Student Loan Laptop Program Evaluation Task Force
Report and Recommendation
November 26, 2012

Beginning August 6th 2012, this task force, including Carl Nelson, Sheila Newman, Brady Schwendeman, and Brian Simmons responded to the charge of evaluating the L&ET student loan laptop program to determine whether we are meeting the needs of the students as efficiently as possible and in a way that is in alignment with the Libraries' mission.
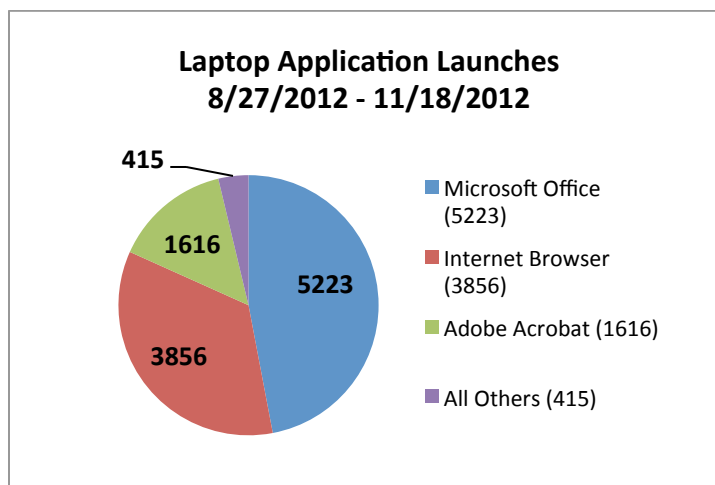
Methods employed include:

- Installing Lab Stats software in loaner laptops
- Survey students using a Qualtrics survey
- An environmental scan of laptop cost, setup, and circulation
- Review of peer institutions and their related offerings

By reviewing our findings in relation to our mission, we hope to show that we have both provided a valuable and popular service, while also being poised to adapt to the changing environment of the learning commons. The following results and recommendations will reflect an emphasis on providing the most support with our staffing and budgetary infrastructure.

Labstats

Data Gathered by Carl Nelson

Labstats was installed on all laptops prior to the beginning of the Fall semester. Application launch and average daily login data was collected using Labstats for August 27 – November 18. Due to an as yet undetermined issue with Labstats many logins do not generate data. The following data should be viewed as a sampling of the whole. The trends are likely valid despite the data being less than comprehensive.

Laptop Application Launches
8/27/2012 - 11/18/2012

- Microsoft Office (5223)
- Internet Browser (3856)
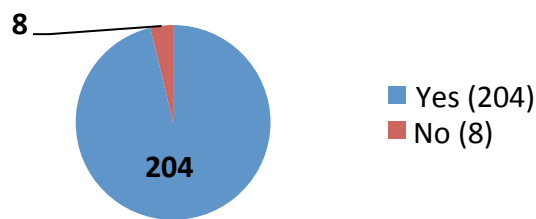- Adobe Acrobat (1616)
- All Others (415)

Survey

JMU student feedback on the laptop loan program was collected through a survey created in Qualtrics. The survey was distributed by email to 20,030 students on October 31. Data was collected for a two week period from October 31 – November 14. In that time 212 students participated in the survey.

Students were asked up to eight questions depending on whether or not they indicated having borrowed a JMU Library laptop. The questions were as follows, data gathered by Carl Nelson:

