



Barber Library Annual Report

2020-2021

STUDENT COMMENTS

"[The Library] is a quiet spot where I can do my work in between classes!"

"[The Library gives me] access to the resources for all my courses."

"[Now that the library is open, I'm excited to] study with people in person using the study spaces!"



LIBRARY MISSION STATEMENT

The Barber Library & Learning Commons supports student success and community enrichment by: providing dynamic and high-quality resources, services and student-centered learning environments; leading Information Literacy efforts; and offering rich educational and cultural experiences that benefit COCC and the broader community in a collaborative culture of diversity, equity and inclusion.

Message from the Director

Similar to libraries around the country, COVID-19 had a significant impact on Barber Library. Continuing adjustments made at the start of the pandemic, the department monitored and adopted its response and services based on campus and state mandates and in light of the college's evolving needs, library staff transitions, and needed changes for access.

Following the departure of the Circulation and ILL Coordinators in Summer 2020, the library went through a reorganization of its Public Services department with the consolidation of Circulation and ILL under a new Head of Access Services administrative position. In Winter 2021, we also recruited for a Systems & Discovery Librarian due to yet another vacancy. Despite such significant changes in our staffing profile and the loss of 1 staff FTE, we were thankful to land with successful hires to add to the quality of our library team.

Collection development for serials, online resources, and streaming video continued this year despite the freezing of our capital monograph budget. In response to the need for remote access, the Library's Technical Services department did an extensive evaluation of our serial subscriptions and converted a number of print journals to the online format. Moreover, following a spike in streaming video demands and usage, the library worked closely with faculty and a variety of steaming video vendors to provide timely support for COCC's online classes.

To support new, urgent technology needs among our students during remote instruction, Barber Library collaborated with IT, eLearning, and the President's Office to add a new hotspots lending service and also increase its circulating collection of laptops. By the end of the year, our Technology Lending program increased to approximately 130 circulating hotspots and laptops from the roughly dozen previously in the collection. I expect this growth will continue to have a significant impact on our Circulation services for the years to come.

Among other activities to highlight is the completion of Barber Library's Information Literacy (IL) Plan. This work is an important component of the department's efforts to determine priorities and specific activities that will help us operationalize and assess our Library's IL goals and progress. Finally, this year's library-led virtual Poetry Month organized around the theme "Together" was a fun celebration among our COCC campuses, providing a much needed respite from the stress of a difficult year.

I would like to conclude this brief overview by thanking once again the exceptional colleagues I work with. Their support, dedication, and adaptability during these challenging times have been important to maintain our cohesion as a department and also our library's connectivity to the rest of the college including our students, faculty and staff.

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



Circulation & Interlibrary Loan

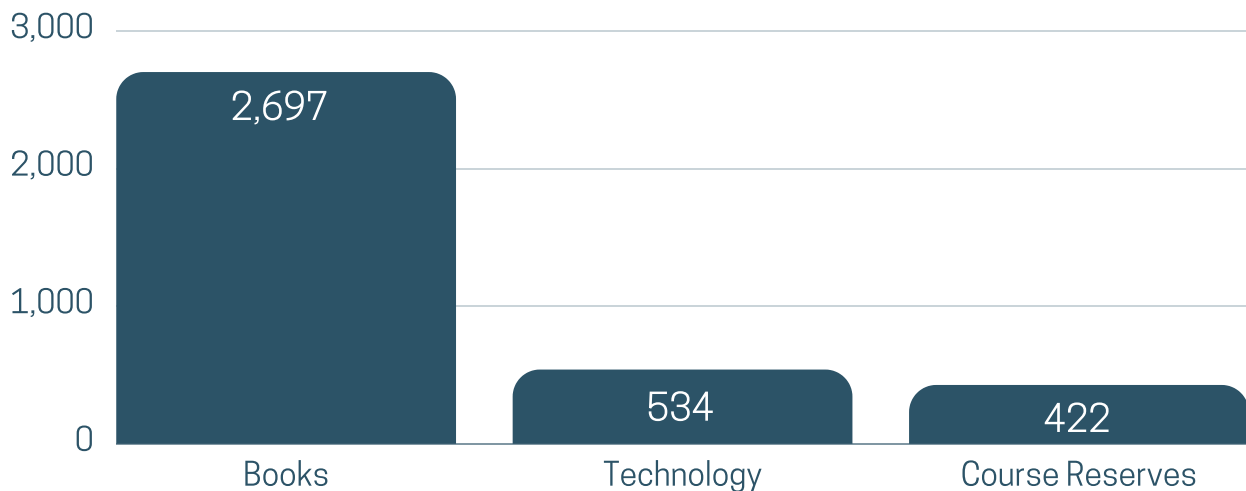


Interlibrary Loan By the Numbers

1,283 ILL requests from COCC patrons

1,243 ILL requests from other libraries

Checkout Types By the Numbers



Circulation Strategic Priorities

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.

