2023-24

BARBER LIBRARY ANNUAL REPORT

Message from the

Library Director

...much of the Library's success lies in the daily connections we make with students, faculty, staff, and our broader community.

Looking at this year's data, the Library has continued its recovery and also adaptation.While some service areas are still regaining ground lost during the pandemic, others like technology lending, Interlibrary Loan, or use of our library's study spaces, are growing in response to evolving student needs. Overall, this past year, the Library remained a key player in resource access, affordability, academic success, and community engagement.

Core Services

After pandemic-era lows, our reference and research support services are rebounding. In-person reference questions (excluding the Answerland virtual service) nearly tripled compared to last year. Personalized research consultations held steady with 48 appointments, still showing consistent demand for one-on-one support. Instructional Literacy (IL) sessions rose by 15%, though they're still about half of pre-pandemic numbers.

The Library continues to play a strong role in resource sharing. Lending to other libraries rose nearly 29% in two years, while borrowing by COCC users, particularly for article requests, declined slightly, reflecting possible shifts in research behavior and access options.

Use of Resources

Circulation of physical items held steady since last year, although overall is still 40% below pre-pandemic levels. At the same time, use of electronic resources like e-books and e-journals has declined to about one-third of 2018–19 usage. Despite this, our digital collections have expanded significantly, showing we're continuing to invest in access even as usage patterns shift.

On the rise: Technology lending increased by 5%, along with continued expansion of the Library's laptop collection, which highlights our ongoing support for digital equity.

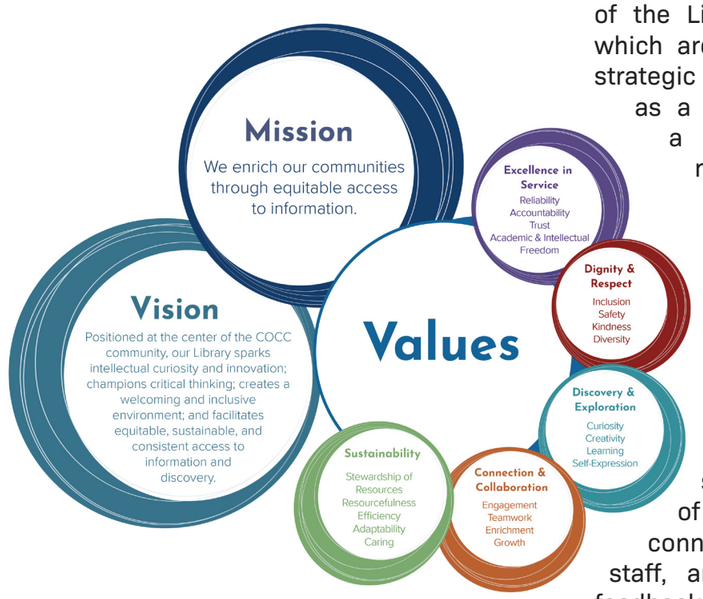
Students are once again the largest driver of library activity, with a 29% increase in circulation from last year. Course reserve checkouts jumped 37%, demonstrating the library's important role helping students save on textbooks. Although use of the Controlled Digital Lending (CDL) service fell 55%, it was still accessed over 1,200 times, which indicates ongoing value.

Student use of group study rooms grew 47%, reflecting a return to collaborative learning and in-person group work.

Operational Trends and Challenges

As mentioned earlier, service statistics show clear signs of post-pandemic recovery across many areas, especially in Public Access Services, such as Circulation and Interlibrary Loan. While this increase in activity has been a positive sign of renewed student demand, it came also with some operational challenges, mainly related to staffing shortages. Our ongoing reliance on a part-time staffing model tends to limit flexibility and can place strain on our permanent team.

In anticipation of further challenges in FY25, we've taken proactive steps working closely with the VP for Academic Affairs to prepare for projected staffing gaps. This years' request to reinstate the previously eliminated Interlibrary Loan (ILL) position is hoped to result in better stability our ILL services.



Community Engagement and Partnerships

Once again, this year the Library continued to serve as a vital cultural and intellectual hub for both the campus and the broader community. Our Rotunda Gallery art exhibits continued to draw different audiences and increased foot traffic to the Library, also reinforcing our role as a welcoming, public-facing space.

In collaboration with campus and community partners, we also co-sponsored major events such as Poetry Month celebrations, Season of Nonviolence programs, and a highly attended author visit by T.J. Klune. Each of these activities has helped to elevate underrepresented voices and foster meaningful community conversations. Finally, the Library's strong relationship-building with departments such as Early Childhood Education, Diversity and Inclusion, and IT has expand our reach and reinforced our role as a collaborative partner in our students success.

Strategic Directions

This past year marked the completion of the Library's five-year strategic plan. As part of that process, we not only documented our progress toward long-term goals but also reflected on the culture, values, and aspirations that guide our work. A major highlight was the revision of the Library's Mission, Vision, and Values, which are now aligned with COCC's updated strategic direction. This project was completed as a collaborative project which fostered a sense of ownership among staff making meaningful contributions to the final framework. Such collective engagement is a reflection of our team's strong commitment to shared values and forward-thinking goals.