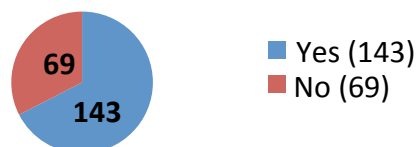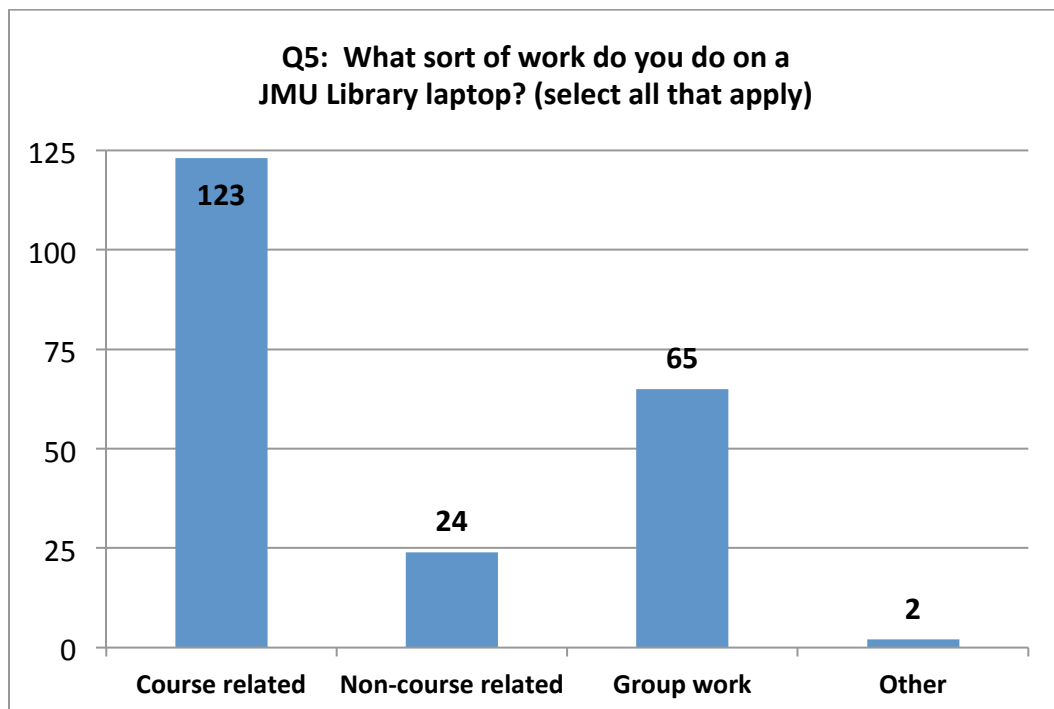**Q1: Please indicate your JMU status:**

- Freshman (35)
- Sophomore (39)
- Junior (54)
- Senior (58)
- Graduate Student / Other (26)
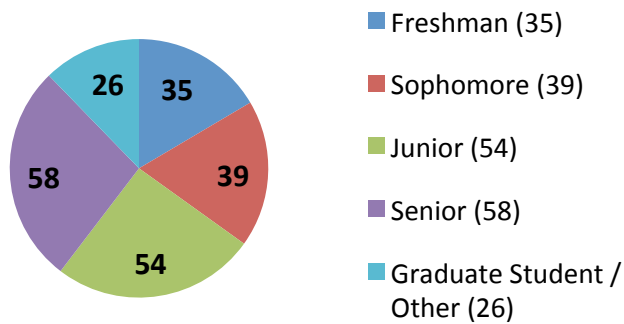
Q2: Do you own a laptop?

- Yes (204)
- No (8)

Q3: Have you borrowed a JMU Library laptop?

- Yes (143)
- No (69)

If students selected 'no' in Question 3 the survey ended. If they selected 'yes' the following questions were presented:

Q4: Which of the following best describes how often you borrow a JMU Library laptop?

- I've only borrowed one once (30)
- Once a semester (23)
- Once a month (28)
- Once a week (36)
- Once daily (5)
- More than once a day (3)

Q5: What sort of work do you do on a JMU Library laptop? (select all that apply)

