



BARBER LIBRARY

**ANNUAL
REPORT**

2022-2023

Message from the **LIBRARY DIRECTOR**



In fiscal year 2022-23, Barber Library continued to see varied trends across its operations and services, still coming out of the pandemic and also adapting to other evolving changes in curricula and the overall higher education landscape. For example, this year the library once again saw much lower activity in our research and reference services compared to pre-pandemic years, but it also experienced a significant increase in Book-A-Librarian consultations. Library instructional sessions have flattened, although the number of students reached via asynchronous library tutorials seemed to have increased in the last year. Both of these trends indicate a shift in student and teaching preferences for both more personalized as well as independent online learning. On the other hand, usage of electronic resources continued to stay relatively low compared to previous, pre-pandemic years despite the library's significant investment in these collections to support student access and increasing online class offerings.

Among services experiencing the most significant changes, Interlibrary loan activity once again surged, particularly in delivery of articles which surpassed pre-pandemic levels. Circulation of physical materials also increased compared to FY22, although still remained below pre-pandemic levels. Along with ILL, technology lending of computer laptops and hotspots continued to show the most consistent growth highlighting the students' heavy reliance on technology for their schooling. Specifically, this past year, the number of our circulating equipment has grown tremendously (247%) since the time of the pandemic while technology equipment loans increased by 72% between FY22 and FY23. This year the library also collaborated with IT to complete its first assessment of this program in order to evaluate its sustainability, explore funding sources, and improve equipment and circulation processing. In addition, we further extended access to such student technology at all COCC campuses as well as added circulation of dedicated laptop

equipment for specific COCC programs (such as graphic design, apprenticeship, GIS, etc.). Overall, this past year the library's advocacy and hard work resulted in a significant increase in the number of technology items as well as students we are able to support.

“Interlibrary loan activity once again surged...”

Other significant increases in circulation numbers this year included Controlled Digital Lending (CDL) usage for Course Reserves which jumped by an impressive 311% between FY22 and FY23, and also checkouts by community patrons and students (saw 184% and 130% increases respectively, between FY22 and FY23). It is really exciting to see how our library patrons are coming back to use the library's collections and services!

In terms of collection expenses, those remained overall stable within our given budget, with increased subscription costs and reduced one-time book or other physical media purchases. This year the library also secured funding (\$9,996) from the COCC President's office for the hire of the archives consulting company, Relicura™, to start the weeding and processing prioritization of the COCC Archives collection.

Library staffing continued to be a challenge this year with a heavy reliance on part-time library assistants to support the library's daily front line services. To help with both staff recruitment and retention for the Circ and ILL areas, the library expanded the role and increased the pay of our irregular wage positions which could hopefully help provide additional stability. Also, weekend staff hours were added on Sundays to help students with their studying.

Other exciting highlights for this year included

final arrangements for the opening of the Redmond Student Commons in Fall 2022; a full year of beautiful art exhibits bringing a high number of visitations from the broader community; another successful Poetry month celebration featuring Award-winning Oregon Poet Laureate, Anis Mojgani; and the library's sponsorship of a number of inclusive campus events, such as the Season of Non-violence Community Book Conversations, STEM family night, and other projects organized by the LGBTQ+ community.

Overall, similar to previous years, Barber Library was able to adapt services amidst a continuing shift of patron preferences, educational trends, and delivery service modes. I am thankful for the caliber of COCC's competent and hard-working library staff who make Barber Library an exceptional place to work, study, and learn.

Tina M. Hovekamp, Ph.D.
Barber Library Director



STRATEGIC PLAN REVIEW

For the past five years, the library team annually reported on prioritized initiatives from their 2019-2023 strategic plan. The library's plan was modeled after COCC's strategic plan, mirroring the same four goal areas: Student Success, Student Experience, Community Enrichment, and Institutional Efficiency. This report summarizes the work completed under the 2019-2023 strategic plan.

Prioritized Student Success Activities

2019-2020

- Developed fully articulated Information Literacy (IL) Program to support course and program offerings.
- Collaborated with ECE Program for the expansion of Children's Literature & Equity Resource Center (CLERC) as a central resource for the early childhood learning curriculum.
- Collaborated with CTE faculty for the integration of IL skills into curriculum.

2020-2021

- Implemented IL Plan and completed first assessment cycle of instructional services.
- Maximized partnerships to expand, maintain, and enrich library collections and services on all campuses, including increasing technology lending collection.
- Subscribed to RAPIDILL, a new ILL service to expedite online delivery of requested articles.
- Implemented the first expansion of the Library's Technology Lending program.

