

# BARBER LIBRARY ANNUAL REPORT

2019-2020





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## Message from the Library Director

I am proud to share this year's annual report with highlights demonstrating the Barber Library's continued commitment to our campus community. Indeed, 2019-20 was an extraordinary year of challenges and accomplishments.

Following last Spring's adoption of a new strategic plan, we started the 2019-20 academic year with goals and activities reflecting the college's priorities for the year. Part of this was the expansion of our outreach efforts to better address the needs of the branch campus community, including a plan for a new Learning Commons on the Redmond campus. This was also the year Barber Library was part of COCC's successful NWCCU review. Continuing our OER efforts, the library led the formation of the new Textbook Affordability Task Force to help COCC students with savings in education costs. Our cultural and community contributions were also highlighted by three beautiful art exhibits that brought a lot of delighted visitors to our building.

And then, in Spring 2020, COVID-19 came. As COCC instruction had to move abruptly to the online environment, so too did the library with all of its services. Along with that, the library stepped up communications to let the campus know how we were staying agile to meet all the new, evolving needs. With our print collections now out of reach, we offered new ways to request electronic access to materials, provide curbside pick-up services, and even ship books to students. Our instructional services were adjusted to help faculty and students get the type of support they needed. During this time, the library saw the biggest increases in database usage, technology lending, and streaming media demand.

Along with new opportunities to be creative and nimble, also came new challenges with campus wide furloughs that affected the library. I am proud to say, library staff responded to these pressures with grace and resilience. I will always be thankful for our staff's ability to proceed through significant changes with courage, innovation, and dedication. When the right time comes, reopening the Barber Library will be yet another challenge; I am confident that our library team will make this next transition a similar success.

*Tina M. Hovekamp, Ph.D.*

# STRATEGIC PRIORITIES

In Spring 2019, the library adopted a 2019-23 strategic plan modeled after COCC's strategic plan and initiatives. In addition to mirroring the same four goal areas as outlined in the college plan, the library will also annually report on selected activities aligned to COCC's defined prioritized initiatives for that academic year.

## STUDENT SUCCESS

### PRIORITIZED COCC INITIATIVE: ENHANCE DEVELOPMENT OF COURSE AND PROGRAM OFFERINGS AND DELIVERY METHODS.

Library Objective: Have a fully articulated Information Literacy Program that supports COCC's course and program offerings.

- Library Activity: Progress was made on developing a library instructional plan with a timeline for goals and objectives in the 2020-21 academic year.

Library Objective: Address information literacy skills as an essential competency that enhances students' ability to navigate an information-rich environment as literate information users and creators.

- Library Activity: Provide library credit course offerings to meet or exceed library instructional outcomes. Enrollment in LIB100 saw a 12% increase in the 2019-20 academic year over the previous academic year.

### PRIORITIZED COCC INITIATIVE: ENHANCE AND PROMOTE THE RESOURCES AND TOOLS AVAILABLE TO HELP STUDENTS EFFICIENTLY COMPLETE THEIR ACADEMIC GOALS.

Library Objective: Maintain and grow online, physical, and multimodal library collections to provide a rich, high-quality information environment at all COCC campuses.

- Library Activity: Expand the library's Technology Lending program and update dated equipment. Technology lending saw a 68% increase in the 2019-20 academic year and additional purchases were made with support from an Oregon State Library grant for greater student access during COVID-19 campus closures.
- Library Activity: The Barber Library met NWCCU accreditation standards during COCC's accreditation review in Spring 2020. Additionally, the library met standards during national accreditation program visits for the nursing program in Fall 2019 and the Veterinary Technician program in Winter 2019.
- Library Activity: Expand Children's Literature & Equity Resource Center (CLERC) collection to support curriculum in the Early Childhood Education Program. 77 titles were added during the 2019-20 academic year.
- Library Activity: Support the needs of CTE and transfer curricula at all campuses by building, maintaining, and strengthening library collections. Outreach increased to all programs and departments during the 2019-20 academic year to better align collection development with expressed needs.

