TCC Library
Annual Report

2018-2019

TCC
LIBRARY

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Covers designed by Josh Speer

A Message from the Dean

Merriam Webster defines community as "a unified body of individuals, a social state or condition, or society at large." The definition continues to include references to common interests, common characteristics, common policy, joint ownership, common character. All those terms, however, don't seem to embrace the heart of what community is. Community is far more complex.

Community is not a place. Instead it's that sense of belonging that you feel when you have found your people. It's relationships that build a community.

At Tulsa Community College, building a community for our students is at the core of what we do. It's that community that supports our students in their pursuit of their goals, and I believe the Library is the center of the campus community.

Our librarians spend many hours instructing students in classrooms and in one-on-one settings. Our library staff build community by helping students use technology as well as our print resources. Librarians and other library staff also build community by serving on faculty search committees while others participate in College employee associations. Library employees work to make the bigger Tulsa community stronger by acting as leaders and supporters of the Tulsa Area United Way's annual campaign. Yet other library staff are part of the Oklahoma library community in a variety of ways, including participation in statewide organizations.

It's not by accident that community is part of our name at Tulsa Community College. Just as TCC strives to be a vital part of the Tulsa community, the TCC Library strives to be a vital part of the College community. I'm very proud of our library staff and the community we have built in each library and how that community is part of the larger College community, the Tulsa community, and the Oklahoma community.

Library Staff List

Professional Staff

Paula Settoon, Dean of Libraries and Knowledge Management

> Master of Library and Information Science, Louisiana State University

> Bachelor of Arts, English Education, Louisiana Tech University

Metro Campus Library

Melissa Kash, Director

> Master of Library and Information Studies, University of Oklahoma

> Bachelor of Science, Biological Sciences, Oklahoma State University

Adam Brennan

> Master of Library and Information Studies, University of Oklahoma

> Bachelor of Arts, American Studies, Oklahoma State University

> Associate of Arts, Liberal Arts, Tulsa Community College

> Certificate, Consumer Health Information Specialist, Level II

Jennifer Campbell

> Master of Library and Information Studies, University of Oklahoma

> Bachelor of Arts, Psychology, University of Tulsa

Bob Holzmann

> Master of Business Administration, University of Phoenix

> Bachelor of Music, University of Cincinnati College-Conservatory of Music

Amy Lagers

> Master of Library and Information Studies, University of Oklahoma

> Bachelor of Science, Family Relations and Child Development, Oklahoma State University

Kristi Merchant

> Master of Science in Educational Leadership Studies, Library Media, Oklahoma State University

> Bachelor of Education, Elementary Education and Teaching, Northeastern State University

Elizabeth Szkirpan

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Arts, Journalism Professional Writing, University of Oklahoma
>
> Certificate, Consumer Health Information Specialization, Medical Library Association
>
> Certificate, Disaster Information Specialization, Medical Library Association
>
> Certificate, Project Management, Tulsa Community College

Northeast Campus Library

Lisa Haldeman, Director

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Science, Education, Northeastern State University
>
> Associate of Arts, Liberal Arts, Tulsa Community College

Kathryn Benson

> Master of Science in Information Studies, University of Texas at Austin
>
> Master of Fine Arts in Writing, Vermont College of Fine Arts
>
> Bachelor of Arts, English Literature, Grinnell College

Marianne Myers

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Arts, English, Northeastern State University
>
> Associate of Arts, English, Tulsa Community College

Evelyn Rogers

> Master of Library and Information Studies, University of Oklahoma
>
> Master of Arts, Practical Theology, Oral Roberts University
>
> Bachelor of Science, Healthcare Management, University of La Verne
>
> Associate of Arts in Nursing and Psychology, Pasadena City College

