# Assessment Annual Report

**Service or Collection**
Library of Things Collection
FY24 (July 2023-June 2024)

## Overview

At its core the Library of Things has a suite of productivity equipment like laptops, hotsports, chargers and calculators. It also contains over 80 types of items including outdoor, wellness, sustainability and crafting kits, board games and lockers. Its purpose has expanded to helping students with educational needs as well as the more holistic needs of the person. This includes looking at the mental health needs of students as well as providing opportunities to try new things and take study breaks.

## Strategic Significance

The loanable equipment collection connects to the strategic priorities of the OSULP Strategic Plan for 2018-2023 in numerous ways. Through providing access to resources essential to learning, the collection removes barriers and provides resources necessary to underserved OSU communities (External Priority 1 and 2). This also serves to reduce the financial burden of college, specifically addressing the ways for users to try something first without buying and by sharing costly resources (External Priority 5). As a collection, the equipment represents how we can co-create services with our community and the library's opportunity to work with campus partners and strengthen connections (External Priority 5). In addition, the collection mirrors the opportunity to "build collections that represent diverse experiences and complicated issues" that applies to not only collections of books and media (External Priority 2).

# Takeaways

- **Partnerships that raise the profile of the library**
  - o Counseling & Psychological Services (CAPS) - Last year we worked closely with CAPS to develop the new Mini Mind Spa Kit and Sensory Kit, CAPS helped identify what items would be beneficial to include in these kits and they also provided and EMWave2 heart rhythm device and resource sheets included in the kits.
  - o Basic Needs Center (BNC) - The Library of Things continues to have a number of connections with the BNC. For equipment, the library is able to focus on short term loans of laptops and calculators and then refer users to the BNC for long term loans.
  - o Department of Transportation - This year the ZAP Program encouraged participants to donate their prizes of new bike locks to the library. This has allowed us to increase the number of bike locks that we can offer our users.
  - o Student Clubs -  We continued to partner with the Astronomy Club and Horticulture Club. The Astronomy Club has worked to promote the telescopes available for check out at the library by helping with a Crafternoon and the library tabled at their open house. The Horticulture Club purchased 3 passes to the Portland Japanese Garden and donated them to the library.
  - o Campus IT - As campus labs continue to close, more students rely on library equipment. We are actively partnering with Campus IT to gain support for this shift by solidifying financial and technical support from Campus IT for the library's laptop lending program with an MOU signed this year.
  - o College of Science - After reaching out to the College of Science to help maintain the amount of scientific calculators that we have available to library users, they responded by changing their policy to allow the graphing calculators students already own to be used in exams. Hopefully, this policy will help to lessen the demand the library has seen for scientific calculators.

- **Equipment changes responsive to user needs**
  - o New categories - We have added a new Wellness Category to the Equipment Collection. This category includes therapy lamps, a white noise machine, a Sensory Kit, and a Mini Mind Spa Kit.
  - o Increased supplies - We have increased the number of phone chargers, laptop chargers, calculators, and headphones to meet the needs of our users. We anticipate that this will reduce the need for a waitlist.

o   Improved availability and inventory control by cataloging and circulating laptop bags and chargers on an individual basis. We can better track the items when the laptop, bag, and charger are checked out to a patron. Additionally, this reduces potential fees associated with a lost item, as patrons are now able to return a laptop despite missing a charger or bag.

o   Improved discoverability -  We have added placards for the board games and kits so that patrons can easily see what is offered in those collections. The placards have all the information that is on the board game boxes. The patron brings the placard for the item they want to borrow to the Borrowing and Information Desk.

o   Other types of equipment that have been added to the collection:
   ▪ Kodak PixPro SP360 4K Action Cam
   ▪ GE Digital Camera
   ▪ Webcams
   ▪ Portland Japanese Garden Passes
   ▪ ADA Accessible lockers

- **Funding to sustain and improve the collection**

   o   Library Experience and Access Department (LEAD) - A budget for replacing lost equipment was added to the LEAD budget this year and we were able to order replacements in a timely manner and without asking for more funding. Dedicated funding also allows for the Library of Things collection (except laptops and hotspots) to be available to community members.

   o   Other Library funds - Ongoing laptop replacement (25) and hotspot funding means that we no longer need to submit special funding requests to LAMP.

   o   University IT (UIT) - UIT will continue providing 25 laptops annually as part of the ongoing MOU.

   o   Library Administrative, Management, and Planning (LAMP) - A proposal was funded by LAMP to pay for accessible locker upgrades on all floors. There are now 48 accessible lockers (8 on each floor) that are ADA compliant with easier to use keys and locker handles.

## Key Decisions

- **New Renewal policy**
   ○ Beginning FY25 items from the Library of Things that circulate for 2 days or less will no longer be renewed and must be returned before checking out again. If no other 'copies' of the

item are in stock, users are asked to wait until the next day to borrow another one. This was decided to provide more users access to high-demand items like chargers and headphones. It also provides a clear and consistent policy for users and staff. We anticipate a more equitable distribution of access and that some users will be disappointed when they can't keep an item. We plan to monitor turnaways and compare with last year to see if the policy is successful.

