OCCC students. Objective #2: the purchase of the mobile display is part of a two-year plan to move more of the Library materials out to the Commons to engage students and increase awareness and interest around diversity, equity, and inclusion.
3. *How does this request further college fulfillment of the college mission and its Core Theme objectives?* This will continue to promote progress toward the institution’s mission of achieving equitable outcomes for OCCC students. Students feel welcomed, included, engaged, and supported.

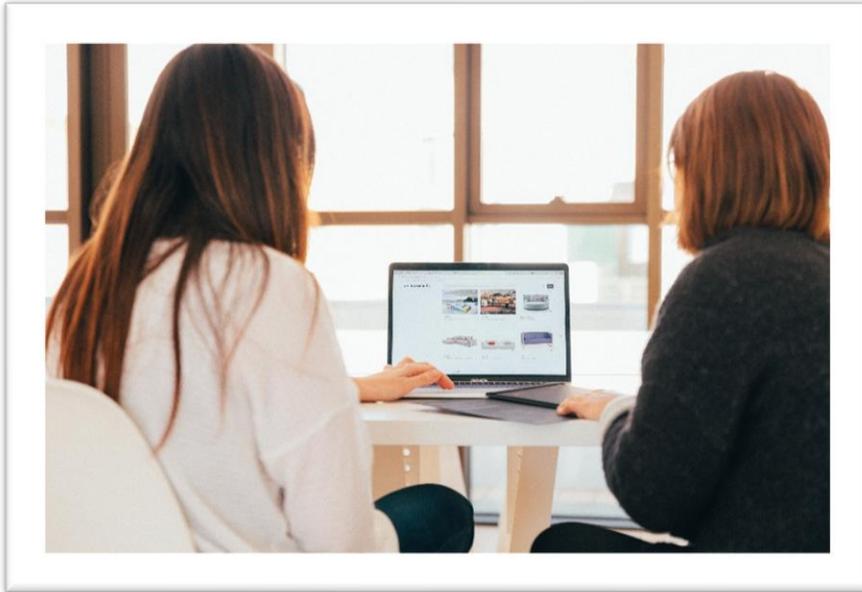


Photo by [KOBU Agency](#) on [Unsplash](#)

Prepared by Darci L. Curry-Adolf

Director of Library Services

29 Sep 2023