Amanda Ross

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Arts, English, Northeastern State University
>
> Associate of Arts, Liberal Arts, Tulsa Community College
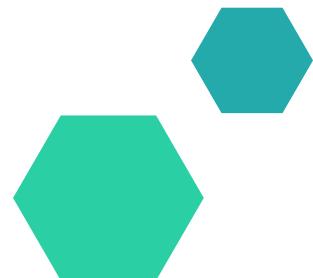
Andy Taylor

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Music Education, University of Oklahoma

Southeast Campus Library

Stephanie Titsworth Ingold, Director

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Arts, Elementary Education, Oklahoma State University

Suzanne Haynes

> Master of Library and Information Science, University of Oklahoma
>
> Master of Arts, History, Oklahoma State University
>
> Bachelor of Arts, Spanish Language and Literature, Oklahoma State University

Jamie Holmes

> Master of Library and Information Science, University of North Texas
>
> Bachelor of Arts, English, Michigan State University

Amy Norman

> Master of Library and Information Science, University of Texas at Austin
>
> Bachelor of Arts, English, Texas Christian University

West Campus Library

Samantha Clifford, Director

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Arts in General Psychology, Northeastern State University
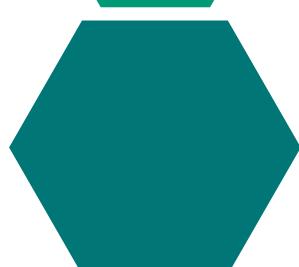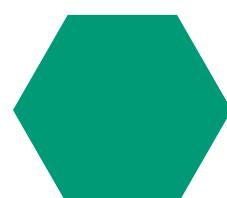
Liz Binger

> Master of Library and Information Studies, University of Oklahoma
>
> Bachelor of Science in Business Administration, Oklahoma State University
>
> Associate of Science in Business Administration, Tulsa Community College

Classified Staff

Tammy Upshaw, Administrative Assistant

Metro Campus

Samantha Buckley

Travis Budd

Victor Galdino E Silva

Emma Knight

William Laignel

Natalie Manke

James Moorman

Bekah Smith

Josh Speer

Victoria Wisdom

Northeast Campus

Lela Aondofar

Melanie Brennan

Tammy Harris

Ash Horn

Carmen Scott

Devon Stewart

Madelynn Walden

Southeast Campus

Brittany Alvarado

Josh Barnes

Kay Behar

Aadarsh Bhetuwal

Jennifer Brummett

Luis Carreno

Kacie Hooper

Matt Hubbard

Lauren Quigley

Mark Roylance

Latavia Ross

Jordan Rinner

Michelle Smith

Seth Warder

Seth Yarbrough
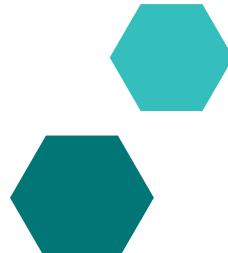
West Campus

Matt Speed

Melissa Storm

Sarah Wagner

College-Wide Committee Participation

Paula Settoon

- Academic Affairs Council
- Administrative Operations Council
- Institutional Effectiveness Council
- Student Affairs Council
- Council Effectiveness Committee
- HLC Assurance Committee
- United Way Committee

Josh Barnes, College Staff Council

Adam Brennan, Professional Staff Association

Jamie Holmes, Sustainability Committee

Stephanie Ingold, External Affairs Council

Melissa Kash, IT Committee

Andy Taylor, Council Effectiveness Committee

Sarah Wagner, Sustainability Committee

United Way
Day of Caring
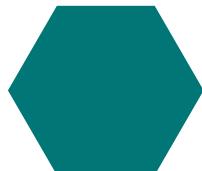
Adam Brennan volunteering at Jenks Early Childhood Center

Active Library: TCC Librarians in Roles Around the College and Beyond

By Elizabeth Szkirpan

In true TCC Library fashion, the 2018-2019 fiscal year continued with the trend of internal and external community involvement as with previous years. Tulsa Community College Library staff participated in many influential projects, teams, and workgroups at TCC and the greater Tulsa area.