# STRATEGIC PRIORITIES

## STUDENT EXPERIENCE

**PRIORITIZED COCC INITIATIVE: DEVELOP AND IMPLEMENT A COMPREHENSIVE APPROACH TO ACADEMIC OFFERINGS AND STUDENT SUPPORT SERVICES ON ALL CAMPUSES AND ONLINE.**

Library Objective: Develop a strategic approach to providing library resources and services that are responsive to the evolving needs of students on the northern campuses and online.

- Library Activity: Progress was made on developing a collection development plan to identify current resources (monographs, serials, electronic resources) available to programs on the northern campuses and address gaps.
- Library Activity: Initial funding was approved to develop a Learning Commons on the Redmond campus, but plans were placed on hold due to COVID-19.

## COMMUNITY ENRICHMENT

**PRIORITIZED COCC INITIATIVE: ADVANCE POSITIVE REGIONAL ECONOMIC DEVELOPMENT BY ASSISTING WITH EDUCATIONAL AND TRAINING NEEDS OF BUSINESS, INDUSTRY, AND WORKFORCE.**

Library Objective: Maintain and grow library collections and programs that are responsive to regional economic development and training needs of Central Oregon business and industry.

- Library Activity: Support regional Early Childhood Education professionals via CLERC collections and programming. There were 180 checkouts of CLERC items to community patrons during the 2019-20 academic year.

## INSTITUTIONAL EFFICIENCY

**PRIORITIZED COCC INITIATIVE: IMPROVE PRACTICES AND STRUCTURE RELATED TO PROVIDING A HEALTHY AND PRODUCTIVE WORKPLACE.**

Library Objective: Cultivate a work environment where library staff, administrators, and faculty are engaged and committed to library and college missions.

- Library Activity: All library faculty, classified staff, and administrators received comprehensive evaluations in a timely manner and following college evaluation standards and requirements. During the 2019-20 academic year, one faculty librarian received promotion, another faculty librarian was awarded a sabbatical, an administrative librarian successfully completed a 360 evaluation, and the Library Director received the Administrator of the Year award.



# LIBRARY COVID RESPONSE

Spring 2020 was an unusual term for the entire COCC community, and the library was no exception. When Deschutes County reported its first case of COVID-19 on March 11, 2020, COCC was responsive, moving the majority of classes to an online or remote environment within 24 hours. Initially, the Barber Library remained open to serve those students who had limited or no computer access at home. However, by March 16, the library building closed to the public when the college determined it was difficult to balance access with the safety of students and staff.

Immediately, the library adapted with significant effort and creativity to continue providing services and resources in the new remote environment. Luckily, much of what the library offered was already available online. By April 7, the library team had quickly transitioned to offer a variety of accommodations including:

- curb-side pickup for books and AV items;
- home delivery of course reserve textbooks;
- limited scanning services for electronic access to select portions of books and course reserves;
- increased access and support to faculty for locating streaming video and online materials.

15 Chromebooks and 5 graphing calculators were added to the collection in Spring 2020 to support students needing technology access.

Information literacy instructional sessions were also delivered remotely, and the instructional team created class-specific and general asynchronous tutorials using a new interactive software.

This annual report and the data captured here describes a rather atypical year for the library. COVID-19 left a significant impact on enrollment, usage, budgets, and staffing and that impact is reflected in the reported numbers. However, the library proved to be quick and flexible in making changes that best served students, faculty and staff.



# CIRCULATION & INTERLIBRARY LOAN

## ILL BY THE NUMBERS



1,442

REQUESTS FROM OTHER  
LIBRARIES



1,952

REQUESTS FROM COCC  
PATRONS



3,394

TOTAL REQUESTS  
PROCESSED AT COCC

The Barber Library houses approximately 70,000 physical items in the 72,500-square foot building on the Bend campus, which also contains 14 group study rooms and 40 computer workstations. 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, and staff. 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.

Due to the library's pandemic response (see page 3), the 2019-20 academic year saw significant changes to this department, with a 21% decrease in lending and a 30% decrease in patron borrowing.