As part of Barber Library's strategic direction, the Circulation and Interlibrary Loan (ILL) departments prioritized the following activities:

Student Success

Utilizing library partnerships for resource sharing to enhance student access appropriate to completing academic goals, COCC became the first community college to go fully live with RAPIDILL service. This “add-on” service allows for quicker online delivery of requested interlibrary loan articles. Currently, COCC averages about 3-5 RAPIDILL lending requests per day. Additionally, to enhance support for students overcoming non-academic challenges, the library's technology collection grew to a total of 124 circulating items, including hotspots (57), Windows laptops (20), Chromebooks (35), Macs (7) and iPads (5). The Circulation department also implemented the lifting of overdue fines for all of its collections to help students with access barriers.

Community Enrichment

As the largest academic library in the Central Oregon region, the library responded to the needs of community members by providing access to ILL services in winter 2021.



Collections

By the Numbers

159 databases

120,102 electronic media

2,612 physical media

96,067 electronic serials

1,919 physical serials

283,456 eBooks

61,126 physical books

Collections Strategic Priorities

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.

As part of Barber Library's strategic direction, the Collections department prioritized the following activities:

Student Success

Despite the frozen book budget during this academic year due to the pandemic, the department continued to work on growing library collections that support a rich, high-quality learning environment across all COCC campuses. To this end, the library team worked closely with departments like Sciences and Allied Health that relied on physical collections no longer accessible during campus closures to replace print subscriptions with online access to important journals, such as *Nature*, *Science*, and *Journal of the American Medical Association*. Moreover, regional and state partnerships continued to contribute to savings and adding to the quality of the library's collection. For example, the library's membership in the Orbis Cascade Alliance resulted in \$37,572 in cost avoidance for 13 database products during the 2020-21 academic year. The Alliance also provided a subscription to the streaming films database AVON that saved \$4,000 for the library's outside services budget.

Student Experience

For several years, Barber Library has been leading a number of efforts promoting diversity, inclusiveness, and community. This year, as part of that mission, 31 titles were added to the CLERC collection that supported general diversity topics, Black history, and neurodiversity. Additionally, the Collections Development Librarian attended a Library Journal training workshop series titled Equity in Action: Fostering an Antiracist Library Culture. Through this training, she audited CLERC holdings presenting Native American stories for "own voices" authorship to center Native American characters and voices.



Library Resource Discovery

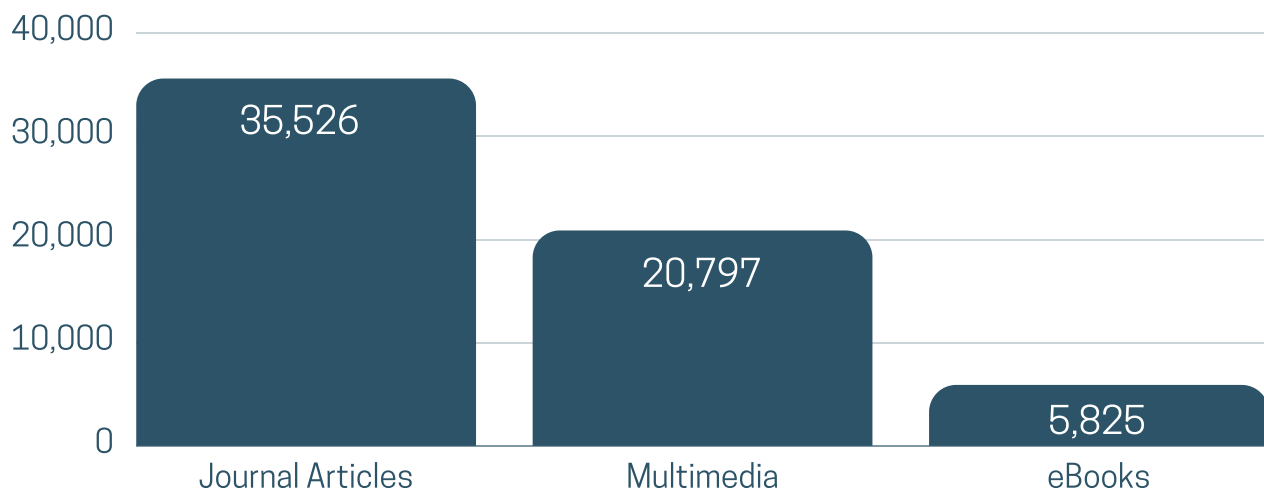


Website Views By the Numbers

82,075 visits to library
webpages

161,503 database
searches

Item Views By the Numbers



Discovery Strategic Priorities

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 2019-20 academic year, there were 62 subject guides updated and maintained by library staff.