Category	Count
Course related	123
Non-course related	24
Group work	65
Other	2
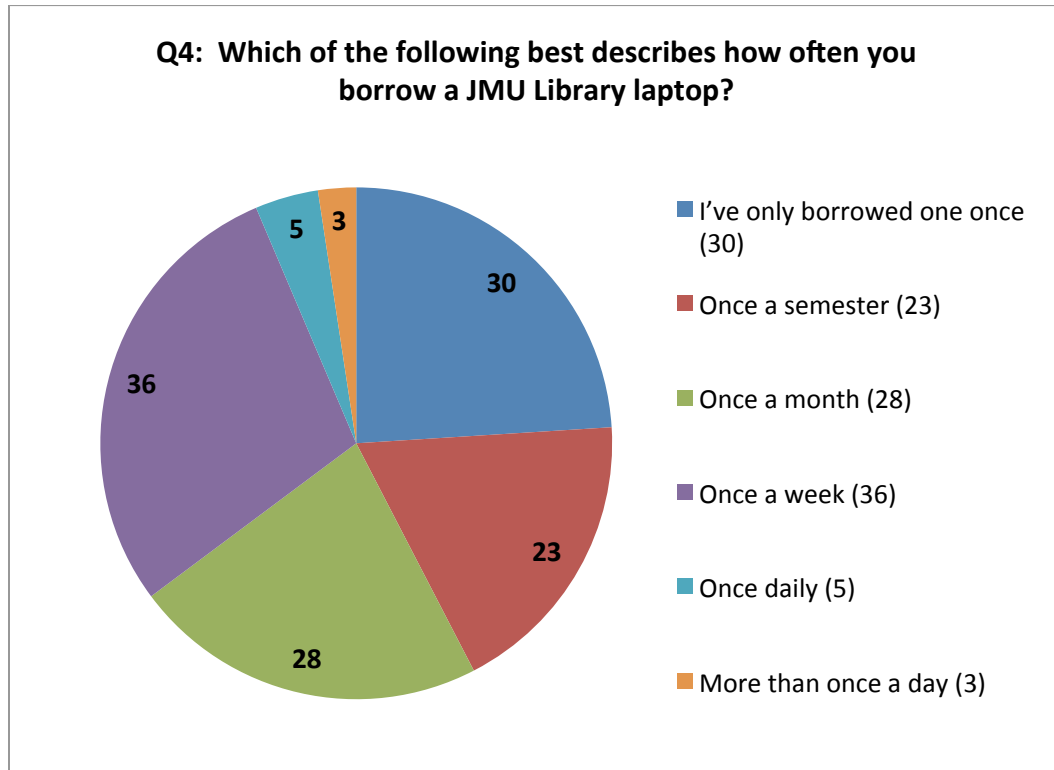
Q6: What do you like about checking out JMU Library laptops?

Convenient	30	***Top 3 answers**
Don't have to bring my laptop	25	
Quick and easy borrowing process	21	

Q7: What do you like about borrowing a JMU Library laptop versus bringing _your own laptop to the library?

I don't have to carry my laptop around / My laptop is heavy	73	***Top 3 answers**
Convenient	7	
Laptops have the software I need for class	5	

Q8: Is there anything else you'd like to tell us about your JMU library laptop checkout experience?

Great resource / Good experience	18	***Top 3 answers**
Laptops are slow	9	
Quick and easy borrowing process	7	

We also referenced the Technology Satisfaction Survey in order to gauge an approximate estimate of how many students currently own a laptop. The following data does contain additional types of technology that students possess. Data gathered by Brady Schwendeman.

Type of Technology	Percentage of Students Currently Owning or Using
Laptop	94%
Desktop	23%
iPad	9%
Other Tablet	3%
Netbook	4%

Environmental Scan

Data gathered by Brian Simmons

To assess the overall "footprint" of the laptop program's impact on L&ET, we gathered information regarding laptop cost, circulation, the imaging process and tech support requests.

Cost
The current laptops cost $60,000 ($1475 each plus case and tag); upcoming replacement valued at $56,000. Replacement cycle historically is 3 years, with current laptops reaching that mark Fall 2013. The current laptops have a 5 year warranty and may be repurposed within the organization if not kept in circulation longer than the intended cycle.

Circulation stats
For our 38 laptops (20 Carrier, 18 Rose), circulation proved to be heavy at both locations. For example this year: Carrier = 15,017 (38% of all checkouts at location), Rose = 12,892 (30% of all checkouts at location). The trend has been similar for the past three fiscal years, as shown below:

Fiscal Year 2011-2012

Location	Total laptop checkouts	Total checkouts
Media Resources	15,017	39,905
Rose Library	12,892	42,385
Total	**27,909**	**82,290**

Fiscal Year 2010-2011

Location	Total laptop checkouts	Total checkouts
Media Resources	15,975	31,779
Rose Library	14,487	41,751
Total	**30,462**	**73,530**

Fiscal Year 2009-2010

Location	Total laptop checkouts	Total checkouts
Media Resources	19,267	42,843
Rose Library	13,561	37,198
Total	**32,828**	**80,041**

