



**Service Area: Library Services**

**Update/Review Year:  
Jul 2021 – Jun 2022**



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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.

**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.” We have most recently surveyed the students in the Fall 2021, to ask the importance of having staff available at the window and online, and just over 96% felt it was important, so this SAO will be a part of our planning and assessed again in Spring term.

**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. This SAO has been met—the Library surveyed students in the fall term to include them in the Library planning process.

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

The SAO review process has led to improved service levels for OCCC students—as a result we now have the Library Assistant back at full-time, and students are able to get assistance with research articles, laptops, and library check-outs Monday through Friday. Also, after involving students in the Library Services planning process, we feel that we are focusing on things that

are important to students.



3. (New) 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 reviews assessments to determine how we can close the gaps, and in particular look at those groups that don't meet retention and graduation at the same rates as others. By doing so, we improve student success for all students.

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

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 by staff at the Library Services window or online, and also as they are asked to participate in Library planning via online surveys. The College Library has created monthly displays in the Learning Commons around Diversity and Multi-cultural Inclusion. These displays offer books and AV materials for check-out with the intent that the college community will feel welcomed and included when they see themselves reflected in the collections that speak to their cultures and life experiences. It is also an opportunity for others to learn about other cultures and heritages.





5. What challenges remain to make Service Area Outcome Assessment more effective for your area? It hasn't been easy to gather information, develop and provide assessments, and to fit this SAO work into an already busy Librarian's schedule.



### 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 Jul 2020-Jun 2021 SPARE we set the following 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. This was MET, the Library was able to receive a grant and acquire the Native American materials.

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.**

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.

SAO #2: The OCCC Library will acquire two mobile displays to showcase different pieces of the collection and items around diversity, equity, and inclusion. These mobile displays will help engage students who may not otherwise enter the Library. This outcome will be accomplished in two academic years, with the first unit purchased before Fall 2022. These displays will feature items available for check-out and supported with Library budget funding. This plan was approved by the Director of Facilities, Chris Rogers, as they are

mobile and can be stored in the Library. This two-year plan was also approved by the Vice President of Academic Affairs, Dan Lara, who supports the Library’s efforts to move materials out to the Commons for students and staff.

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: 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: The Library provides safe and secure physical and virtual environments conducive to study and research. Outcome: Uses of the main Library and Study Rooms increase proportionately with annual student growth.

## 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.

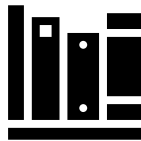
Type of Resource	Requested Amount	Potential Funding Source
Equity & Inclusion Programming	\$500	Library Budget
Multicultural Mobile Display	\$700	Library Budget

2. *Describe the purpose of the resource request.* The two resources above provide funding to meet our equity goals of providing “Equity & Inclusion Programming” and a “Multicultural

Display.”

3. *How does this request further college fulfillment of the college mission and its Core Theme 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 welcomed through Equity & Including Programming as well as items featured in a Multicultural Display each month.



This report was prepared by

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