



**Service Area: Library Services**  
**19 July 2021**

**Update/Review Year:**  
**Jul 2020 – Jun 2021**



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## **SPARE – Service Areas**

### **(Service and Program Annual Review and Evaluation)**

#### Service Area Outcomes (SAOs) Assessment

1. List your service area outcomes below, with the assessment results for each outcome.

During the 2018-2019 Service Area Program Review, many of the following Goals & SAOs were determined, and carried forward to the 2020-2021 academic year.

**Educational Goal—The Library partners in the educational mission of the institution to develop and support information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning.**

**SAO #1:** Increasing numbers of students are able to search the databases and retrieve full-text documents to support their research projects each academic year. Met. IPEDs: Usage reports for the databases show increased usage from 6937 in 2019-20 to 7262 for the current academic year.

**Discovery Goal—The Library enables users to discover information in all formats through effective use of technology and organization of knowledge.**

**SAO #2:** Students are able to access program and subject level LibGuides to locate physical and digital content. Met. Evidenced: Every Canvas course links to a LibGuide created for that particular class or for the department, such as Science. Each LibGuide has links to OERs and credible websites, along with links to databases, ebooks, and digital serials.

**Personnel Goal--The Library provides sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change.**

**SAO #3:** Student surveys show 85% or better full satisfaction with staff coverage at the Library Services window. Not Met. Student Surveys indicate that 58% of students said said “Usually,” and 7% said, “Sometimes.”

**Collections Goal--The Library provides access to collections sufficient in quality, depth, diversity, format, and currency to support the research and teaching**

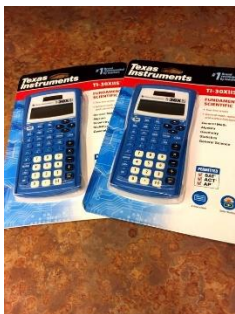
missions of the institution.



**SAO #4:** Library collections of both physical and digital resources increase each year. Met. IPEDs: Physical collections increased from 7690 to 8186 over the academic year, databases were increased from 101 to 104, and while physical serials decreased from 32 to 30 the number of digital serials increased from 1 to 13.

**External Relations Goal--The Library engages the campus and broader community through multiple strategies in order to advocate, educate, and promote their value.**

**SAO #5:** The Library communicates with the campus community at least weekly using a variety of methods. Met. Evidenced: Library staff communicated with faculty, staff, and/or students at least once per week using email, social media, and/or Canvas Announcements.



In the last year, how has assessment of SAOs led to improvements in service levels for students and the College community?

The SAO review cycle has kept us focused on planning and providing activities to meet objectives, and assessments and evidence let us know whether we have been successful in those objectives or not. The Library was successful in meeting four of the five SAOs during 2020-21, which helps develop and support information-literate learners and student success. We were not successful in meeting our goal of providing “sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change.” During the



academic year 2020-21, the Library Assistant was reduced to part time, working only four days per week. This means that students did not receive Library services, such as article requests, in a timely way.

2. In the last year, how has the assessment of SAOs contributed to addressing equity gaps and improving student success rates at the College?

The Library strives to provide equitable access for all students to all library and information resources in support of the College’s mission, programs, and services. This includes helping to bridge the digital divide—this last year we loaned Chromebooks to students to keep for the entire term, thus enabling them to access their course in Canvas and use tools like Zoom as well as Library resources.



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

The SAOs help meet the Core Theme Sub Objectives “Students feel welcomed, included, engaged, and supported,” and “Students progress/persist toward their educational goals.” Students feel included and supported in the Library communications, and also as they turn to Library resources to work on research assignments.



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

Assessment of Library services can be difficult to obtain, and yet they paint a clearer picture rather than satisfaction surveys which can be flawed. The Library tries in most cases to assess using statistics provided to us through vendors or software, or by using physical counts.

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 most recent review/annual update. Are there challenges that have been encountered in accomplishing your objectives?

In the most recent SPARC of 2018-19, the Library SAOs were the same as listed under Question 1, above, with the exception of SAO#3, which had said "The Library provides safe and secure physical and virtual environments conducive to study and research. Uses of the main Library and study rooms increase proportionately with annual student growth." This SAO was temporarily set aside after the campus was closed due to Covid. The remaining Goals around Educational Role, Discovery, Collections, and External Relations were successfully met over the course of the year. The add-in Goal, "Personnel Goal--The Library provides sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change," and corresponding SAO was not met as 85% of students did not feel staff were sufficient to meet their needs in a timely manner.

2. (New) As you look toward the next 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?

**Equity, Diversity, and Inclusion Goal: Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.**

Library collections, in a variety of material formats, should include a full range of viewpoints and experiences, serving the needs of all members of the community. Historically, diverse authors and viewpoints have not been equitably represented in the output of many mainstream publishers and other producers. All community members will feel truly welcomed and included when they see themselves reflected in collections that speak to their cultures and life experiences.

"Equity, Diversity, Inclusion: An Interpretation of the Library Bill of Rights", American Library Association, July 5, 2017. <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/EDI> (Accessed February 22, 2022)

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SAO & Outcome: The OCCC Library will acquire, promote, and display a new collection of print materials dealing with the Native Americans of the Pacific Northwest by Spring term 2022.

3. As you look to the next year, 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.

**Goal: Personnel: Libraries provide sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change.** SAO: 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."

**Goal: Professional Values: Libraries advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service."** SAO: The Library commits to a user-centered approach and demonstrates the centrality of users in all aspects of service design and delivery in the physical and virtual environments. Outcome: Library users participate in library surveys dealing with planning collections, services, and spaces at least annually and on other surveys as needed.



### Requests for Resources

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
Print Materials	\$5000.00	Grant

2. *Describe the purpose of the resource request.*

SAO & Outcome: The OCCC Library will acquire, promote, and display a new collection of print materials dealing with the Native Americans of the Pacific Northwest by Spring term 2022. All community members will feel welcomed and included when they see themselves reflected in collections that speak to their cultures and life experiences.

3. *How does this request further college fulfillment of the college mission and its Core Theme objectives?*

The SAO helps meet the Core Theme Sub Objectives “Students feel welcomed, included, engaged, and supported.”



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