Tulsa Community College Library

ACRL Excellence in Academic Libraries Award Application
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Tulsa Community College

Tulsa Community College (TCC) has served Tulsa and northeastern Oklahoma since 1970. Now Oklahoma's largest, multi-campus community college, TCC serves more than 20,000 students in college programs annually. Four fully equipped campuses – Metro, Northeast, Southeast and West – populate the Tulsa area, along with several community campuses in the suburban areas.

TCC consistently ranks among the elite of the nation's 1,150 community college associate degree producers, serves more college students in northeastern Oklahoma than any other public college or university, and reports one of the largest freshman classes in Oklahoma every year.

Creative, innovative learning environments on every campus keep pace with increasing need for skilled workers in various fields. Students can choose from associate degree and certificate options ranging from bioscience to tomorrow's technology. For more information, see TCC's institutional data.

Tulsa Community College's stated mission is "Building success through education" with a vision of "an educated, employed, and thriving community." This mission and vision are supported by the following beliefs and values:

- **You Belong Here** — We foster a culture of diversity, equity, and inclusion that welcomes and respects everyone for who they are and who they will become.
- **Everyone Can Learn** — We meet people where they are by creating a safe and supportive learning and working environment leading to success.
- **Community Is Our Middle Name** — We build community, inside and out, through collaboration, service, sustainability, and social and financial responsibility.
- **Quality Education Is Affordable** — We create a rigorous and engaging learning experience that provides exceptional value.
- **Excellence Is Our Culture** — We live out excellence at every level by embracing change, always improving, and persisting to reach our full potential.
Institutional Learning Outcomes (communication skills, personal responsibility, critical thinking, and social responsibility) guide the faculty in developing curricula that both challenges and encourages student learning.

As part of the celebration of TCC's upcoming 50th anniversary, the library was a key player in the creation of an exhibit at the Tulsa Historical Society featuring the birth and growth of Tulsa Community College.

TCC Library

Just as the college has grown since 1970, so has the library. Each of the four campuses has a fully equipped library with a library staff who offer the spectrum of library services. Although staff are based in four locations across the city, they are fully integrated and work together as one library. The staff consists of one dean, four directors, ten full-time librarians, six full-time library assistants, and numerous part-time librarians, library assistants, and library aides. The hours the library is open varies by location, with the Southeast Campus Library being open the most hours: 75.5 per week during a regular semester.

The Library's mission is to support learning and teaching at Tulsa Community College with several objectives in mind:

- provide access to information and discovery through the Library's services, resources, and technology
- teach information literacy and help students develop critical thinking skills
- provide space for knowledge exchange, collaborative learning, and meaningful study
- connect with students, faculty, and staff by building relationships, which facilitate learning and transform thinking

ACRL Standards for Libraries in Higher Education

The TCC Library consistently searches for ways to contribute to institutional effectiveness. The role of the library is multi-faceted, as we serve students, faculty, staff, the community, and the professional library community in many ways. The following is a glimpse into the Library's work through the lens of the ACRL Standards for Libraries in Higher Education.

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Institutional Effectiveness
"Libraries define, develop, and measure outcomes that contribute to institutional effectiveness and apply findings for purposes of continuous improvement."ii

Correlating Library Service to Student Success
The Library Assessment Team has collected a full academic year of data for the Library's longitudinal study to correlate the following nine library services to measures of student performance and success: information literacy instruction, research consultations, e-resources usage, use of study rooms and computers, virtual reference, interlibrary loans, reserves, and traditional circulation. Preliminary results using correlation analysis suggest that library usage has a strong positive impact on academic achievement and student success.

As part of the Library's Comprehensive Assessment Plan, the library implemented the use of focus groups, which 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, in conjunction with the longitudinal study results, will help the department make data-driven decisions that affect library services.

TCC COVID-19 Response
Knowing that social distancing would save lives (flattening the curve), TCC library leaders and employees quickly transitioned to remote work to serve faculty and students online. Library employees converted their living spaces to working spaces. The library obtained 100 additional Wi-Fi hotspots to check out to students so they could adapt as well. Education was disrupted but it would not be delayed.

