



LIBRARY DEPARTMENT and PROGRAM REVIEW: ANNUAL REPORT

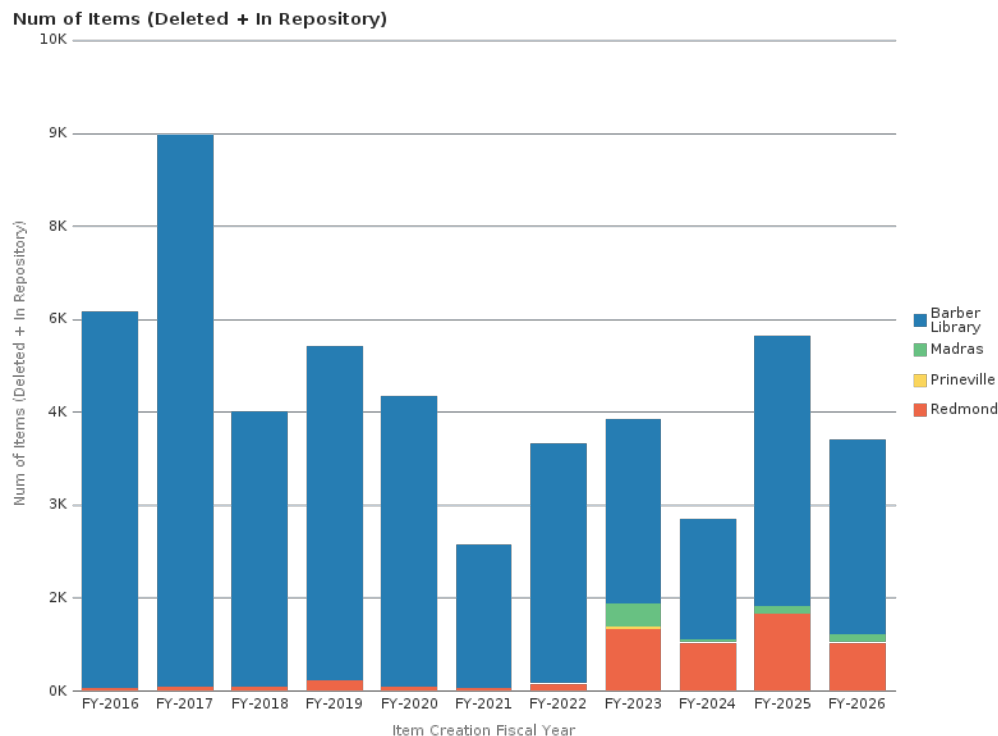
Part 5: Data Findings

Goal 1: Increase the accessibility of the library's content and resources to better support students.

- The established target was that 75% of the audited resources were acceptably accessible or have a remediation pathway identified. This target was met with 76% of our products providing a VPAT stating that they meet WCAG 2.1 AA.
- [Full details of the audit are available here](#), but a summary is provided in the following table.

Self-reported as meeting WCAG 2.1 AA	Number	Percent of Total
Yes	108	76%
No	5	3%
Lacking VPAT (no determination made)	30	21%

Goal 2: Increase usage of library collections and services at the COCC branch campuses.



- As evidenced by the above figure, collections on the branch campuses continue to grow year-over-year.
- Circulations in Madras and Redmond have increased in FY26, compared to FY25. Prineville is down compared to FY25.

Circulation by Campus	FY25	FY26	% Change
Bend	10,392	12,027	16%
Madras	148	208	41%
Prineville	132	110	-17%
Redmond	376	575	53%

- Visits to the Redmond Library web page grew significantly (91%) between FY24 and FY25. FY26 is not on track for similar growth. With the fiscal year about 75% complete (as of this writing), visits are down 23% from the previous fiscal year.
- Primo, the user-facing discovery system, includes facets for users to filter their results by library or location. In FY25 (the earliest full year we have this data for), these facets were used a total of 107 times. In FY26 YTD, these facets have been used 250 times.
- Headcounts in the Redmond Library at the Student Commons were down over previous academic years.

Academic Year	Fall	Winter	Spring	Summer	Total
2023-24	653	519	526	70	1,421
2024-25	856	364	275	119	1,624
2025-26	384	327	132	23*	875

**summer term was not complete at the time of this data collection*

- Branch campuses instructional sessions increased, as did the number of students reached.

Academic Year	Redmond IL Requests	Prineville IL Requests	Madras IL Requests
2023-24	1	0	1
2024-25	6	1	1
2025-26	7	0	5

Academic Year	Students Taught at Redmond	Students Taught at Prineville	Students Taught at Madras
2023-24	24	0	16
2024-25	93	5	5
2025-26	97	0	47

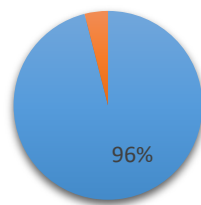
Goal 3: Expand access to high-demand course-specific materials (e.g., lending technology, course reserves) on all COCC campuses.