Imaging process/time

According to DS staff, Imaging, done twice a year averages 61 hours each time for L&ET's 38 laptops, as compared to 64 hours for the 135 desktops across the learning commons. Itemized aspects of the process are included below. The implication, however, is that laptops as compared to the desktops require specialized attention that results in more time spent per unit.
1)   Prepare and test an image (avg. 24 hours).
2)   Pack up and take the laptops (1 hour).
3)   Cart the laptops to our imaging site then connect each to power + network (2 hours).
4)   Image the laptops and perform any necessary BIOS updates (12 hours).
5)   Assess any hardware damage which would result in Dell Support chat, installing parts, testing, shipping parts back, and copying documents for liability purposes (12 hours). We then need to image the outliers that had problems (another rough 8 hours).
6)   Re-case, cart them back and notify staff of return (1 hour).
7)   Clean up cables and imaging equipment (1 hour).

Loaner Laptop Tech Support Requests

7/1/2011 - 6/30/2012

Service requests this year resulted in 72 DS tickets averaging 5 days response time each.

Carrier	5
MRC	22
Rose	45
Total	72

	Hours	Days
Avg Est. Time	136.08	5.670151
Total Est. Time	7892.85	328.8688

Peer Institutions

We began by reviewing articles from several institutions, focused on recent changes at UVA's Clemons Library as a case study, and further investigated the offerings at a variety of institutions. We found that 28% of institutions reviewed don't offer laptops. Furthermore, many peer institutions do offer Laptops, Macbooks, and tablets, but with a trend toward lighter builds and smaller devices, as well as incentivizing students to bring their own by providing more power outlets, charging options, and lockers including UVA's Clemons Library who eliminated both their computing lab and laptop loans. They also provided flexible group work areas where students can plug in their own devices and anecdotally reported little student dissatisfaction with the changes.

Observations made by looking at academic libraries' websites and current lending practices for laptops, iPads, and eReaders. Data gathered by Sheila Newman:

Scan of peer institutions and Virginia public college and universities:

Peer Institution	Status	Website	Laptop+ loans	Loan periods	Fines	Notes
Appalachian State University (NC)	Public	Institution Web Site	Mac & PC laptops, iPads, Kindles	Laptops-8 hrs or 1 hr prior to closing. iPads-1 week. Kindles-3 weeks.	Laptops-$10/hr overdue. iPads & Kindles-$10/day overdue.	Patrons may request up to 3 titles to read on Kindle.
Baylor University (TX)	Private	Institution Web Site	Mac & PC laptops, iPods	4-24 hours	$10/hr	
Bloomsburg University of Pennsylvania (PA)	Public	Institution Web Site	laptops	2 hr, library use only.	$5/hr. $25 fine if not returned by 30 min. prior to closing.	
Boston College (MA)	Private	Institution Web Site	laptops, iPads	4-day for both	$100 late return fee after 24 hours overdue	Also offer Access Overdrive for ebook downloads
College of Charleston (SC)	Public	Institution Web Site	laptops, Kindles	4-hr library use for laptops. 2-week for eReaders.		offers discounted computer purchases
Duquesne University (PA)	Private	Institution Web Site	laptops	3-hr, library use only	$0.50/hr.	
Eastern Illinois University (IL)	Public	Institution Web Site	none found			
Fairfield University (CT)	Private	Institution Web Site	PC laptops, 1 Macbook, 1 iPad	3-hr on all		
Gonzaga University (WA)	Private	Institution Web Site	none found			