Daily Successes and Wins

Beyond trends in our visioning, overall services, or other reported data, much of the Library's success lies in the daily connections we make with students, faculty, staff, and our broader community. Simple feedback such as a student's appreciation for a checkout laptop, a staff's delight exploring our children's collection, or the positive reactions of community members visiting Barber Library's Rotunda Gallery can be powerful evidence, beyond metrics and strategic plans, of the real value our Library offers.

Looking Ahead

In the coming year, we will begin the revision of the Library's strategic framework and continue to advocate for staffing that better supports service demands. While challenges may come up, our main goal is to remain a responsive, inclusive, and valued resource for our campus and broader community.

Circulation & Interlibrary Loan

Checkouts by Type

Books	3,805
Course Reserves	988
Technology	929
Study Room Keys	4,440

ILL requests from other libraries

29% increase over AY22-23

1,935 requests

ILL requests from COCC patrons

8% decrease over AY22-23

2,380 requests

12,905 transactions in Bend

577 transactions in Redmond

203 community account registrations

The Barber Library on the Bend campus houses approximately **65,000** physical items, **14** group study rooms, and **47** computer workstations.

Additionally, a physical collection of **588** items are available on the Redmond campus, **65** items on the Prineville campus, and **420** items on the Madras campus, an increase of items on the northern campuses of **9%** over academic year 2022-2023.

The 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 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 a non-consortium libraries across the country to fill requests.

Collections & Library Resource Discovery

The 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.

The 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.

Collections by the numbers	Digital	Physical	Total
Books	521,621	61,515	583,136
Serials	117,403	1,103	118,506
Media	129,108	2,179	131,287
			832,929

Item Views by Type

Journal Articles	27,130
Multimedia	7,688
eBooks	2,792

118 databases

75 subject & topic guides

Visits to library webpages

53% decrease over AY22-23

78,314 visits

Database searches

12% decrease over AY22-23

104,841 searches

Instruction

The 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.

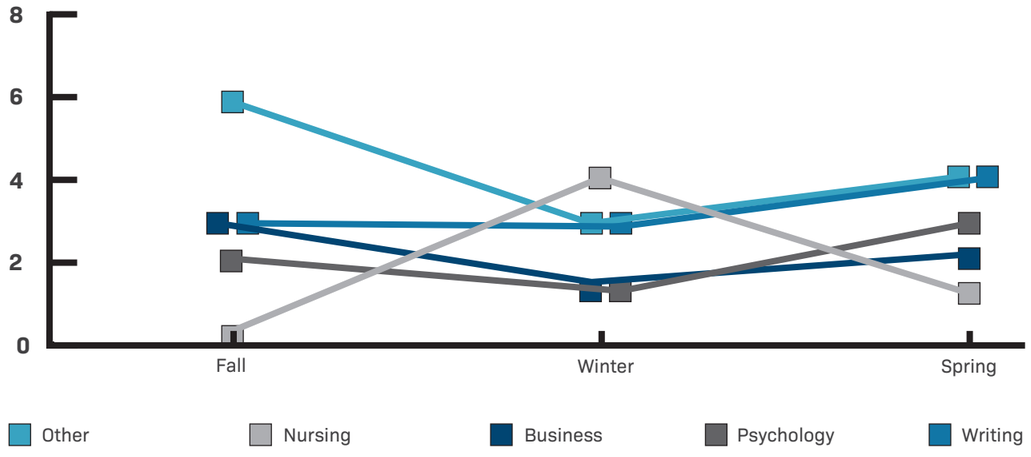
1,068
all reference interactions

48
book-a-librarian appointments

994
IL Session attendance at 40 sessions

177
LIB100 enrollment for 7 sections

IL Sessions by Department & Term



Events

Visiting Artists at the Barber Library

Some of the Library's most popular cultural events are the Barber Library's Rotunda Gallery rotating art exhibits. During the 2023-24 academic year, the library hosted five shows and welcomed well over 100 visitors at the receptions. Shows included *Oregon Tapestries* by Margaret Kilbuck Johansen; *Filaments* by the Weaving Guilds of Oregon; *Nature Inspiring Plein Air Painters* by Plein Air Painters of Oregon; and *Gradients, Gatherings and Glimmers* by Bill Hoppe

The Library hosted or participated in 15 events during the 2023-24 academic year, reaching 329 patrons

A Conversation with TJ Klune, Readings & Reception

In spring 2024, the Library presented an evening with author TJ Klune. The New York Times best-seller shared his story of being queer and neurodiverse while coming of age in rural Oregon. Approximately 75 visitors attended the reading.

Looking forward to...

Student Commons

After a year with a dedicated librarian in the Redmond Student Commons, the staffing consistency will allow for more creative outreach, like the Redmond Open House in fall 2024.

Information Literacy Plan

With new mission, vision, and values statements adopted in winter 2024 and the current Information Literacy Plan expiring, the library will develop a new Plan aligned to these guiding documents.

LibKey Adoption

The Library purchased LibKey, a browser extension that easily connects patrons to full-text no matter where they're searching. The discovery tool will be implemented in fall 2024.

New Strategic Framework

Following the completion of the library's strategic plan, staff will explore a new strategic model to adopt. The framework will align the library's planning to the college's strategic and assessment processes.

Note: The data in this report does not always reflect the same data as the library's annual ACRL reporting. This is due to the data for this report being generated at different granularity levels than the ACRL reports require.