Within TCC, library staff served on a multitude of hiring committees, college organizational committees and task forces, professional organizations, and college-wide student on-boarding initiatives, such as volunteering to work as greeters during the first weeks of class and staffing library information tables during new student orientations. Organizationally, librarians held positions on the Faculty Association (FA) and leadership roles on the Professional Staff Association (PSA). Librarians and library staff served on college-wide committees such as the Sustainability Committee, Information Technology Committee, and the Council Effectiveness Committee. They also successfully represented in college advisory groups, such as, the Engaged Learning Advisory Group and the Paralegal Advisory Group, which help divisions and departments make decisions on education program planning.

To improve access to low-cost resources for students as part of the college-wide initiatives, librarians began a new role as library liaisons on the eCore Design Team advising on Open Educational Resources (OER) and providing a copyright liaison for the College. The eCore Design team projects helped lower student textbook costs and provide easily accessible resources through alternative textbook solutions. Combined with a growing Interlibrary Loan (ILL) program, library staff are well on their way to combating the costly textbook and resource problem that many college students face.
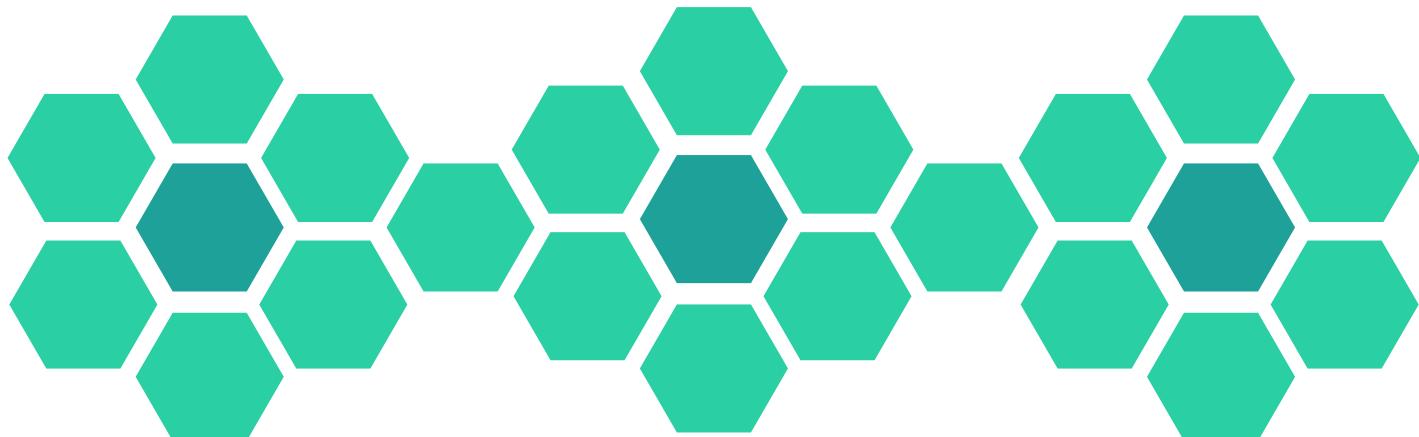
Library staff additionally aided in several internal college service projects, ranging from advising on knowledge and records management to completing open records requests and advising on cloud-based storage solutions for the College. Many of these initiatives are ongoing and remain vital to day-to-day college operations.

Outside of the College, library employees held leadership positions in the Oklahoma chapter of the Association of College and Research Libraries (OK-ACRL), Beta Phi Mu (the international honor society for library and information studies), and the Oklahoma Association of Libraries (OLA). Librarians were also involved in the Community of Oklahoma Instruction Librarians (COIL), Health Librarians of Eastern Oklahoma Consortia (HeLEO), as well as training and professional development opportunities with the Medical Library Association (MLA) and the Oklahoma Department of Libraries (ODL). Librarians presented in various capacities at several workshops and conferences associated with these organizations this past year, often presenting on new and relevant topics for the community college and library environment.