The library space is an essential academic common area, a social hub for learning, technology, and resources. Checking out library materials and working in the physical library ceased. Online library services and resources remained open. Patrons were able to read ebooks, watch streaming videos, and research millions of articles through databases. Library website visitors could find answers through email, chat service, FAQs, and librarians worked with individual students to give online research consultations. The Writing Center, Financial Aid, and Veterans' Affairs departments adopted the library's chat service platform to also serve those needing answers.

Without a physical presence on campuses, the library embedded an Online Student library guide into Blackboard courses so that students could easily navigate to library resources. Employees did "takeovers" of the TCC Library's Facebook and Instagram pages to show the human side of a technological world. Pivoting to online services, librarians provided information literacy instruction, via Zoom and Blackboard Collaborate, to classes and supplied e-resources to faculty. They hosted Facebook/Instagram live sessions with Student Life. Finding innovative ways to serve all the stakeholders of the library made relations stronger.

ii "Standards for Libraries in Higher Education."
Librarian Liaisons Provide Support to Faculty and Students in Subject Disciplines
As an integral part of the American Association of Community Colleges' Pathways Project, TCC librarians’ partner with the faculty and students of specific programs, serving as discipline liaisons and functional experts. Librarians are embedded in each Academic School and are readily available to provide targeted support in specific subjects, and often serve on hiring committees for new faculty.

The librarians were essential in helping faculty transition to the online environment during COVID-19. Many copyright and reserve questions related to online courses came up and our subject, copyright, and OER specialists were able to help faculty navigate their options for course content.

eCore Design Team
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. TCC's eCore program is based on the program of the same name established by the University System of Georgia. Librarians were included in the development of this program from the beginning to advise on Open Educational Resources (OER) and provide a copyright liaison for those developing the curricula. 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.

Professional Values
"Libraries advance professional values of intellectual freedom, intellectual property rights and values, user privacy and confidentiality, collaboration, and user-centered service."

Technology Access Programs
Students without access to broadband internet service or a computer in the home are at a significant disadvantage in today's digital-rich higher education environment, especially in light of the move toward remote delivery of services due to the COVID-19 pandemic. The Hotspot @ Home and Student Laptop Loan programs were created to address this technological divide.

The Hotspot @ Home program was piloted with only 10 devices available for 3-day checkout in 2016 and has grown to a high-demand service with 218 devices available for semester-long checkout. The Library partners with the TCC Foundation for funding for the devices and monthly service through Mobile Beacon, a nonprofit organization providing reduced-cost service to schools and libraries.

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iv "Standards for Libraries in Higher Education."
"This is absolutely amazing for people like me that have families and no internet access at home! So thankful to have found out about this so I can have another resource to use to succeed in school."

The Student Laptop Loan Program was created, in a partnership with TCC’s Student Affairs department, as a direct response to the COVID-19 pandemic. From March until the end of the Spring 2019 semester campuses shut down and all instruction and services were provided remotely. One hundred and sixty-five laptops were purchased for semester-long checkout.

To streamline the application process and better serve our student population, the programs have recently been combined into the Hotspot and Laptop Loan Program. In addition, the Library provides IT support with designated Computer Support Assistants, available via chat or on campus.

**Partnerships with Student Services**
Beginning in 2016, TCC Library and Student Life created joint programming to help students deal with the stress of final exams and called it "Canines and Coffee." Throughout finals week the Library hosted snacks and coffee to help students stay fortified and focused. In addition, therapy dogs, including Twister the St. Bernard and Merlin the Golden Retriever, visited from TLC Therapy Dogs. In total, the Library served over 6,000 cups of coffee and other beverages, and 850 patrons interacted with the therapy dogs.

Having therapy dogs in the library has been so popular that it happens now more than once a semester. The new program, Pause for Paws, is extremely popular, and students no longer must wait until finals week to relax with a furry friend.

"I love these dogs so much! Are you coming back again soon?"

The library partnered with Wellness Services to host and judge a written poetry contest called "Power of Poetry" for National Poetry Month in April. The event featured an unprecedented 21 submissions and garnished global attention as Fulbright scholarship recipient Kendra Reynolds of Northern Ireland connected with the winner via Zoom to discuss poetry.

