

# BARBER LIBRARY

ANNUAL  
REPORT

# 2021-2022



CENTRAL OREGON  
community college  
BARBER LIBRARY

# Message from the Director

2021-22 was a time of transitions following pandemic closures and the campus reopening in Fall 2021. Readjusting our library to a post-COVID reality required a continuous assessment and balance of student and service needs during a time of declining enrollments, decreased user demand for services, as well as significant library staff changes and shortages. Overall, similar to other parts of the college, the effect of the pandemic continued to have a major impact on the department also challenging the library's ability to project and plan for future needs. I will be forever thankful to my library colleagues for their flexibility, teamwork, and patience, which proved to be invaluable tools as we tried to reach a level of "normal."

One of the most exciting highlights of this past year has been a significant level of grant and other special funds to support new and expanding library projects and programs. Specifically, the library was able to secure and manage a total of more than \$31,000 in State Library grants, COCC Innovation Funds, and COCC Strategic Plan Initiative funds. This money was used to significantly expand student technology lending services (laptops, hotspots, and a new scanner), as well as library print collections in support of the Redmond Student Commons (RTEC) and students at the Northern Campuses. Such money was also used for new initiatives such as the library's CDL (Controlled Digital Lending) project to acquire print copies of textbooks for the library's course reserves making them available to students electronically.

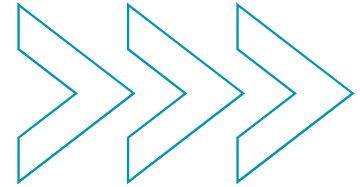
Planning for the opening of the RTEC Student Commons was another library priority for this year, including space assessment and projected configurations, ordering of new furniture and collections, and advocating for proper levels of staffing to support library and other services. The goal has been that the RTEC Student Commons, a long-awaited project, launches successfully in Fall 2022, becoming a welcoming hub of student activity for the branch campus.

Another area of work this past year has been COCC's archives, a new responsibility transferred to the library for the management of archival materials related to the college's history. With financial support by the president, the library was able to take the first step in this project bringing an outside archivist consultant to provide an initial assessment and recommendations for the collection. The library's multi-year goal for the archives is to help provide an appropriate level of stewardship for the collection and eventually make these important historical documents discoverable and accessible by the public.

Finally, a comparative look at Barber Library's usage statistics between 2020-21 and 2021-22 shows that overall we are on a great path to recovery after the downturn of the pandemic. Specifically, most of our usage numbers this past year have been trending upwards (our article ILL borrowing has almost recovered to pre-pandemic years!), although use of our e-resources is the slowest to regain momentum. The hope is that in 2022-23 we continue to see positive trends in resource usage as well as better stability in our services which will be important for the drafting of the library's next strategic planning in 2023.

Tina Hovekamp, PhD  
Barber Library Director

# Strategic Priorities



The Barber Library aligns its priorities to the college's strategic plan categories: Student Success, Student Experience, Community Enrichment, and Institutional Efficiency.

## Student Success Priorities

### Library Goal

### Activities

Expand the role of the library's learning commons in providing responsive, comprehensive services for student success at all levels.

Develop CLERC policies that are responsive to community needs

Created an advisory committee to guide CLERC's vision, strategies, events, and policies that consists of faculty, students, library staff, and representatives from the profession

Address college affordability issues by playing a leading role on campus providing free and low-cost access to information, technology, and resources.

Provide digital access to high demand textbooks and technology

Received a state grant to purchase 46 textbooks for digitization and addition to course reserves collection

Secured sustainable funding for hotspot lending program, purchased new hotspots, and replaced laptops

## Student Experience Priorities

### Library Goal

### Activities

Promote resources and support services to increase access to a quality library experience across all COCC campuses.

Establish library presence in RTEC's Student Comments

Received Strategic Planning funds and grants to purchase RTEC Student Commons' furniture, scanner, collections, and technology

Migrate the Integrated Library System (ILS) for improved user experience

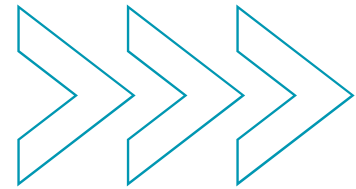
Worked with Alliance to complete migration to Primo VE in June 2022

Curate physical and digital collections that foster diversity and inclusiveness in teaching and learning.

