Assessment Annual Report

Service or Collection
Library of Things Collection
FY23 (July 2022-June 2023)

Overview.
The Loanable Equipment Collection has grown considerably in terms of quantity and scope in this fiscal year. The Loanable Equipment Collection has over 60 types of equipment that is intended to help patrons with both library and educational needs as well as the more holistic needs of the person. This includes looking at the mental needs of the patron and providing opportunities to try new things and take study breaks. These changes have led to a shift in the definition of what is considered part of Loanable Equipment Collection. Moving beyond chargers and calculators to include kits and passes that encourage exploration and experimentation.

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 (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**
  - Counseling & Psychological Services (CAPS) - By reaching out to CAPS, we were able to increase the number of therapy lamps to offer our users.
  - Basic Needs Center (BNC) - We have a number of connections with BNC. For equipment, the library is able to focus on short term loans of laptops and calculators and then refer users to Basic Needs for long term loans.
  - Department of Transportation - Working with the Transportation Department, the amount of bike locks has increased. Making it easier for users to check out a lock and keep them longer.

- o Craft Center - The craft kits that are part of the maker kits were developed with the help of the Craft Center. They showed how they circulate kits and gave us ideas for something similar and how to maintain them.
  - o Student Clubs - For the outdoor kits, we reached out to OSU Bird Nerds and OSU Astronomy Club. They are helpful in getting the word out about these kits. The OSU Astronomy Club also helped with selecting the telescopes. The tags on the outdoor kits direct students to these clubs if they are interested in getting involved.
  - o Campus IT - As campus labs are closing, more students rely on library equipment. Partnering with Campus IT to collaborate and gain support for this shift.
- **Equipment Changes**
  - o New categories - We have added new categories to the Loanable Equipment Collection: Adaptive Technology, Sustainability, Maker Kits, and Outdoor Kits
  - o Increased supplies - The number of phone chargers, laptop chargers, calculators, and headphones have increased to meet the needs of our users. This reduces the need for a waitlist.
  - o Length of Loans - The 3-hour loan period has been removed. The loan periods have been simplified to 6-hour, 1-day, and 7-day.
  - o Simplified process - Incorporated 1-day Chromebooks into our 1-week collection, making all laptops one-week loans and simplifying the checkout process for staff and patrons alike.
- **Expanding the Collection**
  - o Maker Kits - Includes technology kits and craft kits
  - o Outdoor Kits - Includes kits and passes to enjoy and explore the outdoors
  - o Zines - Includes a zine making kit and zine reader's kit
- **Funding**
  - o LEAD - Using funds from LEAD, we were able to make the kits available to community members as well as OSU students and staff.
  - o LAMP - Using the LAMP Proposal process to update and increase the number of noise canceling headphones and hopefully find a way to refresh parts of the collection that have high usage on a regular basis
  - o LAMP - Using the LAMP Proposal process, we received a grant to increase the number of Dell Latitudes.
  - o LAMP - An accepted LAMP proposal made it possible to renew the data on the increased number of hotspots.
  - o Campus IT - Campus IT provided 25 SSDs to prolong the life of our existing Dell Latitudes.
  - o Campus IT - Long-term negotiations with campus IT lead to the agreement of an annual refresh of 25 Dell Latitudes over a three year period

Key Decisions:

One of the main ideas that influenced decision making to this collection was to simplify policies for the user. We worked to reduce the different lengths of loan periods and extended the amount of time for checkouts. We eliminated the 3 hour loan period and currently have 6 hours, 1 day, and 1 week loans. We removed the one day loan period for Chromebooks and now all laptops checkout for one week, making it easier on the user to borrow a laptop and know when to return it. We changed the loan period for calculators from 6 hours to 1 day, greatly reducing the stress of users returning calculators after a test or finding time to come to the library before a test to get a calculator. We also increased the number of laptops by 22 devices, hotspots by 25, and calculators by 60 available for checkout to meet the high demand and increase length of loans.

We also looked at what other needs users might have beyond technology. We added craft kits in partnership with the Craft Center to allow users to take a break and try a craft project. We added outdoor kits to encourage time outside in nature and try a new activity. These outdoor kits allowed us to partner with the OSU Astronomy Club and the OSU Bird Nerds. We are hoping to build more partnerships like this and are currently working with the OSU Horticulture Club for a possible cultural pass to the Portland Japanese Garden.

Next Steps:

In order to continue to make it easier for the library user, we will be working to clean up the records in Alma by separating out the bibliographic record for calculators, phone and laptop chargers. We will also be working to maintain the collection and remove items once they have gone from the lost to missing status in Alma, and using replacement fees paid by patrons to keep equipment stocked.

To continue with the idea of providing for the library user's needs and to promote sustainability, we will look into adding repair kits (ie. sewing kit, bike repair kit, tool kit, and tech repair kit) to the collection. These kits could be a way to partner with the OSU student club, Waster Watchers. Other ideas for technology that go with the idea of trying something first before buying includes adding a VR headset, photography camera, and a gaming console.

Using The Valley Library's Library of Things and equipment collection, we can continue to build relationships with groups outside of the library, such as student organizations or other campus services. Building these kinds of relationships will require time, money, and creative thinking.

With computer labs closing across campus, we expect the demand on the laptop and hotspot collections to increase over time. Looking forward, collecting data on the number of labs and total computers no longer available across campus can help estimate the increasing demand on the library.

Assessment:

The decision to change the 3 hour loan period to 6 hours was initiated by the amount of requests we received at the circulation desk to renew their loans. This informal assessment led us to review this loan period and increase it to 6 hours to reduce the amount of renewal requests. This was the same process for changing the loan period for changing calculators loans from 6 hours to 1 day.