As part of Barber Library's strategic direction, the Discovery department prioritized the following activities:

Student Success

During campus closures, the library's website homepage was an essential resource for promoting library services and easing discovery of resources. In addition to maintaining a continuously updated page of COVID changes, a pop-up chat window was added to more proactively offer support to site visitors. The expanded technology lending program also was added to a prominent spot on the homepage in order to more clearly advertise the new items available for checkout.

To increase access to course materials and resources that support student success, the library applied for an ARPA grant from the Oregon State Library and was subsequently awarded \$6,558. These funds will support a proposed Controlled Digital Lending (CDL) and Course Reserves pilot to digitize library-owned hard copies of expensive texts for “controlled” lending to students. This pilot will expand access to the library's Reserves collection and also add to the campus affordability efforts in support of reducing students' college costs.



Instruction

By the Numbers

160 email & phone reference

73 chat reference

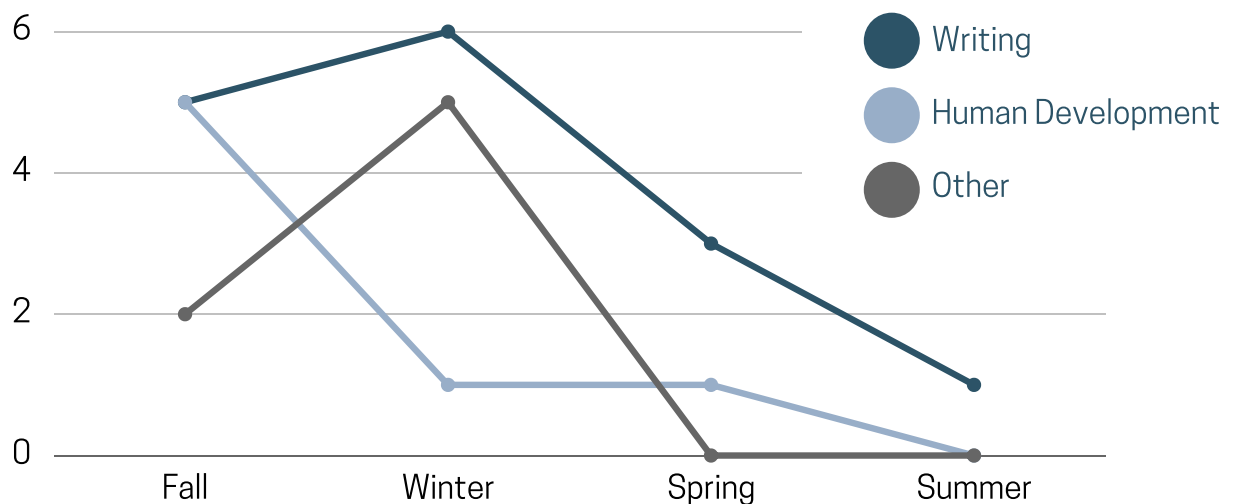
15 book-a-librarian appointments

632 total IL session attendance at 30 sessions

76 total student enrollment for 3 embedded librarian classes

172 total LIB100 enrollment for 8 sections

IL Sessions By Department & Term



Instruction Strategic Priorities

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.

As part of Barber Library's strategic direction, the Instruction department prioritized the following activities:

Student Success

As a means of enhancing the library's instructional offerings and delivery methods, the library team developed a fully articulated information literacy plan with measurable goals and objectives. During the 2020-21 academic year, the plan was formalized by identifying a timeline for focusing on instructional activities as well as goals for each activity. More progress will be made in the upcoming academic years.

Student Experience

To increase access to library instructional support on all campuses and online, the library continued to grow its online offerings by developing 4 new subject guides based on faculty requests, revising 45 existing guides, and designing and creating 5 multimedia self-guided research and class-specific tutorials.

Looking forward to....

Following a full academic year of primarily remote classes and services, the library team is excited to re-open to students and the community. We will rebuild library staffing in order to continue offering quality, comprehensive service.

During the 2021-22 academic year, the library will focus on ways to safely return to full operations and market our resources to returning and new students.

As the Redmond campus continues to expand, the library will work with college partners to open a Redmond Student Learning Commons.

The library will monitor and respond to new trends in higher education and in our local community to sustain library services and collection support.