2021-2022

- Developed CLERC policies to be more responsive to community needs.
- Provided access to high demand textbooks and technology through a Controlled Digital Lending (CDL) program and an expansion of the hotspot collection.

2022-2023

- Opened new library collections and services at the Redmond Student Commons and expanded Madras campus library collections.
- Championed college affordability efforts for the whole campus and provided free student access to library course materials, technology, and other resources.

Prioritized Student Experience Activities

2019-2020

- Collaborated with the Redmond campus, IT, and Tutoring to lead a proposal for a Redmond Student Learning Commons.

2020-2021

- Expanded diverse and inclusive library collections on all campuses, with a particular focus on the CLERC and browsing collections.
- Introduced Controlled Digital Lending (CDL) for Course Reserves funded by an Oregon State Library grant to provide students access to high-demand textbooks.

2021-2022

- Implemented new upgrade for the library's Integrated Library System (ILS) for improved user experience.

2022-2023

- Completed a library website redesign to improve user experience.
- With help from additional grants, continued to expand access to print and lending technology collections at all branch campuses.

Prioritized Community Enrichment Activities

2019-2020

- Supported regional Early Childhood Education professionals via CLERC collections and programming.

2020-2021

- Opened access to the library's interlibrary loan services for the broader local community.

2021-2022

- Began assessment of COCC archives collection.

2022-2023

- Relocated COCC's archives in the library and prepared for the first phase of the COCC archives processing and preservation.

Prioritized Institutional Efficiency Activities

2019-2020

- During the COVID-19 shut-down, the library team planned and implemented the building closure, re-adjustment of library services and delivery methods, safety protocols for in-person staff, and streamlined communication channels for the library team.

2020-2021

- Restructured Circulation and ILL under the management of a new administrative position, Head of Access Services; also addressed Covid-related staff shortages and job duties adjustments.

2021-2022

- Completed restructuring of Public Services with the hiring of new staff and the creation of lead positions under the direction of the Head of Access Services.
- Completed project auditing, weeding, and archiving library N: drive.

2022-2023

- Assessed the post-COVID sustainability of technology lending program in light of rising student needs, funding, and more efficient circulation processing.
- Completed the five-year strategic plan cycle for the library.

COLLECTIONS

The Barber Library's Collection Development, Acquisitions, and Technical Services department selects, acquires, catalogs, and makes accessible all library items, which include all print and electronic books and encyclopedias, magazines, journals, online databases, DVDs and streaming videos, government documents, and special collections. All collections support and fulfill COCC's curricular and programmatic needs.

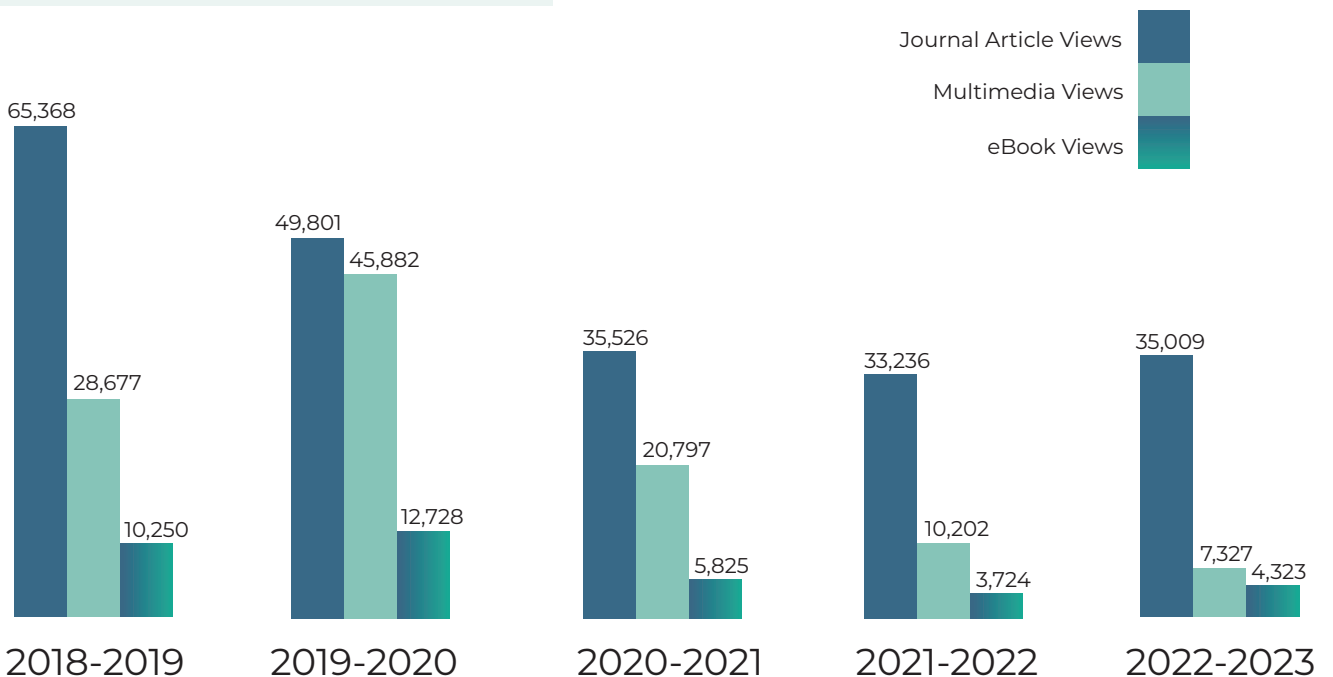
	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Digital Media	39,525	44,299	120,102	126,676	124,174
Digital Serials	120,588	100,045	96,067	111,266	112,519
eBooks	236,285	260,483	283,456	314,732	576,566

