



# Assessment Annual Report

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## **Service or Collection**

Technology Lending Annual Report

## **Fiscal Year**

FY 2020 (July 2019 - June 2020)

## **Overview**

The technology collection at The Valley Library consists of more than 25 different titles such as laptops, kindles, headphones and various other technologies. The technology collection provides the OSU community with free technological tools to support both their academic and life pursuits. By providing such items, the collection strives to increase accessibility, affordability, equity and academic success.

This year we expanded and also removed some of the items in the collection. New laptops were purchased to replace the outdated Dell Latitudes in the 1-Week Laptop collection. Due to regularly scheduled replacement cycles for the 1-Day Laptop collection, we moved older laptops from the 1-Day collection to the 1-Week collection - increasing the number of 1-Week laptops available. Additionally, fines for 1-Day laptops were reduced to \$5 per day from the previous \$5 per hour. This was to reduce the impact of fines on students and have a more consistent fine structure for the laptop collection. As mice are frequently loaned with laptops, loan periods for the mice were changed from 6 hours to 1 day and fines were removed. Fines from dry erase markers were also eliminated.

New items were added including crafting kits, measuring kits and whiteboards. These items were added due to feedback from students at the Circulation Desk and to add additional creative tools to the collection all without fines. Due to high demand, more noise cancelling headphones, chargers for phones and laptops were added. This includes new charger types to meet increasing requests. Furthermore, Ipads were removed due to difficulties with software and processing.

In March the library partnered with the Human Services Resource Center (HSRC) to provide access to technology, like laptops and calculators, in response to the COVID-19 pandemic. These resources were mailed to students, faculty and staff by the library collaborating with the HSRC to support remote learning.

### **Strategic Significance:**

The 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 of reducing or ideally eliminating fines and fees (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:**

- **COVID-19**
  - Stopped fines and extended loan periods for equipment
- **Equipment Changes**
  - Items were removed including I pads, extra floppy drives
  - Items were added including additional noise cancelling headphones, phone and laptop chargers, whiteboards, accessibility equipment (ergonomic mice, trackball mouse, low-vision keyboard, large screen scientific calculator, portable magnifying lamp), Raspberry Pi, Go Pros, drawing tablets, Arduino, Makey-Makey and international adapters
- **Partnership with HSRC**
  - Adapting to the new situation by mailing out laptops for students and collaborating with HSRC to meet remote learning needs.
- **Changes to Fines**
  - Reduced fines for 1-Day Laptops
  - Removed all fines for markers and mice
  - Task force was created to evaluate all fines, including equipment fines

### **Next Steps:**

With the addition of numerous new equipment items, loan periods and policies will need to be determined before proceeding with cataloging. The new 1-Week Dell Latitudes that were purchased need to be added to replace the outdated laptops, requiring the return of all current 1-Week Dell Latitudes for the replacement process. Items that are infrequently used should be removed from the collection, specifically the T.V. remotes and headphone splitters.

As the technology collection continues to expand, the library should revisit loan policies to reduce the number of existing policies. This will simplify lending by reducing the number of policies for employees and the community to remember.

Lastly, there is not an existing budget for the technology lending collection. A budget should be established for the small equipment collection and laptops respectively. This will assist in meeting demand, adding in items that students need most to succeed academically, and will allow the collection to grow. This depends largely on the larger library budget.

### **Assessment:**

The assessment involved reviewing fiscal year 2020 through an informal reflection on technology lending services. Data was collected from Alma Analytics reports which show the number of loans and renewals for all technology and from the Circulation Desk wait list.