Expand library collections to incorporate diverse voices

Added 35 books to collection to support neurodiversity and to center Latinx, Native, Asian, and Black stories, audited the library's CLERC collection to remove stories featuring harmful stereotypes

# Strategic Priorities



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## Community Enrichment Priorities

Community Enrichment Priorities	Library Goal	Activities
Maintain and grow library collections and programs that are responsive to regional economic development and training needs of Central Oregon business and industry.	Expand library collections available on the Redmond campus for MATC and Vet Tech programs	In coordination with MATC and Vet Tech instructors, developed a purchase plan and timeline that was integrated into the library's general collection development plan
Offer library services and expertise in response to community needs.	Assess COCC Archives collection	As part of the library's new responsibility for the college archives, secured funding for a consultation by an expert archivist, leading to a report assessing the collection and specific recommendations for next steps

## Institutional Efficiency Priorities

Institutional Efficiency Priorities	Library Goal	Activities
Cultivate a work environment where library staff, administrators, and faculty are engaged and committed to library and college missions.	Restructuring of Public Services that includes Circulation and ILL departments	Completed Public Services reorganization with the hiring of Public Services Support staff and the creation of lead part-time positions supporting Circulation and ILL under the direction of the Head of Access Services
Create a collaborative, collegial, and efficient work environment by providing substantial opportunities for library staff to share information.	Evaluate the library's retention and storage practices for internal documentation	Significantly weeded and reorganized shared department drive, updated Public Services training materials and documentation, and developed extensive documentation for Technology Lending program

# Circulation & Interlibrary Loan

The Barber Library houses approximately 70,000 physical items on the Bend campus, which also contains 14 group study rooms and 40 computer workstations. Additionally, a physical collection of 842 items are available on the Redmond campus, 60 items on the Prineville campus, and 359 items on the Madras campus.

The 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.

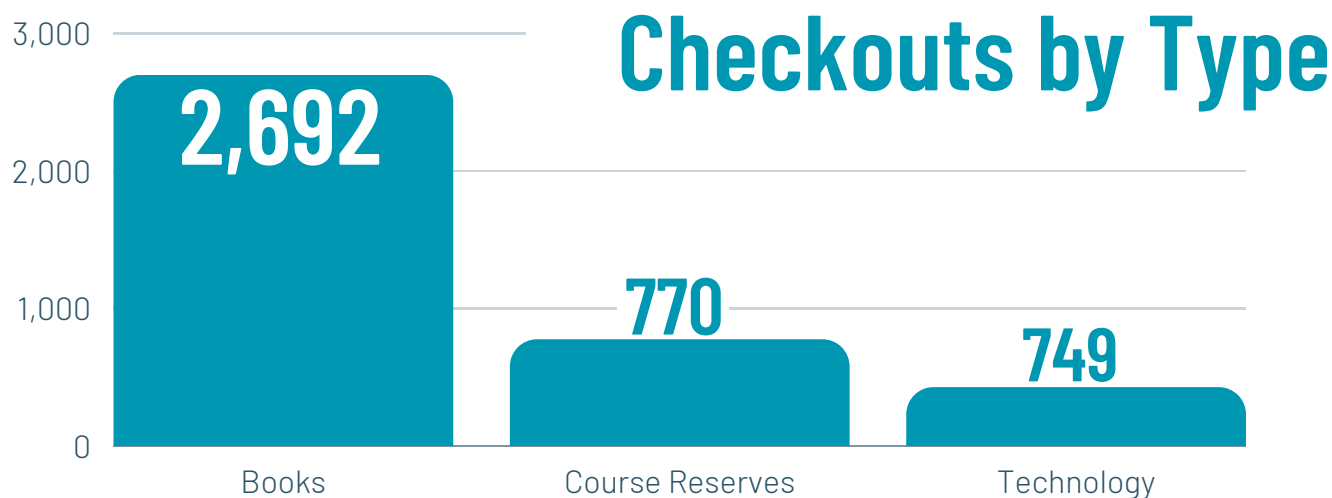
Circulation responsibilities include checking out materials, organizing and maintaining the course reserves collection of instructor-selected resources, and managing and supporting technology equipment for check out. ILL provides access to library resources outside the Barber Library collection that is free of charge to students, faculty, staff, and community members. ILL relies on Summit—a resource sharing program among a regional consortium of 37 colleges and universities in the Pacific Northwest—as well as non-consortium libraries across the country to fill requests.