Hofstra University (NY)	Private	Institution Web Site	found form to fill out for long-term loan of PC or Mac laptop			
Illinois State University (IL)	Public	Institution Web Site	30 Dell laptops, iPads, iPods	3-hr on laptops and iPods. iPads 7-day loan.	$5/30 min. overdue	
James Madison University (VA)	Public	Institution Web Site	Dell laptops	4-hr library use	$10/hr	
Loyola Marymount University (CA)	Private	Institution Web Site	Macbooks			
Marquette University (WI)	Private	Institution Web Site	15 HP laptops, 8 Macbooks, iPads	4-hr library use on laptops. 24-hr for iPads.		
Miami University-Oxford (OH)	Public	Institution Web Site	laptops, iPads	3-hr for laptops. 24-hr for iPads.		
Ohio University (OH)	Public	Institution Web Site	50 laptops (look like PCs)	?	no daily fines, but reported to police if over 12 hrs overdue	
Rowan University (NJ)	Public	Institution Web Site	PC and Mac laptops	4-hr library use	$5/hr	
St. John's University (NY)	Private	Institution Web Site	each student gets a laptop when enrolled			http://www.stjohns.edu/about/it/aci/laptop
Texas Christian University (TX)	Private	Institution Web Site	50 PC & 5 Mac laptops.	3-hr library use	$15/hr	interesting website
The University of Alabama (AB)	Public	Institution Web Site	laptops	4-hr library use	$5/hr	
Truman State University (MO)	Public	Institution Web Site	laptops	2-hr	$10/hr	
University of North Carolina-Wilmington (NC)	Public	Institution Web Site	PC and Mac laptops. eReaders-Nook, Kindle, Sony.	4-hr library use for laptops. 2-week for eReaders.		http://library.uncw.edu/ereaders
University of Northern Iowa (IA)	Public	Institution Web Site	laptops	3-hr library use	$5/hr	
University of Wisconsin-Eau Claire (WI)	Public	Institution Web Site	laptops, iPads, Kindles	"up to 7 days"	$10/hr	http://www.uwec.edu/Library/circ/ipadcheckout.htm
University of Wisconsin-La Crosse	Public	Institution Web Site	laptops, iPads	both 2-hr library use	$10/hr	
Western Washington University (WA)	Public	Institution Web Site	laptops	2-hr and 4-hr dependent on location.	$10/hr	

Public colleges & universities in VA:						
Christopher Newport	Public	Institution Web Site	laptops	4-hr, one renewal	$1/hr	
College of William & Mary	Public	Institution Web Site	laptops (5 Dell, 5 Macbooks), some mention of iPads in Media Center, iPods with audio books	laptops up to 4hr library use (no café)	$5/hr	http://www.wm.edu/campuslife/technology/index.php
George Mason University	Public	Institution Web Site	"Classroom and Lab Technologies (CaLT) lends audiovisual equipment to faculty, staff, and students for class use during the instructional day."	No evidence of library lending of laptops on site.		
Longwood University	Public	Institution Web Site	Macbooks are available in the Multimedia Lab in library.	72-hr	$1/hr	
Norfolk State University	Public	Institution Web Site	none found on site			
Old Dominion University	Public	Institution Web Site	laptops, iPads	laptops 3-hr no renewal, iPads 1 week	laptops $10/hr, iPads $15/day	
Radford University	Public	Institution Web Site	none found on site			
University of Mary Washington	Public	Institution Web Site	laptops, iPads, iPods	iPads 7-day loan. Not much info. about laptops on site.	$5/day fine for electronic equiptment	
University of Virginia-Charlottesville	Public	Institution Web Site	Medical library has 1 iPad. Medical & Clemens have flip cams	In medical library "items can be reserved for up to 5 days."		
Virginia Commonwealth University	Public	Institution Web Site	Lenovo laptops, iPads, Nooks, Kindles	laptops 4-hr, iPads 3-day, Nooks & Kindles 7-day	laptops $10/hr, iPads and eReaders $25/day	
Virginia Military Institute	Public	Institution Web Site	none found on site			
Virginia State University	Public	Institution Web Site	none found on site			
Virginia Tech	Public	Institution Web Site	laptops (PC & Mac), iPads	both 5-day	both $15/day	

72% of libraries appear to be lending laptops
36% of libraries appear to be lending iPads
13% of libraries appear to be lending non-iPad eReaders

45% of libraries lend laptops for less than 4 hours
28% of libraries lend laptops for more than 4 hours
27% of libraries lend laptops for 4 hours
Checkout periods tend to be longer for iPads and eReaders than for laptops.

Evaluation based on Mission

Our mission statement is as follows: Libraries & Educational Technologies: Enriching our communities by building learning and information environments where people connect with ideas and each other to discover, create and share knowledge.

