

Tech Access 2025 Project Report

Summary

The University Library Team reviewed, evaluated, and updated the tech lending inventory, promotional graphics, webpage content, procedures, and policies. These improvements ensured more equitable access to resources, streamlined the checkout experience for users and staff, while supporting longer lifespans for high-demand technology items, contributing to a 35% increase in technology loans and an 85% decrease in lost laptops overall.

Overview



Image: Library website promotional image for the updated technology lending policy

The Library team completed a comprehensive update to the technology lending program to improve access, streamline processes, and ensure that high-demand equipment remains reliable, visible, and easy to locate.

This work included:

- Conducting a full audit of all technology lending equipment
- Analyzing checkout data to identify service gaps and usage trends
- Redesigning laptop decals and labeling to improve promotion, clarity, and identification
- Developing outreach initiatives to communicate with university students, faculty, and staff regarding changes to laptop lending policies and procedures
- Updating Library Search configuration to make laptops discoverable on the [website](#)

These enhancements along with updated policies, revised webpages, expanded catalog discoverability, and refreshed laptop graphics were implemented for the Fall 2025 semester, resulting in a more accessible and user-centered technology lending service.

Stakeholders

- Annelise Friedman – accountable, responsible
- Kristi Chidiac – responsible
- Maggie Harris – responsible
- Lauren Johnson – responsible
- Alena Manjuck – responsible
- Nathaniel King – consulted
- Christine Caro – consulted
- Sheila Orr – informed

Circulation Data

Updating the Library's technology lending policy expanded access to high-demand laptops and improved circulation capabilities, resulting in a 35% increase in loans and an 85% reduction in lost laptops between the Spring 2025 and Fall 2025 semesters. The graph indicates a substantial increase in laptop usage accompanied by a dramatic improvement in device return rates.

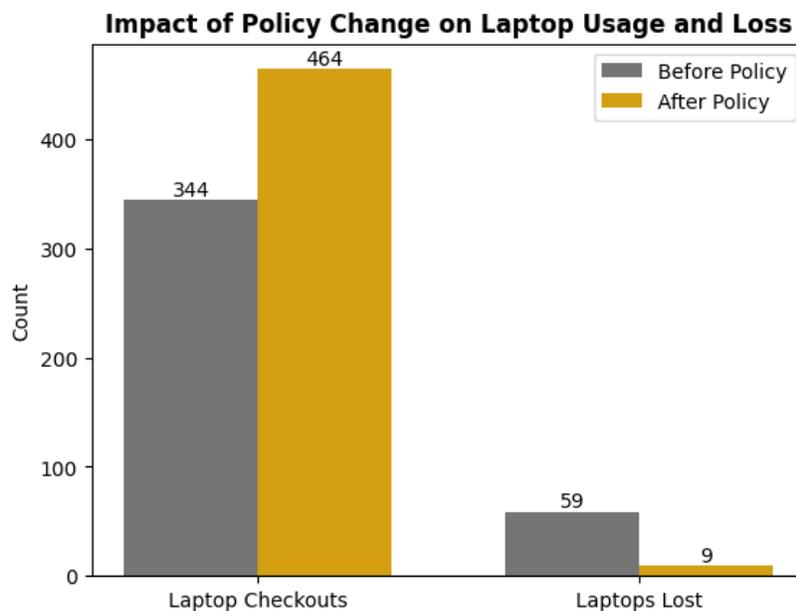


Image: A bar-graph depicting laptop lending data

Feedback Highlights

- "I love that there's a laptop available to check out every day. It's been so helpful while waiting for my financial aid." – Nevada State University Student
- "The updated policy has made everything so much easier for us. There's always a laptop available for students, and we never have to turn anyone away!" - University Library Student Worker