Cascades Campus Library Assessment Annual Report,
FY 23

Service or Collection
Cascades Campus Library

Fiscal Year
FY23

Overview
After 3 years with no library director, I was hired and began at the library in late December 2022. A Library Technician and several student workers had been valiantly keeping most basic services afloat, though this was made more difficult in mid-2022 with the departure of the senior Library Technician. I am much appreciative to the various Valley Library staff who trained Cascades student workers remotely and supported circulation services from a distance to the extent possible. Guin Library staff also supported the Cascades Library during this time.

My first six months at work were marked by both progress and frustration- most of the organizational knowledge that had been stored in a Google Drive connected to the account of a previous library director was lost to me. The library space itself was unkempt and collections were neglected. Student staff did not have a consistent knowledge base and were new to the practices and philosophies of library work. The student workers were all open to learn more and we adapted together into a solid team by the end of Spring term. 4 of the 5 student workers I inherited are continuing/will continue to work at the library, which is encouraging.

My initial work was learning the library's ILS and various patron-serving workflows. As I proceeded through the basics, I also gave energy to the general library space. I used my public library background to better merchandise the library's collections by ordering additional shelving units and spacing books on the shelves to allow for easier browsing and a higher number of face-out display titles. Additional shelving allowed me to bring out over a third of the books that were shelved in the back as an overflow collection.

I hit the ground running with instructional sessions across the program offerings at OSU-Cascades, starting new relationships between the library and faculty. I joined the planning committee that's overseeing the Cascades Edge student success initiative and dserved on my first hiring committee for an AMT instructor. I am a member of the OSULP's collections council, the LAMP management team, and the library faculty association.

Moving forward, the Cascades Campus Library is now well-positioned to serve as a fully functioning OSU branch library and I continue to make positive strides in updating all needed services and building on-campus relationships.

Strategic Significance:
As the library was not previously considered a OSUL branch, the Cascades location did not get connected to any of OSULP's strategic goals/outcomes. As OSULP moves forward with the next strategic plan, the Cascades Campus Library will play a part in reaching overarching goals related to access, affordability, and more.

Takeaways:
- No professional librarian/library director for the first half of FY 23
- No statistics tracked for 3+ years other than circulation data.
- Ideal staffing for the Cascades Campus Library includes both a Library Director and Library Technician with support from student employees; without a technician we experience periodic library closures due to schedule conflicts and the need of the librarian/director to be out of the library.

Key Decisions:
The major decision impacting the Cascades Campus Library is the newly crafted MOU that outlines the service and staffing partnership between OSULP and the OSU-C campus. This situates the library as a formal branch location and shifts professional staffing budgets to OSULP (student staffing remains a budget line for OSU-C.)

Additional budget breakdowns:
1. OSULP funds a collection development budget for print/electronic items that serve the needs of the entire OSU community.
2. OSU-C funds a budget to support purchasing and maintenance of the local use-only equipment and technology collections as well as any other needs related to the physical space (i.e., new furniture, renovations, etc.)

Next Steps:
To create a full picture of the daily operations of the Cascades Campus Library I am collecting visitor and interaction statistics as of July 2023. I am also anecdotally paying attention the number of closure hours that occur during the academic year due to short staffing/operating without a library technician to strengthen the argument that this position is crucial to the success of the library.

Fully developed student focus groups (with formalized data collection and participation incentives) will be held in AY/FY 24 in order to gain feedback on current and future library services.

Assessment:
Any previous data collection done by the Cascades Campus Library was lost prior to my arrival; the Cascades Campus Library was not thoroughly integrated into OSULP until my hire so there was no backup of statistical information other than circulation software that could be compiled through the ILS.

In next year's assessment I hope to use data from FY 24 to reinforce the following:
1. One additional full-time staff member (Library Technician) will be required to help the library meet its full potential.

2. Library hours have or have not been successfully extended into the weekend (i.e. Saturday open hours)
3. Library circulation data increases in reflection of the relationships built between myself and the rest of campus, demonstrating the print collection's value.
4. The number of instructional sessions and consultations I report will show an increase the reflects the growing relationships I am building.
5. Student staffing and library open hours reflect actual use patterns gathered through original-entry visitor tracking.

In the month of February 2023, I did a simple student feedback survey using a whiteboard and post-it notes. While participation was light, there were noticeable trends:
1. Students wanted to see more books in the library, both to support their schoolwork and to read for fun.
2. Students have a very high need for individual study spaces, such as the 4 study rooms that the library space provides.
    a. Furniture to better support individual study was a subset of this trend.

Respectfully submitted,

April Witteveen   7/19/2023
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Signature of the person (or persons) who prepared this report   Date submitted

Attachments

Appendix A: Assessment Data
Data should be presented in a readable form that shows that it was analyzed and communicates the results of this analysis. You may also include copies of assessment instruments or protocols, and/or links to raw data.