- **Streamlining Replacement Purchasing**
    - With the inception of our annual library-funded purchase of older laptops in FY24, we used LEAD's replacement funds for the first time to replace five lost laptops. In the coming year we are continuing this procedure with other high demand items including chargers, calculators, and headphones. This will lead to less staff time devoted to purchasing and a better stocked Library of Things with less turnaways for these items.
- **Simplifying Locker Loan Rules & Increasing Accessibility**
    - The locker collection had 3 different loan periods with different user groups being able to borrow them. These have now been simplified down to one loan policy. Lockers check out for 30 days to anyone with a library account.
    - Thanks to a LAMP proposal, to add 48 ADA lockers, with 6 on each floor. These lockers have keys that have a large handle that is easier to use as well as an easier to use handle on the lockers.

## Next Steps

- **Renewal Policy Evaluation**
    - Given our recent decision to discontinue renewals on short-term loans (loans 2 days and under) we plan to evaluate how this impacts our collection and users.
- **More Partnerships**
    - We plan to build more campus partnerships through the Library of Things Collection and are currently working with the OSU Waste Watchers Club on repair kits.
- **Dedicated Funds for the Collection**
    - For FY25, this collection will have dedicated funds of $65,000 within the LEAD budget to purchase both new items and replacements. This includes the annual purchase of 25 laptops that were previously purchased using gift funds. The team has already taken advantage of this allotment to prepare for the coming year by purchasing a significant quantity of the library's most loaned productivity equipment (see attachments) that were

most lost by users and often went out of stock in FY24. Documentation and guidelines for regularly selecting and purchasing new items will be created this year.
- **Library of Things Team/Organizational Change**
  - We are moving from a culture of individual responsibility for parts of the Library of Things into a collaborative approach. In order to facilitate this change, the Library of Things Team was created to share work, review policies, and create a cohesive collection management plan. The new team recently created a charge and short and long-term goals.

## Assessment

To help evaluate the effectiveness of the craft kits and wellness kits, a short assessment has been included for users to fill out if they wish. The assessment asks how the users were feeling before they used the kit and then how they feel after using the kits. It also asks what items they used in the kits. From the assessments that have been returned, these kits show that they are helping users to lower stress and improve their mental health.

The Library of Things represents a significant percentage of all loans for The Valley Library. In fact, it has averaged 40% more loans than the general circulating collection over the past three years (See attachments). It is difficult to compare these two collections given the longer loan periods for the general collection but it is clear that these items are very popular.


Respectfully submitted,

Sara Trott, Stefanie Hood, Matthew Schuck, Steve Weber
Library of Things Team_____     _____9/17/24_____
Signature of the person (or persons) who prepared this report        Date submitted

# Attachments

**Personal Stories:**
When it comes to viewing the whole student, numbers it isn't aggregate numbers that matter, it's the accumulation of effects on individuals. Included here are just a few of the stories about how the Library of Things has had impacts.

**Board Games**

Spanish language games used to help create community at Bilingüe (Spanish/English) START (new student orientation) residential program. "Thank you for letting us borrow the games! I can tell students appreciated that there were games offered in Spanish, a lot of them played them or made comments about it! We really appreciate your support!"

ASOSU hosted an event for National Transfer Student Week and used several games from the collection to build community.

**Maker Kits**

A public patron was looking for physical books about beginning programming.  After looking through the catalog and not finding what he was looking for, I suggested that he borrow one of the Raspberry Pi kits and it includes a book on learning how to program. He was so excited because he was thinking about purchasing a Raspberry Pi for himself and now he could try it out before buying one. He left the library happy and said, "You are good at your job!"

**Productivity Equipment and Laptops**

Summertime allows for more flexibility in how some of our most popular items are used. A Latinix high school program from the College of Science was able to use the library as a meeting place and also used library laptops and mice. "Thank you so much. This camp has been serving our LatinX students for the last two years and I hope to continue. We like showing them different places besides Gilbert around campus and the library is one of those places. Thank you again for working with us."

Webcams were added to the Library of Things after the Ecampus Proctoring Manager requested them for Ecampus students who needed them for online proctored exams.

**Hotspots**

Several students doing field work in remote areas were able to borrow hotspots for the summer term to support their work. Here is an example: "I am a grad student in the college of forestry. I do field work in a remote area in the summer but need a way to continue working on research etc since I am gone all summer.  I was told I may be able to use a Wi-Fi hotspot device and was wondering if it's possible to rent one from the library for longer than 7 days?"

Students have provided in-person feedback that the hotspots sometimes work better than the wifi on campus, which is why they check them out for onsite use in study rooms and elsewhere from the library.

## Quantitative Data

Library of Things Loans by FY

| Loan Fiscal Year | LoT Loans | Auto Renewals | Renewals |
|---|---|---|---|
| FY-2022 | 25551 | 7773 | 3781 |
| FY-2023 | 35553 | 11384 | 3972 |
| FY-2024 | 38741 | 14432 | 4173 |

Library of Things & General Collection Loans by FY

| Loan Fiscal Year | LoT Loans | Gen Col Loans | % More |
|---|---|---|---|
| FY-2022 | 25,551 | 17,762 | 43% |
| FY-2023 | 35,553 | 27,996 | 26% |
| FY-2024 | 38,741 | 25,747 | 50% |

Library of Things Highest Circulating Item Types FY24

| Type of Item | Total Loans FY24 |
|---|---|
| Chargers (cell and laptop) | 8,720 |
| Dry Erase Markers | 8,560 |

| | |
|---|---|
| Headphones | 6,872 |
| Calculators | 3,109 |
| Board Games | 2,323 |
| Laptops | 1,730 |
| Lockers | 555 |
| Monitor Adaptors | 621 |
| Mice | 603 |
| Personal Dry Erase Boards | 601 |