Building a Comprehensive Open Educational Resources Program

By Jamie Holmes

As efforts to expand use of Open Educational Resources (OER) increase throughout Oklahoma and across the country, librarians Liz Binger, Jennifer Hulsey Campbell, Jamie Holmes and Amy Lagers are working to facilitate increased use of OER within the College. Led by Northeast Campus Library Director Lisa Haldeman, the Library's OER Team has studied the open movement and related issues, worked with faculty to create OER for a variety of courses, and created materials to inform faculty about the movement and the benefits of using OER.

In addition to presenting at various professional development events, the OER Team has created an online guide, OER 101, to support all interested faculty. It provides a general overview of the open movement, a detailed explanation of Creative Commons (CC) licensing, and a link to the Library's extensive guide to copyright law as it applies to education, as well as information on accessibility and how librarians can provide support. For faculty members who are ready to incorporate OER into their courses, they have included a portal to searchable OER repositories and digital libraries.

Building upon the Library's earlier, less formal efforts to advance use of OER, current OER team members have since collaborated with faculty in different disciplines to assist with the curation of open materials to create new open textbooks. Courses with newly developed OER include Composition 1 and 2, U.S. History - Civil War Era to the Present, Introduction to Psychology, Nutrition, and General Biology for Non-Majors.
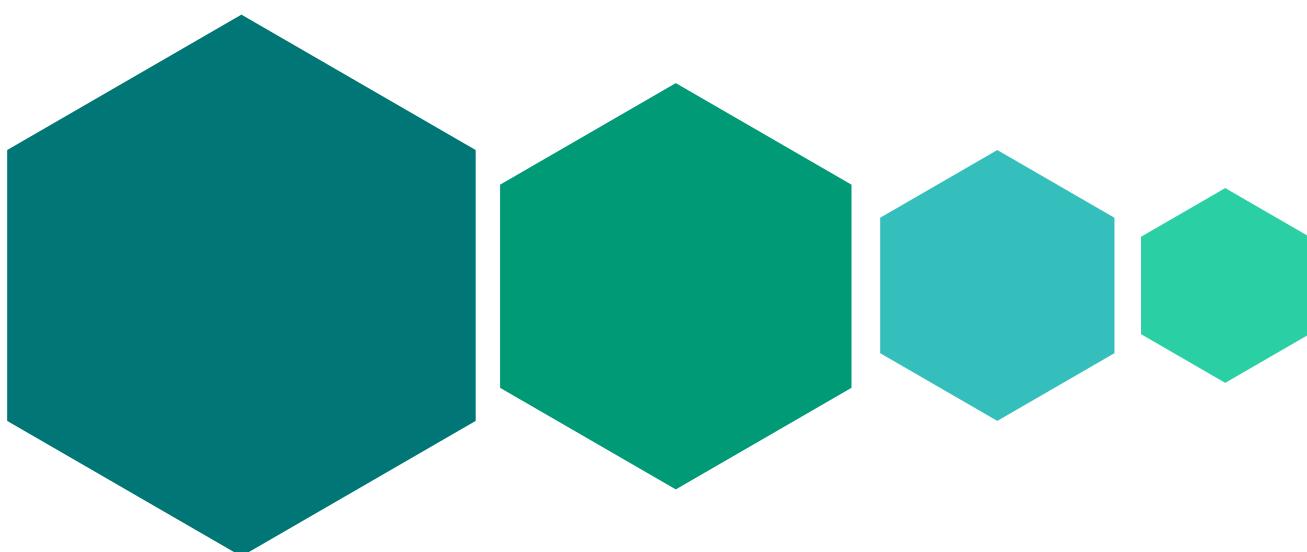
Until recently, only a small number of faculty were using these materials. However, the history department has determined that three high enrollment courses, United States History (both pre and post-Civil War) and American Federal Government, will begin using OpenStax in many sections college wide. While a detailed accounting of the cost savings to students to date is not currently available, it is estimated that the savings is near $1 million, and the figure is expected to grow significantly.