Respectfully submitted,

\_kelly stormking\_

Signature of the person (or persons) who prepared this report

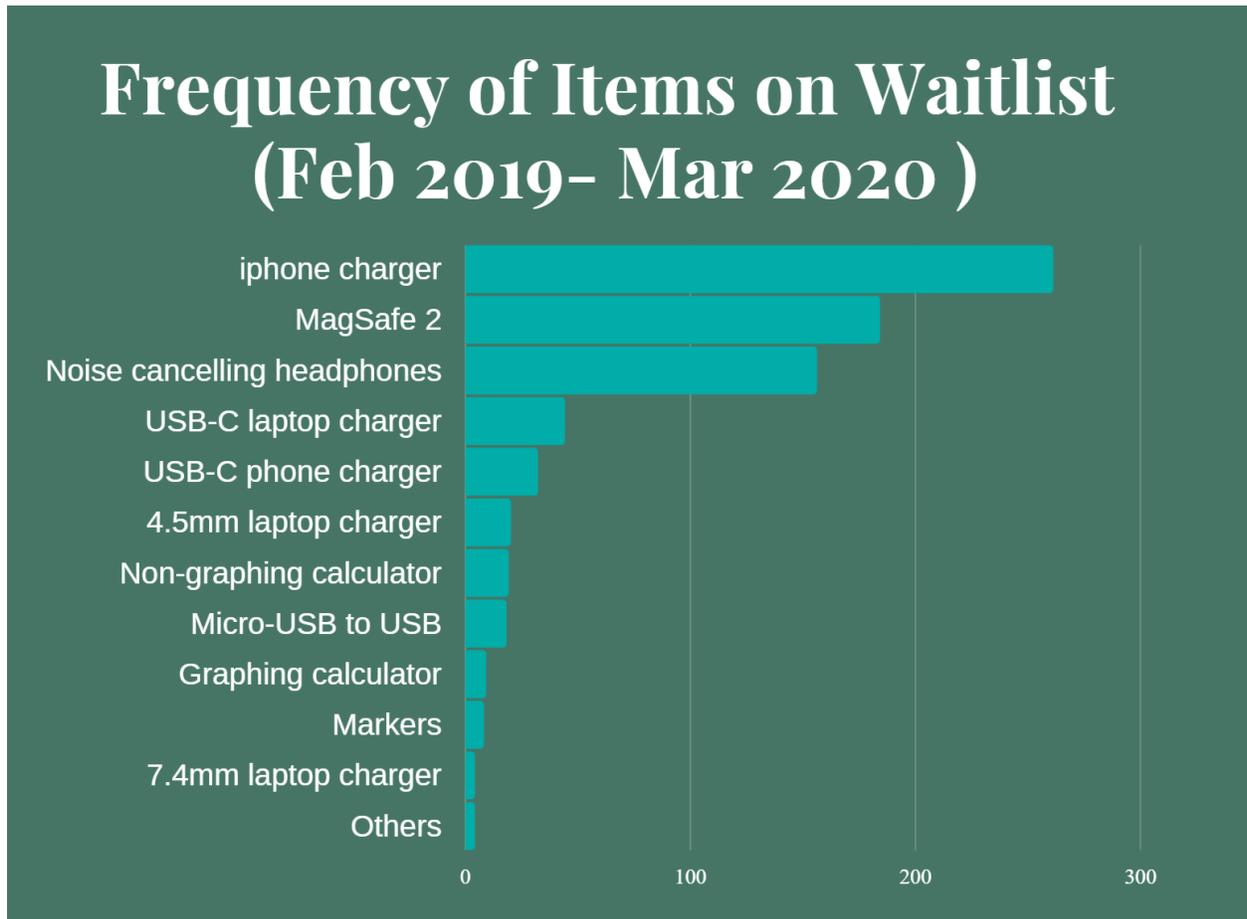
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## Attachments

### Graph 1: Frequency of Items on Waitlist

The waitlist is offered to the community at the Circulation Desk for when high demand short-term loan items are out. If a person would like to be added, we place their name and requested item on this list and provide them with a pager to notify them when the item is available. This data without patron information is collected to track high demand items and trends over time. This data is also used to inform purchasing decisions and facilitate discussions around services and resources for technology lending.

The graph below starts before FY 2020 and ends early in the year, due to the library closure in response to COVID-19.



**Table 1: Total Loans and Renewals for Technology Equipment FY2020**

The table below shows the number of times technology items were checked out and renewed for fiscal year 2020. Loan periods vary per item, with some lending for 3 hours and others for 1 day or longer. This is not the complete list of all circulating equipment in the collection, but focuses on technology items.

<b>Title</b>	<b>Loans (In House + Not In House)</b>	<b>Renewals</b>
Valley Noise Cancelling Headphones	9,924	2,185
Valley USB Cables	6,454	559
Valley Laptops - 1 Day HP Chromebooks	5,591	2,531
Valley Laptop Chargers	3,575	255
Valley Calculators	3,457	338
Valley Mice USB	959	275
Valley Laptops - 1 Week Chromebooks	911	590
Valley Monitor Adapters	539	30
Valley Laptops - 1 Week Dell Latitudes	525	241
Valley Headphones	281	9
Valley Long Term Laptops	194	0
Valley External Drives	182	28
Valley Flash Drives USB	103	14
Valley Blue Light Lamps	85	37
Kindle Reader Voyage	75	9
Valley Keyboard USB	58	7
Valley Microphone	28	3
Valley Y-Adapters (Headphone Splitters)	9	0
<b>Grand Total</b>	<b>32,950</b>	<b>7,111</b>