By changing the loan periods to 6 hours and 1 day, this caused us to increase our inventory since we were running low on headphones, calculators, and chargers. Because we added more resources we didn't have to tell patrons that we were out of items as much as before.

The one-day laptop loan to one-week loan was a data-driven decision. The change proved that loan duration has since increased without compromising the availability of devices. With the increase in number of hotspot devices, the loan period was shortened from one month to one week to match the laptops, which improves collection cohesion. This change increased the availability of hotspots and decreased the waiting time of pending requests

Respectfully submitted,

Stefanie Hood & Sara Trott   July 28th, 2023
_____   _____
Signature of the person (or persons) who prepared this report   Date submitted

Attachments

Appendix A: Assessment Data

See chart

Personal Stories:
One student user checked out the Lego Kit frequently. He created this stop-motion animation video that he was learning to do and shared the finished product with us:

https://youtu.be/zv95fG0uR7g

There was a student visiting OSU for an OSAA (Oregon School Activities Association) festival in May and needed a charger for their insulin pump that was out of power. An OSU undergraduate student who was helping with the festival borrowed one from Valley, sent the student home with it, and let us know it wouldn't be back on time. The next day we got word that the student is well and their band director has mailed the charger back to us. Great example of a use case that we couldn't have foreseen and are very glad to support and perhaps most encouragingly that students know that the library is here to help and ready to be flexible.

A student worker checked out a hotspot for his traveling rugby team so they could do homework on the bus.

"Having the hotspot allowed me to work when I needed to and where I needed to since my internet service at home is usually spotty. It also allowed me to keep working for the couple weeks after the Portland-area ice storm when I had electricity at home and work again, but not any internet service again at either location. Without the hotspot, I would not have been able to complete work at all during that time."

"I live in a rural area with issues sometimes with my internet. This hotspot helps me to be able to always be able to do my coursework no matter what. I use it when taking quizzes and tests too, as I can guarantee that I always have secure connections when taking them. It's such a great help!"

List of Loanable Equipment with Number of Loans

Title	Num of Items (In Repository)	Loans 21-22	Loans 22-23	Change
Valley 4-Port USB Hub	2	7	14	100.00%
Valley Adaptive Calculators	1	9	2	-77.78%
Valley Adaptive Keyboard USB	1	4	1	-75.00%

Valley Adaptive Mice	5	46	45	-2.17%
Valley Arduino Starter Kit	2	14	21	50.00%
Valley Bike Locks	27	111	164	47.75%
Valley Birding Kit	1	0	7	
Valley Bookbinding Kit	1	2	13	550.00%
Valley Calculator Charger Mini-USB	5	38	168	342.11%
Valley Calculators	156	2977	3085	3.63%
Valley Cassette Player	3	9	2	-77.78%
Valley Celestron NexStar 127SLT Telescope Kit	1	0	13	
Valley Collage Kit	1	3	23	666.67%
Valley Crafting Supplies Kit	4	181	291	60.77%
Valley DVD Blu Ray Player Remote	1	0	1	
Valley Day-Light Classic Lamp	6	0	14	
Valley Disc Golf Kit	1	0	4	
Valley Drawing Tablets	3	27	34	25.93%
Valley Dry Erase Markers/Eraser	49	5164	7360	42.53%
Valley Electric Scooter Locks	3	5	15	200.00%
Valley External Drives	5	111	108	-2.70%
Valley Flash Drives USB	9	81	65	-19.75%
Valley GoPro	3	31	41	32.26%
Valley Headphones	18	23	179	678.26%
Valley Keyboard USB	8	102	53	-48.04%
Valley Laptop Chargers	80	2958	4725	59.74%
Valley Laptops - 1 Week Dell Latitudes	74	877	1087	23.95%
Valley Laptops -1 Week HP Chromebooks	82	633	1341	111.85%
Valley Loom Kit	1	1	7	600.00%
Valley MakeyMakey Kit	3	19	8	-57.89%

Valley Measuring Supplies Kit	3	180	189	5.00%
Valley Mice USB	41	372	521	40.05%
Valley Microphone	1	35	54	54.29%
Valley Mobile Hotspots	73	285	765	168.42%
Valley Monitor Adapters	26	363	552	52.07%
Valley Noise Canceling Headphones	58	4627	5941	28.40%
Valley Northwest Forest Pass	1	0	8	
Valley Oregon Annual Sno-Park Permit	1	0	6	
Valley Oregon State Park Day Use Parking Permit	1	0	17	
Valley Orion StarMax 90 Table Top Maksutov-Cassegrain Telescope Kit	1	0	12	
Valley Portable Chargers	3	116	90	-22.41%
Valley Power Strips	3	49	163	232.65%
Valley RaspberryPi 4 Kit	3	21	22	4.76%
Valley Rocketbook Beacons	2	13	5	-61.54%
Valley Rocketbook Core Notebook	2	5	4	-20.00%
Valley Solar Charger	2	0	2	
Valley Table Magnifying Lamp	1	6	5	-16.67%
Valley Therapy Light Lamps	25	80	135	68.75%
Valley Travel Adapters	3	19	21	10.53%
Valley USB Adapters	6	44	88	100.00%
Valley USB Cables	68	3867	6530	68.86%
Valley Watercolor Kit	1	3	21	600.00%
Valley White Noise Machine	1	3	18	500.00%
Valley Whiteboards	14	229	369	61.14%
Valley Zine Kit	1	10	19	90.00%
Valley Zine Reader's Kit	1	0	0	0.00%