Of course, there are other benefits to students when courses use OER, including offering exposure to the highest quality information available. For example, a biology lab manual was compiled from seven different OER lab manuals to provide students with the best pieces from each work, and this simply would not be possible without OER and the Creative Commons license.

The OER team is excited about what's next for OER at TCC, having recently learned that Lisa Haldeman has been selected as a 2019-2020 OER Research Fellow with the Open Education Group. That experience will guide the creation of a plan for data collection to more concretely show the direct impact of OER adoption on students. Also, the OER team will be working this summer to earn Creative Commons certificates to further enhance their understanding of the open education movement and their ability to collaborate with and assist faculty in OER efforts.

TCC Celebrates 50 Years as a Leader in the Tulsa Community

By Andy Taylor

Tulsa Junior College began as a fledgling institution in September 1970. 50 years later, TCC has grown to become a long-standing establishment in the community and one that is respected state and nationwide for forward-thinking movements in higher education, such as the Tulsa Achieves program and the Pathways Initiative. Next year, TCC will be celebrating 50 great years as a pillar in the Tulsa community and the College will be kicking off the anniversary with an exhibit highlighting the College's history.

Over the last year, the College Archives at TCC's Northeast Campus has been working diligently with two firms on the planning of the 50th Anniversary Exhibit at the Tulsa Historical Society. Public relations firm, Schnake, Turnbo, and Frank, and event planning firm, Rumbledrum, have worked alongside Andy Taylor to create the event, opening August 1, 2019. The College Archives has played a major role in this effort by supplying historical items such as pictures, documents, regalia, digital files, and other collection pieces that will be displayed throughout the exhibit.

The College will also be using the TCC Library Digital Collection, which contains many digital files, pictures, stories, and video and audio clips to support the 50th Anniversary. The TCC Marketing Department plans to post various selections of the Digital Collection to the College's Facebook page over the next few months to increase interest in the exhibit. Items from the College Archives will be moved to the Tulsa Historical Society in mid-July, and the exhibit will open to the public starting in August 2019 and run through March 2020. After the exhibit closes, the celebration of the 50th Anniversary will continue throughout the year.

HLC at TCC: A Team Effort Throughout the Accreditation Process

By Paula Settoon

In September 2018, TCC hosted a visit of peer reviewers from the Higher Learning Commission (HLC). Dr. Lisa Gerow, nursing faculty, and Dean Paula Settoon, the College's Accreditation Liaison Officer, chaired the HLC Assurance Committee and took the lead in hosting the visitors, who came from similar institutions around the central United States. TCC Library employees helped with the process by collecting evidence, doing research, and proofreading the final draft of the assurance argument.

In December 2018, the College received notification that TCC's accreditation had been officially reaffirmed by the HLC with the results of their Institutional Action Council coming almost two months earlier than expected.

The reaffirmation is the result of years of work, but that work is ongoing. Accredited status is not for a specific amount of time. Instead, it represents a continuing relationship between the institution and accrediting agency, which in this case is the Higher Learning Commission.

The review team rated TCC highly overall but were concerned about the College's student learning assessment practices. A sound assessment infrastructure has been developed, but not yet fully implemented. Therefore, HLC is requiring that TCC provide a comprehensive update regarding assessment practices along with results and actions in 2022 as part of a mid-cycle Assurance Review. Reviewers will not return to campus until 2028-29, but a full report is due in fall 2022. That report should contain evidence of how the College uses student outcome metrics to make decisions about curriculum and teaching strategies. Between 2023 and 2028, the College will participate in a quality improvement project.

Accreditation is crucial for several reasons; most importantly, qualifying students for financial aid as well as ensuring that students are able to transfer credit hours to other institutions of higher education. Additionally, accreditation is affirmation that TCC operates in the right way, meeting HLC's criteria and incorporating best practices for students, faculty, staff and the Tulsa community. Accreditation validates the strategic plan and the Guided Pathways work the College has embraced.