**Banned Books Week**
The TCC Library is an active celebrant in the nationally observed Banned Books Week. The freedom to read -- and by extension the freedom to be exposed to powerful ideas, beliefs, and truths -- is a hard-fought right under constant assault by groups who would seek to suppress access to
information for personal, political, or financial gain. For many years, the TCC Library has used Banned Books Week as a time to highlight victories over censorship activities, and to expose the censorship activities of others. In fall of 2020 the TCC Librarians and staff recorded "Superbad: Banned Comics We Read Anyways" to highlight the history of censorship in comics. From the Comic Code Authority and modern-day censorship, to the obscene underground comix of the '60s and '70s, there was something for every lover of the painted page to enjoy. Watch the full presentation here.

Blind Date with a Book

In February 2013, the TCC Library launched the "Blind Date with a Book" event to encourage students to engage in leisure reading. Faculty and staff join in the fun with approximately 300 participants each year. Collaboration makes this event successful. Planning happens internally through the Library's marketing team. Library staff then work with faculty as well as other offices across the College to market the event. Next comes the book matching, which takes time and patience as well as teamwork. This is truly a college-wide event. Everyone is invited to participate, including students, staff, and faculty alike. All four campuses are involved. Library personnel collaborate with Student Life to provide chocolates during the "date" pick-up times.

This event promotes reading for pleasure, which supports effective learning and student success. The "Blind Date with a Book" event also brings patrons physically into the Library, giving library personnel a chance to foster relations with faculty and Student Life.

"I loved that the book was wrapped and the chocolates were a great touch. Best Valentine's Day present I got this year, lol."

Educational Role

"Libraries partner in the educational mission of the institution to develop and support information-literate learners who can discover, access, and use information effectively for academic success, research, and lifelong learning."v

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v "Standards for Libraries in Higher Education."
During the 2019-20 academic year, TCC Instruction Librarians taught 350 sessions, reaching over 5,500 people. Tulsa Community College has identified Institutional Learning Outcomes involving critical thinking, communication skills, and personal and social responsibility. The TCC Instruction Librarians support the Institutional Learning Outcomes and specific Course Learning Outcomes through instruction sessions scheduled by and coordinated with faculty. Library instruction sessions, while overwhelmingly one-shot in nature, go far beyond the standard library orientation and tour. Instruction Librarians find creative ways to incorporate the ACRL Framework for Information Literacy for Higher Education as they guide students through the processes and tools necessary to successfully complete class assignments, and for meeting their every-day information needs. Pivoting to online services; librarians provided information literacy instruction (via Zoom and Blackboard Collaborate) to classes and supplied e-resources to faculty.

Research Consultations: Building Student Research Confidence
Research consultations are one-on-one, personalized collaboration sessions that allow students, staff, and faculty to work with a TCC librarian at any point in the research process. During these appointments, librarians play the part of research therapists: they may help students define a research question, match students with the best resources for their topic, or encourage students to pursue strategic search strategies. Throughout the process, librarians are mentors as well as teachers, establishing strong student relationships.

During academic year 2019-2020, TCC librarians provided 365 research consultations, in subjects ranging from Composition to Psychology to History. Each research consultation was targeted to the researcher’s individual assignment or interests, and enabled librarians to provide targeted information literacy instruction at the point of need. Students, staff, and faculty can book research consultations through the Library’s website, chat, or Zoom sessions with our librarians. TCC librarians are always open to collaboration and are happy to work with instructors who wish to incorporate research consultations into their students’ assignments.

Discovery
"Libraries enable users to discover information in all formats through effective use of technology and organization of knowledge."vi

Records Management
In 2014 the TCC Library began offering records management as a service to the College by creating procedures and guidelines that could be followed by all employees of the College. The

vi "Standards for Libraries in Higher Education."
College’s Knowledge and Records Management librarian also created a LibGuide that included the new text messaging and instant messaging statements for the College as well as an online records management request form. In addition, records management training sessions were held on all campuses.

The History of the TJC/TCC Library: 50 Years of Excellence
Over the last 50 years, there have been many changes across what started out as Tulsa Junior College and later became Tulsa Community College. One of the mainstays of the organization has always been the TCC Library. The TCC Library has had a long and cherished existence at the College, but it wasn’t always known as the Library. It began as the Learning Resource Center.