DIGITAL

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Media	2,667	2,523	2,612	2,011	2,243
Serials	1,074	1,087	1,117	1,118	1,082
Books	60,386	60,873	61,126	60,074	62,149

PHYSICAL

BY THE NUMBERS



*Please note, the measures of library use are broader than those collected by the national IPEDS/ACRL surveys and are more reflective of true usage of our services and collections

CIRCULATION & INTERLIBRARY LOAN

The Barber Library houses approximately 65,000 physical items on the Bend campus, which also contains 14 group study rooms and 47 computer workstations. Additionally, a physical collection of 1,077 items are available on the Redmond campus, 56 items on the Prineville campus, and 415 items on the Madras campus, an increase of items on the northern campuses of 23% over academic year 2021-2022.



153 community account registrations

Registrations have dropped over the last five years (15% since 2018-2019) due to the COVID shutdown, but have begun increasing again, with a 38% hike over 2021-2022.

9,975 circulation transactions

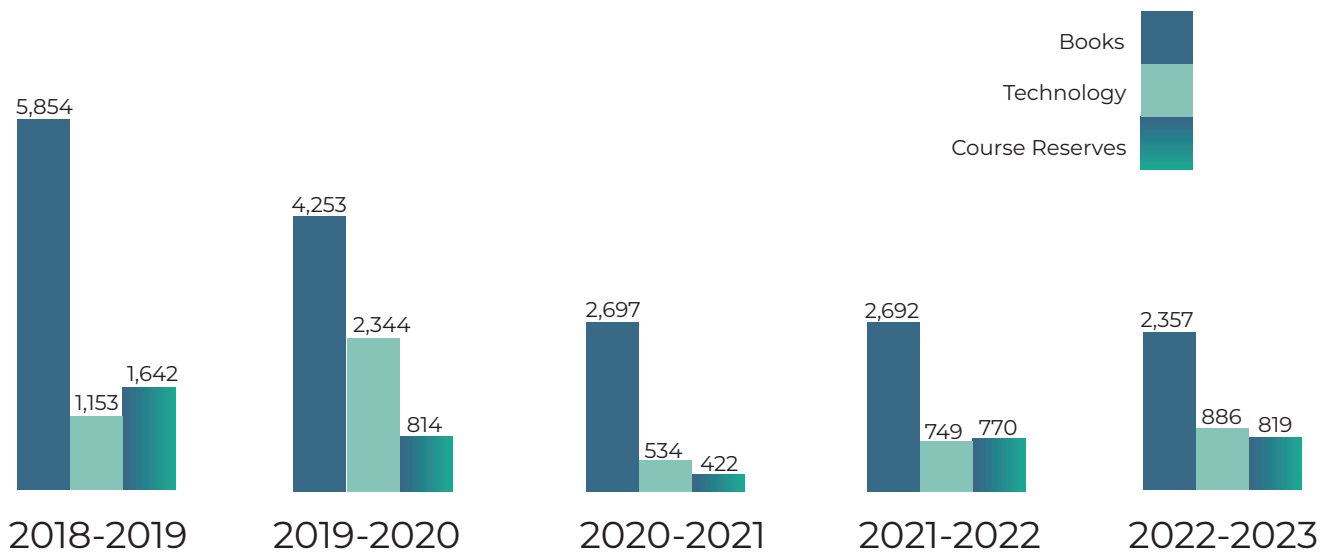
All types of daily transactions at the circulation desk have dropped (33% since 2018-2019) but have seen a significant increase recently (470% over 2021-22).