While Dr. Gerow and Dean Settoon led the effort, the entire process was most assuredly a team effort. Faculty, staff, and students represented the College well and impressed reviewers with their dedication to TCC's mission.

Focus on Focus Groups

By Adam Brennan

The TCC Library entered a new phase of assessment in spring 2019 with the implementation of focus groups. These groups gathered student feedback about library services and student study habits. This is the first time the TCC Library has held focus groups to gather qualitative data from library users at a college-wide level. The data from these focus group sessions will complement an ongoing data-driven longitudinal study on how library services impact student success.

Librarians worked with members of the College's Institutional Research and Assessment (IR&A) department to design and implement these focus groups. Librarians provided IR&A with questions to build an instrument that would assess users on a variety of library services and student study habits. These questions included the impact of library services on critical thinking skills, how library spaces affected study habits, popular services, and future services. IR&A took librarian survey questions and refined them using assessment best practices. IR&A then administered the survey in a focus group setting to volunteers from the library user population.

The results of the focus groups provided interesting and unexpected insight into patron library use, such as preferences for lighting and seating. It also identified barriers to service at key contact points in the Library. Moving forward, the TCC Library intends to hold additional focus groups and build a knowledge base that will help the department make data-driven decisions that affect library services.

The longitudinal study just completed its full academic year of data collection for nine service categories including information literacy instruction, research consultations, e-resources usage, use of study rooms and computers, virtual reference, interlibrary loans, reserves, and traditional circulation. Library services data will be statistically correlated to measures of student performance and success. While the focus groups and the longitudinal study suggest library usage correlates strongly with the development of academic and critical thinking skills, at least 3 years of data collection are necessary to paint the full picture.
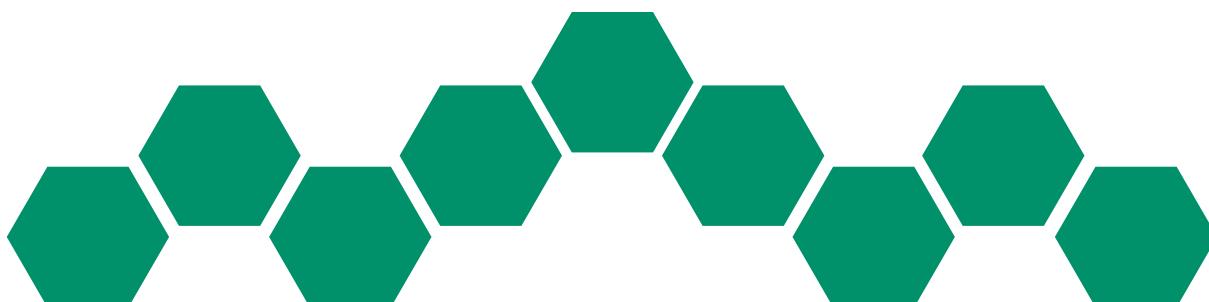
The Library Collaborates to Reach the Community

By Josh Barnes and Sarah Wagner

TCC Library is an integral part of the College community. Not only is the Library an essential resource for student success, it also plays an active role in fostering student engagement as well as giving students a physical space to utilize within the TCC community. Library staff work with schools and departments across the College to offer collaborative programs and events, such as Stress Free Zones, Canines and Coffee during finals week, and pop-up theatre scenes performed in the Library throughout the year.

One such program is Pause for Paws. The Library joined with TCC's Wellness Services and Tulsa area organization TLC Therapy Dogs to bring dogs to the four main campuses during the fall and spring semesters. The program gained in popularity this year as students no longer must wait until finals week to relax with a furry friend.

The Library has also collaborated with the TCC Theater Department by promoting some of their productions. In addition to creating library displays for theater performances, the Library has also been the location of pop-up scenes in which actors perform a scene from their current production. The first production the Library held a pop-up scene for was *Antigone*, the Greek tragedy by Sophocles. The second pop-up scene was from the science fiction classic *War of the Worlds* by H.G. Wells. Library patrons and staff enjoyed both scenes and look forward to more in the future.