# CIRCULATION

## BY THE NUMBERS

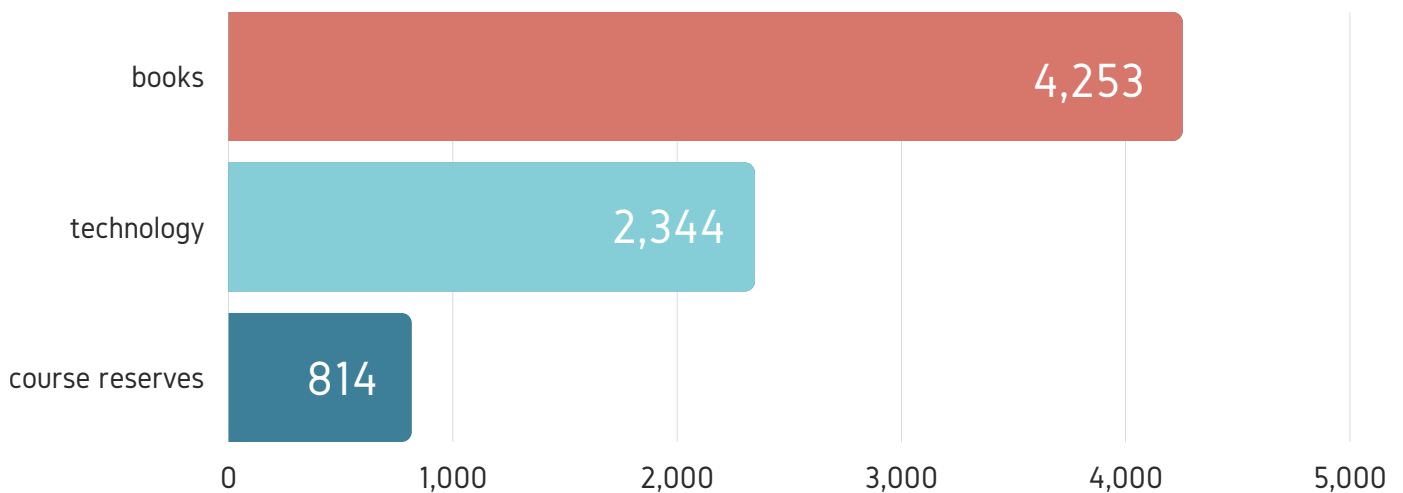
108

COMMUNITY  
PATRON  
REGISTRATIONS

8,010

CIRCULATION DESK  
INTERACTIONS  
WITH PATRONS

### CHECKOUT BY TYPE





# COLLECTIONS

## BY THE NUMBERS



49,801

JOURNAL ARTICLE VIEWS



45,882

MULTIMEDIA VIEWS



12,728

EBOOK VIEWS

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; print and electronic magazines; print and electronic journals; online databases, online encyclopedias, and other electronic resources; DVDs and streaming video; government documents; gifts; and special collections. All collections support and fulfill COCC's curricular and programmatic needs.

During the 2019-20 academic year, the department staff selected, cataloged, and added 725 books to the collection in support of student research, COCC programs, and lifelong learning. This represents a 84% drop in collection development due to a budget freeze in March 2020 as a response to COVID-19.

To better address the needs of students in Redmond, Madras, and Prineville, browsing fiction collections were established on each campus in Fall 2019 to allow for pleasure reading and lifelong learning.

Additionally, the Collections department added numerous online resources to the Children's Literature & Equity Resource Center webpage, expanding remote access to students and faculty during the COVID-19 closures.

# COLLECTIONS

## BY THE NUMBERS

### DATABASES

154

### MEDIA

2,523 PHYSICAL

44,299 ELECTRONIC

### SERIALS

7,831 PHYSICAL

100,045 ELECTRONIC

### BOOKS

60,873 PHYSICAL

260,483 ELECTRONIC



# DISCOVERY

## BY THE NUMBERS



22,621

VISITS TO LIBRARY SUBJECT GUIDES



131,119

VISITS TO LIBRARY WEBPAGES



177,847

DATABASE SEARCHES

As part of the Barber Library's Collection Development, Acquisitions, and Technical Services department, the Discovery staff manages 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, curating 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 2019-20 academic year, there were 62 subject guides updated and maintained by library staff.

Trends in student usage continue to show decreases in database searches, with a 9% drop between 2018-19 and 2019-20 academic years. However, searches spiked higher than anticipated in May through July 2020, with a 33% increase over the same time in 2019. Multimedia views in May through July 2020 were also three times higher than during the same time period in 2019. These usage numbers occurred during the Spring 2020 term when teaching went remote in response to COVID-19.