In providing devices that support course work and group study, students are creating, and sharing knowledge. In this way our service reflects our mission. Considering that most students now have laptops of their own, and acquiring and maintaining our laptops requires significant support, we may not be targeting and deploying our resources in the most effective way if we continue providing laptops with the same service model. Changes, however, would need to be approached with the goal of better, if not equally, supporting the course and group work being done in flexible spaces.

Recommendations

Scenario 1; Discontinue laptop walk up laptop checkout, but do so with a holistic approach, considering that by discontinuing one service (ie laptops) we'd be negatively impacting the mission if not replacing the service with a multi-tiered response to provide a more flexible commons that encourages students to bring and use their own devices for the course and group work they'd otherwise use ours for. Listed in order of priority:

- Discontinue student laptop loans during the upcoming summer session
- Install lockers for storing and charging laptops
- Provide laptops for group study rooms or enhance study rooms with computing options
- Install charging stations for mobile devices and personal laptops
- Investigate feasibility of having iPads, Chromebooks, or other alternatives for checkout.

Scenario 2; formalize laptop offerings as a service program to be more intentional and user focused.

- Designate a PS staff person in charge of coordinating laptop purchases, imaging, user support and staff training across Carrier and Rose learning commons
- Augment staffing and other resources for dedicated support such as DS imaging and ticket response, staffing and training for checkout and tech support locations, and allocating more funds for devices with higher specifications for more consistent and durable performance over time.

Regardless of what may be implemented, the task force also recommends a marketing effort to increase awareness of our offerings after any changes have been made.

Background Reading

Briden, J., & Marshall, A. (2010). Snapshots of laptop use in an academic library. *Library Hi Tech, 28*(3),

447-453. doi: 10.1108/07378831011076684

Buzzard, P. C., & Teetor, T. S. (2011). Best practices for a university laptop lending program. *The*

Code4Lib Journal, 15(2011-10-31). Retrieved from http://journal.code4lib.org/articles/5876 [This

article includes useful information on how to circulate iPads.]

Chapman, J., & Woodbury, D. (2012). Leveraging quantitative data to improve a device-lending program.

Library Hi Tech, 30(2), 210-234. doi: 10.1108/07378831211239924

Fourie, I. (2012). Understanding and exploiting idiosyncrasy in the use of ICT devices such as tablets:

Setting the background. *Library Hi Tech, 30*(2), 359-366. doi: 10.1108/07378831211240012

Johnson, L., Smith, R., Willis, H., Levine, A., & Haywood, K. (2011). *The 2011 horizon report.* Austin,

Texas: The New Media Consortium. Retrieved from

http://net.educause.edu/ir/library/pdf/hr2011.pdf

Kim, J. (2012, June 25). Should we turn our MacBooks into ChromeBooks? Inside higher ed. Retrieved

from http://www.insidehighered.com/blogs/technology-and-learning/should-we-turn-our-

macbooks-chromebooks

Kurvink, W. (2010). The usefulness of an e-reader as a portable reader and connected device. *Synergy,*

8(1). Retrieved from http://www.slav.schools.net.au/synergy/selected/ereader.pdf

Pollock, D. E. (2012). E-readers, our readers, and electronic collections: A pilot study at a national

laboratory library. *Serials Review, 38*(3), 188-193. doi: 10.1016/j.serrev.2012.08.003

Summey, K., Richmond, C., & Bushhousen, E. (2011). An examination of E-reader devices and their

implications within an academic health science library. *Journal of Electronic Resources in Medical*

Libraries, 8(3), 217-224. doi: 10.1080/15424065.2011.601985

Tolson, D., Ball, M. (2008). What if We Don't Provide the Computers?: Assessment for Reduction.
Proceedings of the 2008 Library Assessment Conference, 235-244. Retrieved from

http://libraryassessment.org/bm~doc/proceedings-lac-2008.pdf

Yelton, A. (2012). Chapter 3: Expanding access to devices, collections, and services. *Library Technology*

Reports, 48(1), 19-24. Retrieved from

http://alatechsource.metapress.com/content/L442451406776548

Zimerman, M. (2011). E-readers in an academic library setting. *Library Hi Tech, 29*(1), 91-108. doi:

10.1108/07378831111116930