TCC Library has also reached out to the broader community through events such as Louder Than a Bomb: University (LTAB-U), a yearly poetry slam. 2019 marked the sixth year that TCC has hosted this community event. TCC students competed alongside students from the University of Oklahoma and Jenks High School. The event was promoted across the College as well as to student clubs, coffee houses and other local colleges. Faculty and library staff judged the competition. Members of the greater Tulsa community volunteered as the opening poets for each of the event's three rounds. Winners received trophies and cash prizes provided by the TCC Foundation.

These are just a few examples of how the TCC Library encourages student engagement reaching not only across the College, but out to the broader community as well.
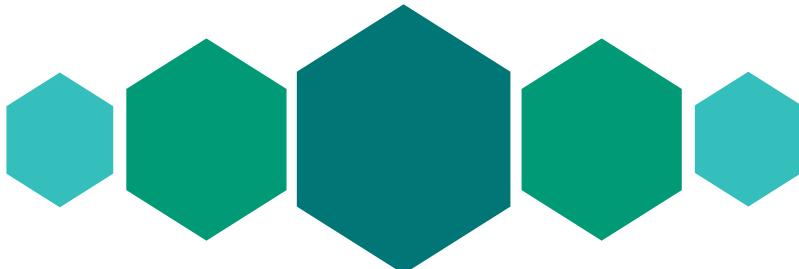
Wellness Services at the Library

Stress Free Zone at Northeast Campus
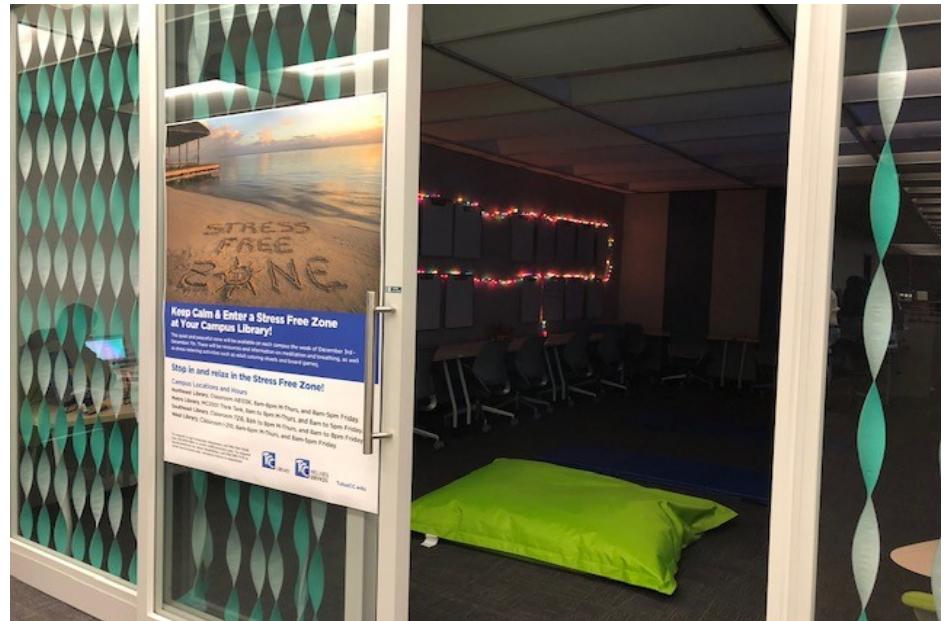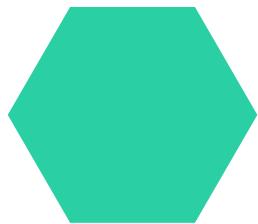
TLC therapy dog Bella at West Campus

Pause for Paws at West Campus

Drama and Literature

Two sisters argue over the proper burial of their brother in *Antigone* at Southeast Campus

War of the Worlds display at Southeast Campus

Peace and Diversity

**Winners of the 2019
Louder Than a Bomb
University Poetry Slam**

**LGBTQ+ Pride Month
Display at Metro Campus**

Banned Books Week

Adam Brennan speaking at the Freedom to Read Party at Southeast Campus

Banned Books display at Northeast Campus

A peek inside the display shows the banned books are on fire!