Barber Library's Circulation and Interlibrary Loan (ILL) departments are primarily responsible for facilitating access to materials that are within and outside the local library collections. Circulation responsibilities include checking out materials, organizing and maintaining the course reserves collection of instructor-selected resources, and managing and supporting technology equipment for check out. ILL provides access to library resources outside the Barber Library collection that is free of charge to students, faculty, staff, and community members. ILL relies on Summit—a resource sharing program among a regional consortium of 38 colleges and universities in the Pacific Northwest—as well as non-consortium libraries across the country to fill requests.

INTERLIBRARY LOAN REQUESTS

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
ILL Provided to Other Libraries	1,826	1,442	837	1,001	1,504
ILL Received by COCC Patrons	2,802	1,952	866	1,577	2,578

CHECKOUTS BY TYPE



STUDY ROOM KEY CHECKOUT & RENEW ALS

2,610

FY 2022-2023

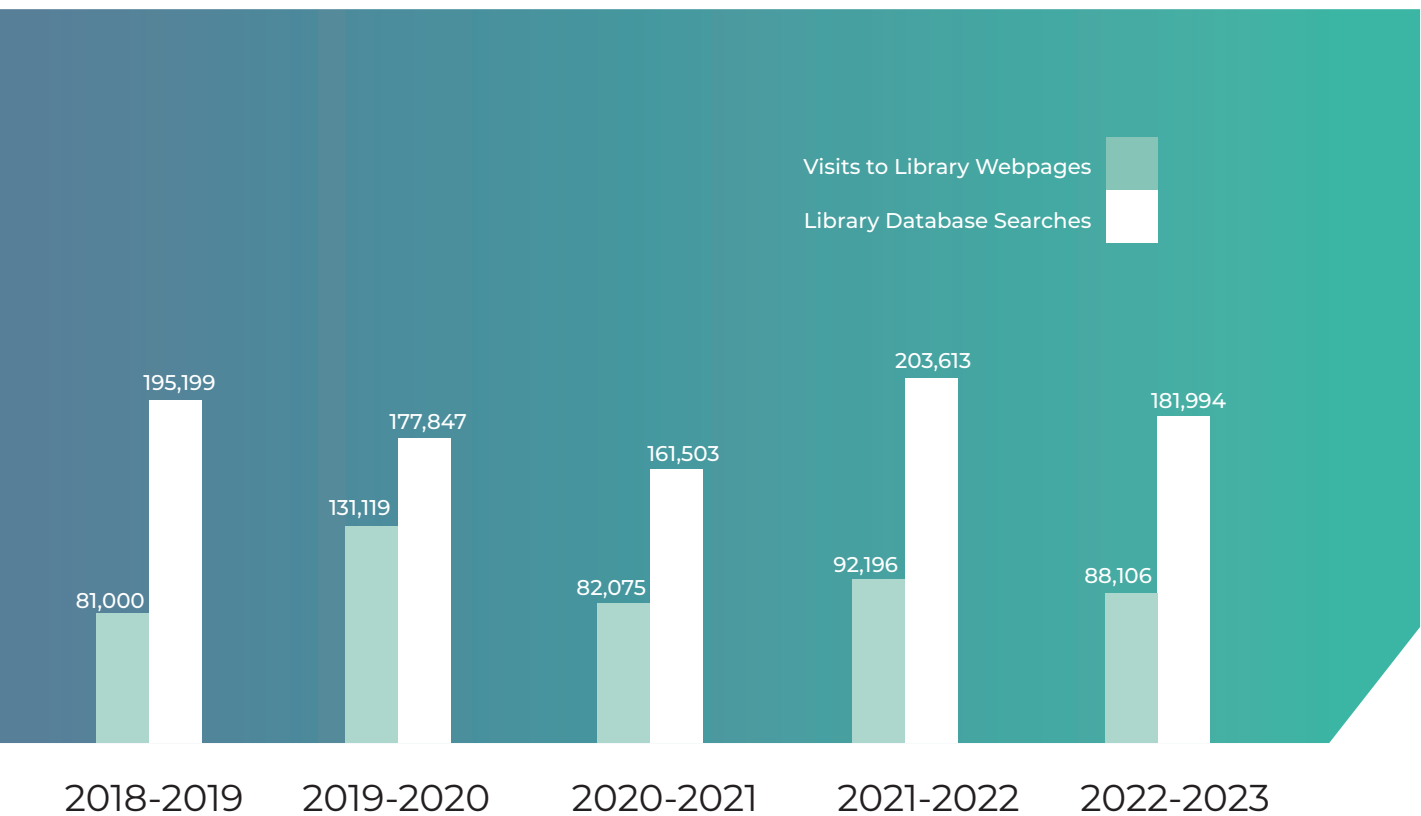
Prior to the COVID shutdown, study room keys were the most popular checkout items (6,117 checkouts in 2018-19). When the library reopened in fall 2021, study rooms were unlocked and available on a first come, first served basis. FY2022-2023 was the first year study room keys were available since March 2020.