# INSTRUCTION

## BY THE NUMBERS

2,250

INSTRUCTIONAL INTERACTIONS\*

3,009

REFERENCE INTERACTIONS

63

VIRTUAL REFERENCE  
INTERACTIONS

12

BOOK-A-LIBRARIAN APPOINTMENTS

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.

In a continued effort to use the library credit course, LIB100, to support Career and Technical Education (CTE) programs, the library piloted a special topics version of LIB100 for Education and Early Childhood Education students. The library instructional team will continue to work with Education and ECE faculty in the 2020-21 academic year to integrate LIB100 in the required or recommended curriculum.

For reporting of information literacy (IL) instructional sessions in the 2019-20 academic year, the data will be broken into synchronous and asynchronous sessions. All asynchronous sessions were requested and created in spring 2020 when teaching went remote in response to COVID-19.

\*INCLUDES REFERENCE AND RESEARCH QUESTIONS, IL SESSION ATTENDANCE, CREDIT CLASS ENROLLMENT, AND LIBRARIAN APPOINTMENTS



# INSTRUCTION

## BY THE NUMBERS

1,187

total IL session student attendance at 60 IL instructional sessions (synchronous)

305

total IL session student attendance at 8 IL instructional sessions (asynchronous)

176

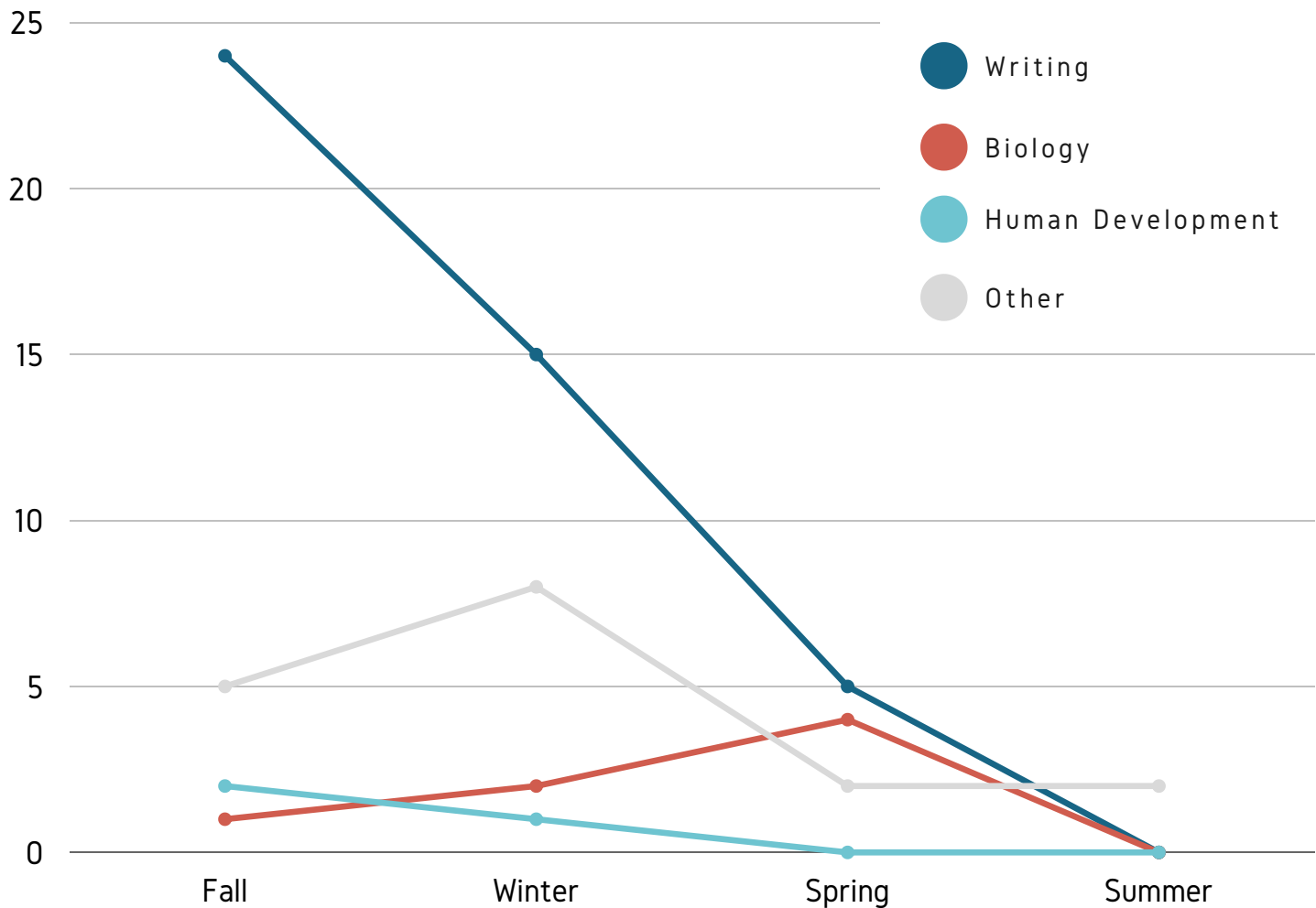
total LIB100 student enrollment for 7 sections of LIB100