TCC Library Holdings
Summer 2018—Spring 2019

Print Titles	45,050
Print Items	50,710
Hardcopy Media	2,072
Print Periodicals	139
Electronic Books	13,031
Digital/Streaming Media	31,190
Electronic Periodicals	51,256
Database Subscriptions	89
Total Print/Hardcopy Titles	47,261
Total Electronic Titles	95,477
Grand Total Collection	**142,738**

TCC Library by the Numbers
Summer 2018—Spring 2019

499,511 visitors to the library
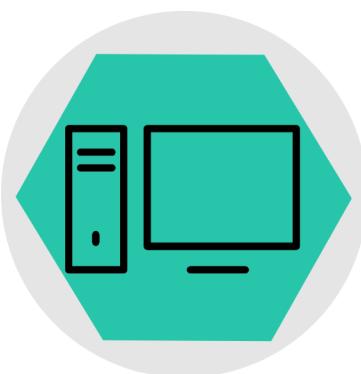
160,346 logons to library computers
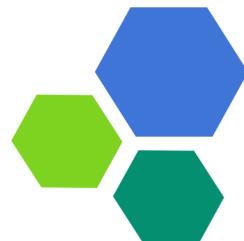
210,952 hits on the library homepage
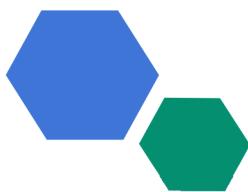
467 FAQ entries accessed 13,045 times
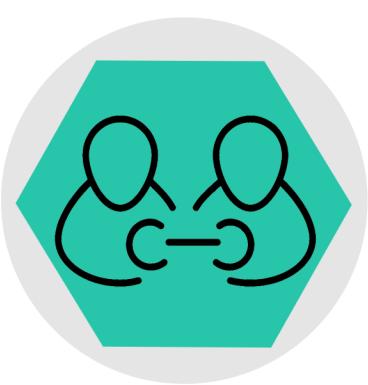
527 one-on-one research consultations with librarians
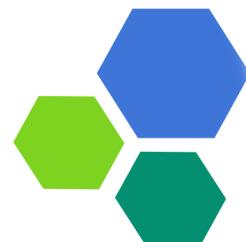
27,733 questions answered in person or by phone, 327 in online chat, 151 by email, and 49 via SMS/text

450 library instruction sessions and presentations reaching 8,166 people

23,093 print books, audiobooks, CDs, and videos checked out

808,022 database searches

6,600 study room, collaborative meeting room, and classroom reservations for 19,615 students, faculty, and staff

393,990 full text, image, video and reference electronic items accessed including 5,907 e-books and 286,545 electronic articles

346 interlibrary loan items provided and 1,963 items received

3,497 items cataloged
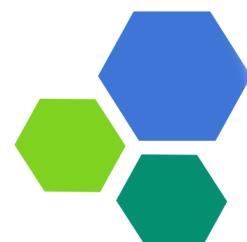
341 individual and unique items in the digital archives collection totaling 511 GB of data
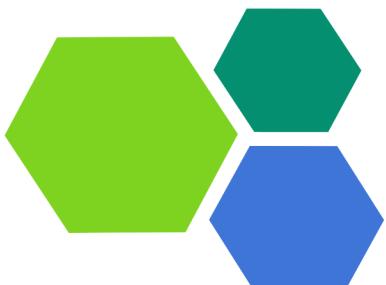
"A university is just a group of buildings gathered around a library."
—Shelby Foote

Explore. Discover. Succeed.

TCC LIBRARY