SUNY Potsdam
Administrative Unit
Assessment Summary Form

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PURPOSE
This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP
A key component of the continuous improvement assessment process is following up on prior year assessment plans and reports. Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)
Copy/Paste or enter the goals and outcomes from your prior plan that you wish to highlight and summarize. Also list any relevant results data and planned actions that may have been previously listed.

Goal from 2020-21 Assessment: Build and maintain vital collections of physical, online, and on-demand information resources for the campus community's use.

Objective: Build print collections tailored to the unique needs of SUNY Potsdam students.

Results: Creation of two new physical collections: The Browsing and Life Topics collections.

Two unique physical book collections were created for our SUNY Potsdam students. The first of these collections is the "Browsing" collection. This collection provides our students with reading materials that include current events, new fiction, graphic novels, general science books, and biographies of famous individuals. The second collection is called the "Life Topics" collection. This collection contains topics for living and broadening understanding. The subjects within this collection include such topics as: how to be a successful student with ADHD, developing

good study habits, cookbooks and recipes for college students, gender identity, sexuality, friendships, overcoming procrastination, health topics, disabilities, yoga, jobs, race, substance abuse, financial literacy, and getting along with your roommate.

These two collections where specifically created separately from our academic collections, which are tailored to provide course related titles and subjects. They were created with our Potsdam students in mind. These two collections are heavily used and browsed.

Usage Data: Currently, the Browsing collection contains 396 titles. Circulation usage for these titles is 520. The Life Topics collection has 359 titles and circulation usage of 440. The usage analysis of these two circulating collections was gathered in our library management system Alma and the analysis run in Alma Analytics, an Oracle database.

Based on the outcomes, collected data/results, and planned actions, please describe what specific actions were taken and the resulting impact, if any.

These two collections, based on the success of usage statistics, will be maintained and new books will be added to these collections. Future planning include marketing these two collections to our students. While both collections are located on the first floor of the Crumb Library in an open area, future marketing initiatives will help to increase student awareness of these two collections. The Life Topics collection may be housed in a future wellness room within the library in the future. This may offer students using the wellness room access to this collection in a new location. This work is in the planning stages.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?

Continuing the goal to build and maintain vital collections listed above:

2020-2021 was the beginning of the pandemic and also witnessed the rise of violence against blacks and minorities. The Potsdam librarians worked during this year to pivot access to our students studying at home and coping with both the COVID pandemic and the rise of violence against minorities. As our College Libraries worked to expand online access to as many sources as possible, the librarians added as many free databases made available by vendors as we could for our students. Many publishers and database vendors offered free access to their databases, regardless of subscription status, during the first year of the pandemic. Several research guides were created during this year to expand library access to resources for our students as they moved to online classes. These resources are discussed below:

1. **E-Resources for COVID-19** (https://library.potsdam.edu/COVID_Eresources)
   This research guide shared information about using ebooks, streaming videos, scientific research on COVID-19, and locating new e-resources offered by vendors during the pandemic. It also linked to COVID updates concerning our campus.
2. **StressBusters** (https://library.potsdam.edu/stressbusters)
   This guide was created during the 2020 pandemic year. It opens with the message: *"We're Still "Here" for You! The Libraries may be offering our services remotely, but we're still here to help you lower your stress level! While we aren't able to provide our usual face-to-face activities, this guide contains some suggestions to help you relax from academic overload."* The StressBusters guide includes links to self-care ebooks, yoga and meditation, nature, bibliotherapy, puzzles, games, and soothing music. Librarians were aware of how stressed our students were during the pandemic. We knew that students were trying to learn at home; many had family members who became sick, and they lost loved ones. Some students were living in environments that were stressful and not conducive to studying. This was a way that we could support our students.
3. First published for the fall 2020 semester, our guide for **Self-Quarantine Activities** (https://library.potsdam.edu/quarantine) was designed to help students coming to campus for the fall 2020 semester when they needed to quarantine in their dorm room or apartment. This guide included nature cams, Ted Talks, podcasts, audiobooks, and ebook links.
4. **Black Lives Matter** (https://library.potsdam.edu/BlackLivesMatter) To address the Black Lives Matter movement and teach students about racism and inequality, the library created a research guide for Black Lives Matter. The guide includes antiracism resources and collections in NY state, web resources and links to organizations, and links to articles and ebooks on white supremacy and white privilege.
5. **Understanding the U.S. Constitution** (https://library.potsdam.edu/Constitution) As a federal repository, the College Libraries celebrates the U.S. Constitution every year on Constitution Day. On this day in 2020 (9/17/20) most of our students were learning remotely. Librarians created a brief guide online to share information regarding the Constitution and the Bill of Rights. A "Test your Knowledge" section included two quizzes students could take online. During normal years, Constitution Day is celebrated on campus, but because of the pandemic, we pivoted to this online guide.

Usage statistics for these five Research Guides are given below. The statistics begin with the publication month of the guide and include views during the first year of publication. Statistics are provided by the Springshare LibGuides product:

Stressbusters (May 2020 to May 2021): 640 views
Self-Quarantine Activities (July 2020 to July 2021): 809 views
E-Resources for COVID-19 (March 2020 to March 2021): 1,559 views

Black Lives Matter (May 2020 to May 2021): 880 views
Understanding the U.S. Constitution (August 2020 to August 2021): 73 views

The usages statistics for these guides shows that they were heavily used during the 2020-21 year, except for the guide for the U.S. Constitution. This is not surprising because Constitution Day is usually celebrated on campus and faculty who might discuss the Constitution and Bill of Rights have many resources available to them.

These guides provided expanded access to our collections and to resources needed by our students during a time when we needed to pivot to new ways of providing services. Although a pandemic and the accompanying rise in violence against blacks and minorities was not in any assessment planning for the 2020-2021 year, the College Libraries expanded on our goal to "Build and maintain vital collections of physical, online, and on-demand information resources for the campus community's use" by pivoting to offer resources for our students and our faculty during this harsh year.

2020-2021 LaMP Service initiated
While not on any assessment planning, the 2020-2021 pandemic created an opportunity for the librarians to expand access services for physical materials. The creation of the LaMP service (Library Materials Pick-up) was created in 2020 to allow students and faculty in the Potsdam area to request physical materials from either Crumb or Crane Libraries online and have them checked out and ready for pick-up. During the time when the library was closed, library staff made arrangements to meet students and faculty at the door of the library to deliver their materials to them. When the library re-opened, we created a service window for LaMP pick-ups. This service continues. An explanation of the service with a guide to searching and requesting materials is on our website: https://library.potsdam.edu/LaMP. The creation of this service was possible with our new Library Management system, ALMA. For those students learning remotely, library staff mailed physical resources to them.