The first Learning Resource Center opened downtown at the Metro Campus in 1970. This coincided with the opening of the first campus of a multi-campus plan for Tulsa Junior College. The College opened its doors to 2,796 students in 1970, and even though the Library was still working on setting up, they were ready to serve. Under the direction of the first Library Director, Shirley Smith, the Library quickly began to take shape.

The final LRC of the four campuses to open was at the West Campus on West 41st Street. Groundbreaking on this new campus occurred in 1994, and the campus opened in 1995. Just as before, the opening of the LRC coincided with the opening of the campus, and the LRC staff stood ready to serve students.

It is important to note that a major change occurred during this time. In 1996, Tulsa Junior College became Tulsa Community College. The Learning Resources Center continued to be the name of the Library on each campus, but this changed in 2013 as the 4 campus LRCs became collectively known as the TCC Library. The TCC Library has continued to change with the times, and each campus library has now, more than ever, become a regular part of our students’ college experience!
Collections

"Libraries provide access to collections sufficient in quality, depth, diversity, format, and currency to support the research and teaching missions of the institution."

Developing a Diverse—And Discoverable—Collection

In 2016, to better align with Tulsa Community College's changing values rooted in diversity and belonging, TCC Library began a concerted effort to begin an LGBTQ+ collection. The collection aimed to provide a diverse offering of LGBTQ+ topics that students and employees may be seeking. Beyond this, the Northeast Campus library began a Spanish collection in 2019 with books originally published in Spanish or translated into Spanish to support its ESL student body or those wanting to practice their second language skills. The collection was an instant success.

In the spirit of the TCC institutional belief that "Quality Education Is Affordable," the TCC Library's Open Educational Resources (OER) Team continues to provide support and leadership to the College as more course offerings incorporate no cost or low-cost textbook options. The OER team worked with subject area experts to select, adapt, and create new OER texts for Computer Concepts, American Federal Government, Public Speaking, Introduction to Philosophy, and Workforce Development. The team has also been monitoring and adjusting the use of existing OER materials, paying close attention to accessibility. The eCore English Composition 2 textbook has been updated with a fully accessible PDF so that the entire book could be downloaded for reading offline. This book is now also available in a Kindle-friendly MOBI format. The Biology for Non-Majors lab manual was used extensively across the College in the 2019-20 academic year, and multiple revisions were made to ensure quality student experiences.

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.

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"Standards for Libraries in Higher Education"
Space
"Libraries are the intellectual commons where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge."viii

Library Spaces
Three of TCC’s four library locations are homes to Think Tanks. These spaces have floor to ceiling white board walls, mobile tables and chairs, an Epson BrightLink 695Wi WXGA 3 LCD projector, a Polycom sound station for conference calls, and a PC station. Some locations also have a sound masking system which adds a low level, unobtrusive background sound to the environment to reduce the intelligibility of human speech and noise distractions in the environment. Rooms are also outfitted with technology that allows the projection of devices to the screen, interaction with the screen by touch, saving and sharing of notes or drawings made on a digital white board, and the ability to conduct a web or phone conference.

To ensure safety of patrons and staff during the SARS-CoV-2 pandemic, the library has adopted new policies and procedures for spaces. Capacity has been lowered to 1 person per room in most cases, except where the size of the room allows distancing. A two-hour limit per room is being enforced so that staff can sanitize the room and air it out for at least one hour before it is used again.

Most of the libraries also have special zones for group work or for quiet study. For example, in the Active Study Area at Southeast Campus, students appreciate these larger workspaces and the convenience of being able to move tables around as needed to work in groups.

When the campuses shut down due to COVID-19, the library was able to support other college departments by hosting them on their chat and FAQ platform, LibAnswers. The Writing Center, Financial Aid, and Veterans’ Affairs departments utilized the platform to serve students needing online, remote help.

Management/Administration/Leadership
"Library leaders engage in internal and campus decision-making to inform resource allocation to meet the library’s mission effectively and efficiently."ix

Personnel
"Libraries provide sufficient number and quality of personnel to ensure excellence and to function successfully in an environment of continuous change."x

viii "Standards for Libraries in Higher Education."
ix "Standards for Libraries in Higher Education."
x "Standards for Libraries in Higher Education."
Library Staffing
The TCC Library is staffed with a team of employees that embody the “You Belong Here” value of the College. From the student aides, part-time assistants, full-time assistants and Circulation Team Leaders, Librarians, and Library Directors, each campus library staff is ready to make TCC students feel at home. Library leadership strives to help every employee grow professionally, and often invites staff members to lead on teams and workgroups. This results in a collaborative, safe working environment where creativity is encouraged.