105

total student enrollment for 4 embedded librarian classrooms

# INSTRUCTION BY THE NUMBERS

## IL SESSION BY DEPARTMENT & TERM



# LIBRARY PROGRAMS & EVENTS

## BY THE NUMBERS

390

ATTENDANCE AT LIBRARY EVENTS HELD IN FALL 2019 & WINTER 2020

3

ART RECEPTIONS FEATURING WORK FROM THE WATERCOLOR SOCIETY OF OREGON, JACOB JOSEPH NORRIS, AND FORMER COCC PRESIDENT DR. ROBERT BARBER

5

GAME NIGHTS SPONSORED BY THE LIBRARY, COCC'S GAMING CLUB, AND ASCOCC

As part of the Barber Library's mission of offering rich educational and cultural experiences, staff organize, market, and facilitate activities for students, staff, faculty, and community patrons. While not comprehensive, this page highlights activities offered during the 2019-20 academic year. Due to COVID-19 campus closures, reporting of attendance and events held at the library building is limited to Fall 2019 and Winter 2020.

As part of the library's annual recognition of Poetry Month, a multi-dimensional celebration was planned on the theme of "Borders." Anticipated activities featured young adult author and poet Guadalupe Garcia-McCall, multiple workshops, and multiple author talks. The planning committee pivoted when events were canceled due to campus closures, creating an online celebration of Poetry Month on the theme "Hope is the Thing with Feathers." Virtual events held throughout the month included recordings of faculty and staff reading their favorite poems, "Book Title Poetry," Community Education poetry writing workshops, Kim Stafford Pandemic Poems, and links to regional and national events such as the Library of Congress' poetry audio recordings.

# LOOKING FORWARD TO...

CONTINUED SUPPORT OF REMOTE INSTRUCTION AS THE COCC COMMUNITY ADAPTS TO CAMPUS CLOSURES.

IN COMPLIANCE WITH OREGON HOUSE BILL 2213, COCC APPROVED THE TEXTBOOK AFFORDABILITY PLAN TO CREATE MEASURABLE OBJECTIVES FOR STUDENT SAVINGS DURING THE 2020-21 ACADEMIC YEAR. THE LIBRARY PLAYS A LEADERSHIP ROLE ON THE NEWLY CREATED TEXTBOOK AFFORDABILITY WORK GROUP TO SUPPORT STUDENT AFFORDABILITY EFFORTS AT COCC.

DURING THE 2019-20 ACADEMIC YEAR, PROGRESS WAS MADE ON THE DEVELOPMENT OF A NEW INFORMATION LITERACY PLAN. THE LIBRARY WILL DEVELOP PRIORITIZED GOALS AND ACTIVITIES DURING THE UPCOMING ACADEMIC YEAR TO FURTHER STRENGTHEN INFORMATION LITERACY INSTRUCTIONAL EFFORTS.

IN COORDINATION WITH THE COCC COMMUNITY, THE LIBRARY ANTICIPATES PLANNING FOR RE-OPENING IN A POST-COVID ERA.