**1,577** ILL requests from COCC patrons



**1,001** ILL requests from other libraries



# Collections

## Electronic Collections by the Numbers

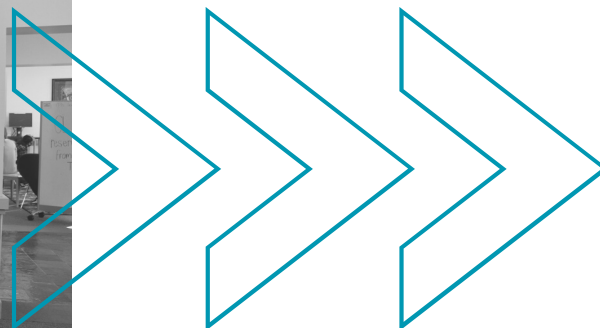
- 129** Databases
- 126,676** Electronic Media
- 111,266** Electronic Serials
- 314,732** eBooks

## Physical Collections by the Numbers

- 2,011** Physical Media
- 1,118** Physical Serials
- 60,074** Physical Books

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.



# 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 2021-22 academic year, there were 83 subject guides updated and maintained by library staff.



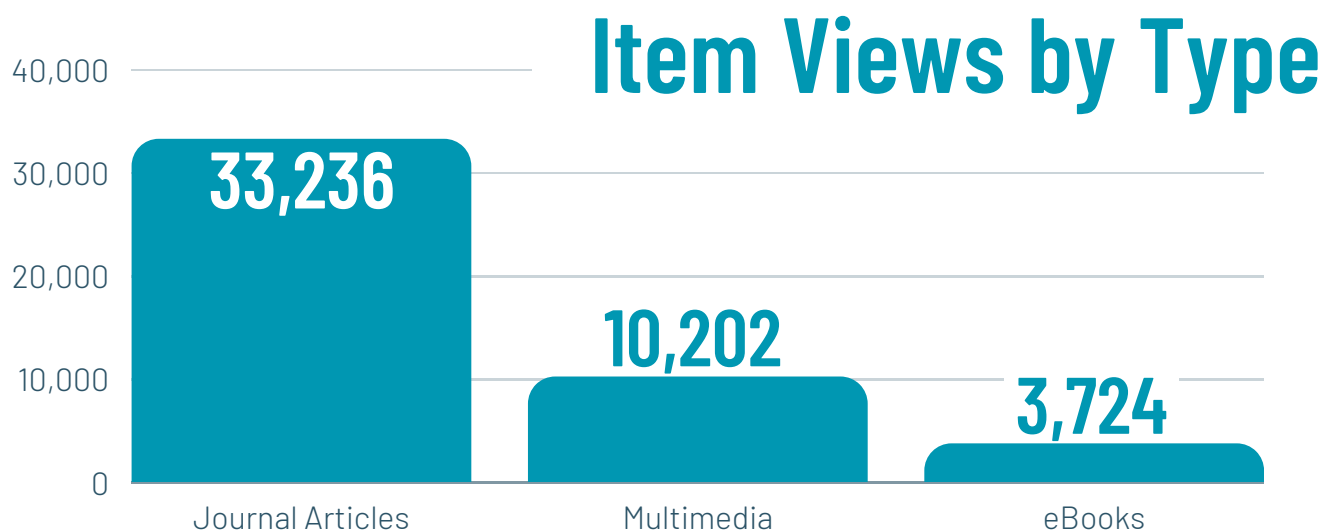
**92,196**

visits to library webpages  
*12% increase over AY20-21*



**203,613**

database searches  
*26% increase over AY20-21*



# Instruction

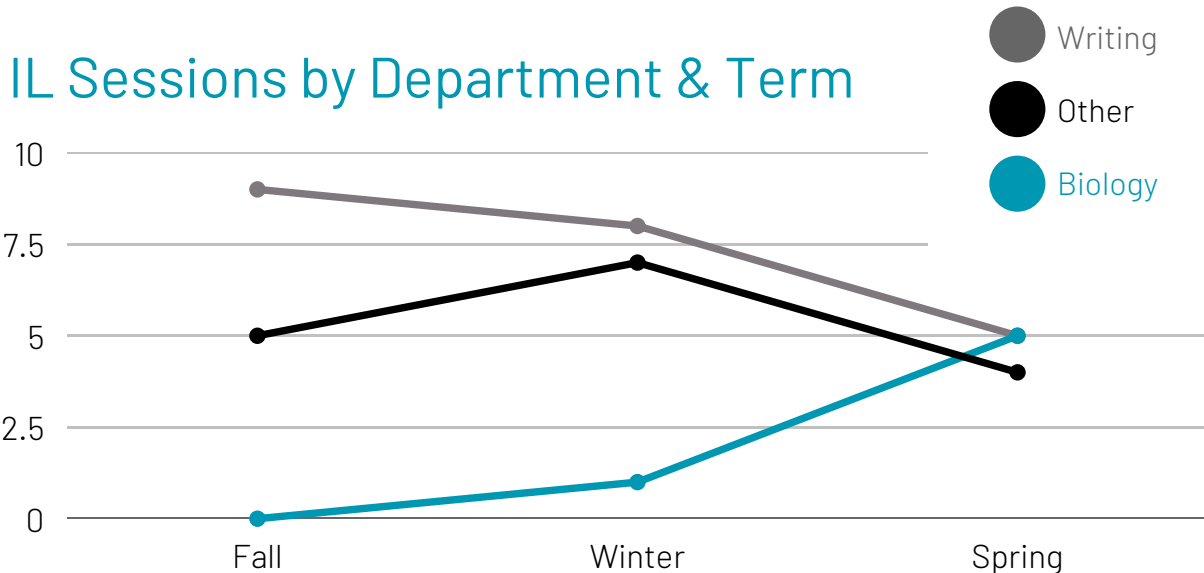
The Barber Library's instructional program is a collaborative effort across all COCC campuses to support information literacy competencies through reference services, information literacy sessions, and credit courses. Through the offered instructional services and resources, the library develops students' 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.

**888** in-person and virtual reference interactions

**22** book-a-librarian appointments

**765** total IL session attendance at 44 sessions

**134** total LIB100 enrollment for 7 sections





# Barber Library Events



## Rotunda Gallery Exhibits

The Barber Library began showcasing art in the rotunda for the first time since winter 2020:

- Plein Air to Studio, Oregon Landscapes Exhibit
- A Constant Presence art exhibit by Pat Clark



## CLERC Event Highlights

- Story Times as part of Stress Free Finals and Pride Celebrations
- Family Science Night in partnership with Early Childhood Education program, Oregon STEM Hub, and COCC's Sustainability Office



## Poetry Month

- Readings from poet and author Guadalupe García McCall
- Poetry workshops led by COCC faculty and staff
- Howl film screening and discussion

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# Looking Forward to...



## Expansion on the Northern Campuses

With the purchase of furniture, technology, and collections for the RTEC Student Commons, the library is excited to work with the Redmond campus to hire and train staff and advertise the space for student use. Additionally, in collaboration with the Early Childhood Education program, the library will establish a larger collection on the Madras campus to support students in this popular program.



## Supporting COCC Archives

After contracting this academic year with an archives consultant who provided a report detailing next steps for managing this special collection, the library will continue making progress in this area by requesting staffing support for the processing of the collection as well as work on establishing a mission, vision, policies and other priorities for the COCC Archives.



## Stabilizing Services

With library operations still recovering from COVID closures during AY2021-2022, staff look forward to stabilizing services so students can expect greater consistency. This will include seeking sustainable funding sources for the technology lending program, increasing operating hours to include Sundays, and securing staffing levels under the new Public Services organizational structure.