Library Staff Certified in Mental Health First Aid
All full-time library staff attended TCC’s Mental Health First Aid Training to learn how to identify and respond to someone who may exhibit symptoms of mental health issues. Given the unique position of the library in the college, library staff often face unexpected situations and deal with a variety of personalities, but thanks to the training, staff are now better equipped to identify indicators of mental and emotional unwellness in library users. As a result of the training, the library purchased several highly recommended resources on mental health topics such as trauma, grief, addiction, and mindfulness to expand the college community's awareness of mental and emotional disorders. Using the information from the Mental Health First Aid sessions, staff members are more comfortable and confident because they know how to respond to and help patrons in need.

Instructional Development and Assessment (IDeA)
Instruction Development and Assessment (IDeA) is a three-part program that incorporates professional development, peer-observation and feedback, and formative supervisor observations. A crucial tenet of the program is the idea that everyone has something to learn, and everyone has something to contribute. The program relies upon shared leadership, which is reflected in the way all instruction librarians collaboratively built a document to guide supervisor observations in a way that fosters continuous growth and improvement. All instruction librarians participate in a Professional Learning Community (PLC), which relies on individual readings followed by large group conversations and activities. The focus is on three key areas: pedagogy and learning theory, reflection on the practice of teaching, and giving and receiving feedback in a meaningful way. The librarians are placed into Collaborative Mentoring Groups (CMGs), which determines the peer observation partnerships, as well as provides a smaller group environment for deeper discussion, reflection on feedback, and two-way mentoring. The final component is the supervisor observation protocol, which uses an observation form designed to frame assessment within each librarian's individual goals for growth and improvement, as well as acknowledge and document their unique strengths.
External Relations
"Libraries engage the campus and broader community through multiple strategies in order to advocate, educate, and promote their value."\textsuperscript{xii}

Tulsa Transfer Project
The Library worked with the Office of the President and CAO to research information for the Tulsa Transfer Report. The three goals of the Tulsa Transfer Project are to increase the transfer rate of TCC students to four-year institutions, increase the percentage of transfer credits accepted toward majors at those four-year institutions, and increase rates of bachelor’s completion. Six Tulsa area/Northeast Oklahoma institutions that joined the Tulsa Transfer Project in spring of 2018 formed a task force to evaluate the transfer experience using a Gardner Institute designed process, Foundations of Excellence Transfer. A total of 228 administrators, faculty, staff, and students participated in the evaluation of transfer at their institution. As part of the evaluation, they reviewed data on their transfer students, their current institutional policies, transfer services, results of surveys of faculty and transfer (or transfer-bound) students, and other documents. This report includes brief descriptions of the actions undertaken during the self-study year and institutional priorities for the coming year.

Libraries as Tools for Citizens (Common Book and Tulsa Race Massacre)
Public Good Reads, a common book program at Tulsa Community College, is a collective learning experience for thousands of students across the College, including a majority of first-time entering college students. It is embedded in the College Success (COLL 1003) curriculum and designed to spark discussion and dialogue from diverse points of view to help develop an engaged citizen. All courses in the college are encouraged to incorporate the chosen book. The 2020 common read selected was \textit{Tulsa 1921: Reporting A Massacre} by Randy Krehbiel. This read was chosen to coincide with community recognition of the 100-year anniversary of the massacre. Librarian Amy Lagers, liaison to Engaged Learning which coordinates the program, arranged a traveling informational display at each library location.

\textsuperscript{xii} "Standards for Libraries in Higher Education."
Beyond this, the TCC Library has been a major partner in supporting the Common Book Program. Librarians served on the selection committee for the Common Book and the library provides free access to ebook copies for students and employees. Librarian Adam Brennan has led book talks over Tulsa 1921 to the President’s cabinet, the college’s employee book club, and student organizations such as the Philosophy Club and Hispanic Student Organization. Adam also led a discussion between local author Randy Krehbiel and upper administration. Librarians have also supported local research of the massacre (helping to identify locations of destroyed businesses) that is being conducted through service-learning courses.
Bibliography