**Please note, the measures of library use are broader than those collected by the national IPEDS/ACRL surveys and are more reflective of true usage of our services and collections*

LIBRARY

RESOURCE DISCOVERY

Barber Library's Discovery and Systems staff manage the library's web presence, allowing for discovery of the collections as well as access to electronic items from any location for authorized users.



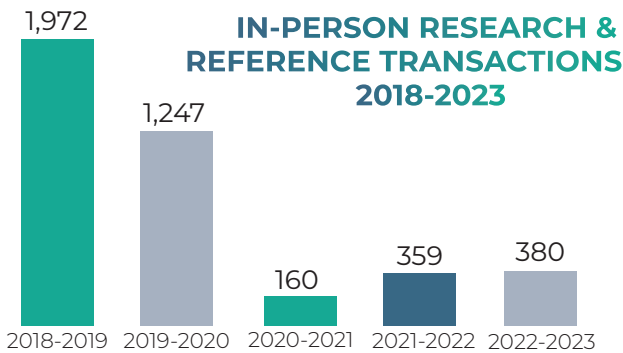
To encourage student discovery of relevant and authoritative resources, the library uses LibGuide subject guides that curate library databases, journals, media, books, and government information as well as Open Educational Resources (OER) relevant to disciplines taught at COCC. Additionally, subject guides link to short tutorials and guidance for students needing research support.



In the 2022-23 academic year, there were **15,923** unique visits to **86** subject guides that are regularly updated and maintained by library staff.

INSTRUCTION

The Barber Library's instructional program is a collaborative effort across all COCC campuses to support information literacy competencies through reference services, information literacy sessions, and credit courses. Through the offered instructional services and resources, the library develops students' abilities to find, evaluate, and use information efficiently and ethically. These are essential skills for students during their time at COCC as well as engaged citizens in the community, productive professionals in the workplace, and lifelong learners.



40 information literacy sessions, 2022-2023

Reference Services

Reference transactions were already decreasing prior to COVID, when numbers fell precipitously and have not fully recovered. The above numbers reflect in-person research and reference transactions at the reference desk. In response, the library is committing more resources to the book a librarian program for meeting student research needs.

- Down from 87 in 2018-2019
- Consistent since reopening
- 2 embedded classes in 2022-2023
- Attendance up 17% over 2021-2022

IL Sessions were also impacted by the COVID shutdown and have been slow to recover to pre-pandemic levels. Asynchronous tutorials were made for classes during the shutdown and faculty have reported continued use since reopening, which is difficult to track and might contribute to decreased requests.

ADDITIONAL INSTRUCTIONAL MEDIUMS

	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
LIB100 Enrollment	156	174	172	147	128
Book a Librarian Requests	16	12	15	22	49

BARBER LIBRARY EVENTS

206 in
attendance

Art Exhibits

4 shows during
the 2022-2023
academic year

115 in
attendance

Poetry Month

Visit from Oregon
Poet Laureate
Anis Mojgani

100 in
attendance

STEM Night

Family fun night
emphasizing STEM
concepts and
resources

Despite the challenges of COVID, the library continues to fulfill its mission as a cultural hub of campus.

In addition to the library's popular established programming, events from the 2022-2023 academic year also included participating in the Season of Nonviolence Book Discussion, developing "New Year...and a News Informed You!" to highlight the library's news resources, and hosting exhibits for the 2023 Early Learning Conference.

Library displays that call attention to inclusive resources

Throughout the year, the library also highlighted its resources based on inclusive themes celebrating Women's History Month in March, Asian American and Pacific Island Heritage in May, and Pride in June.

Displays feature items from the library's children, young adult, and adult collections and are marketed to students, faculty, and staff.



Looking **FORWARD TO...**



What to expect in 2023-2024

Along with the college, the library is wrapping up its 2019-2023 strategic plan and starting to envision the next steps for a new five year cycle, including a new vision, mission, and values statement.

- Librarian staffing Redmond Student Commons
- Exploring new reference service models
- Stabilizing staffing, resources, and services
- Completing updates to the library website and ILL systems

Additionally, the library team continues to make progress on formalizing policies, weeding collections, rehousing materials, and creating a detailed inventory for COCC's archives.



Barber Library

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