- 240 textbooks added to the Course Reserves collections on the three campuses.
- Between FY24 and FY25, the circulation growth was relatively similar to COCC's enrollment growth (14% circulation growth; 12% enrollment growth). With 22% of FY26

left (as of April 9, 2026), circulations of high-demand items increased 11% over FY25 totals, which is higher than COCC's enrollment growth (4%).

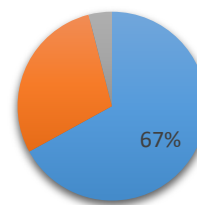
- Redmond, Madras and Prineville all had significant circulation growth in FY24, relative to FY23. Prineville and Madras have not increased beyond their FY24 peaks, but Redmond has grown each year since FY24, including a 44% growth in circulation of high-demand items year-to-date in FY26. Redmond course reserves circulation has grown 165% in FY26 over FY25.
- With FY26 incomplete, the number of item requests for each campus is lower than in FY25, most markedly in Prineville (-37%) and Madras (-22%). In Redmond, requests are only 4% off FY25 total, suggesting it will reach or surpass that number by the end of the fiscal year.
- The average transit time for a delivery is down 1 day for Madras (6 to 5 days) and Prineville (8 to 7 days) and remains steady at 2 days for Redmond.
- During spring 2026, the library distributed a survey at the time of laptop checkout. 49 patrons responded. Respondents reported using the laptops for research, assignments, classes, software access, and studying.

**Importance of Laptop Checkouts
to Academic Progress**



■ Very Important ■ Somewhat Important

**Laptop Checkout Impact on Students'
Ability to Complete Coursework**



■ Significant ■ Moderate ■ Minimal

Goal 4: Strengthen the library's engagement with the community.

- The library hosted a variety of successful community events that were open to the campus and wider community.

Event	Date	Attendance
Rain Shadows, Rotunda Gallery Art Exhibit	July to Aug.	20
Central Oregon Flute Ensemble Chamber	Sept. 26	80
A Life Well Woven, Rotunda Gallery Art Exhibit	Sept. to Dec.	50
An Evening with Author Aiden Thomas	Oct. 13	20
ECE Learning Circle, Redmond campus	Nov. 19	30
Finals Week Storytime	Dec. 9	18
Bare Limbs, Rotunda Gallery Art Exhibit	Dec. to Mar.	50
Anti Procrastination Cafe, Redmond campus	Feb. 2	10
Share the Love: Make Your Own Valentines	Feb. 9	30
Season for Nonviolence Book Discussion, Redmond campus	Feb. 10	4
Central Oregon Symphony Association: Music in Public Spaces	Feb. 28	100

Student Art Show, Redmond campus	Mar. 11	40
Satsumas on the Moon, Rotunda Gallery Art Exhibit	Mar. to June	30
Poetry Month 2026 programming (4 events on all campuses)	April	50
Bend Pops Orchestra: Composing Masterclass	June 2	25
		Total: 557

VP comments: *This significant amount of data provides a useful snapshot of usage both for academic and community enrichment uses of the library spaces and resources. Thanks for the thorough and clear presentation of the information. Further comments in the next section.*

Part 6: Data Interpretation

Goal 1: Increase the accessibility of the library's content and resources to better support students.

- The library team was proactive in not just reviewing its own webpages and content, but also ensuring outside vendors and service providers are complying with federal accessibility standards.
- For resources without a VPAT, any alternative accessibility statements need to be reviewed for compliance with WCAG 2.1 AA
- Vendors with resources that are out of compliance by admission need to be contacted for information regarding their plans to come into compliance. The library should develop a standardized approach to making determinations about resources that do not meet accessibility standards, taking into consideration cost, availability of equivalent resources, department/curriculum needs, etc.

Goal 2: Increase usage of library collections and services at the COCC branch campuses.

- Although the library's total acquisitions budget has remained unchanged for years—including when the Redmond Campus Library first opened—during AY25-26, the library purchased \$1,300 in books for the Redmond Library using non-general fund resources. Such book purchases reflected Redmond Campus program needs. In addition, we continued twelve periodical subscriptions (a total of \$2,366) in support of Redmond Campus programs. Madras Campus CLERC collections were funded in FY26 with an Early Literacy Grant of \$1500, plus an additional \$500 from the same grant for books and kits related to Dia De Los Muertos. The Prineville Campus collections consist of a book cart. COCC Library's capital budget funds are used for books that get cycled to that book cart on a regular basis. To better track expenditures specific to the branch campus needs, adding accounts for these purchases would be both practical and demonstrate the library and college's commitment to the branch campus needs.
- With the Redmond Library's webpage decline in visits, it's worth noting that in FY26, the Redmond Library hours were moved to the primary library homepage and the Redmond

contact information was listed on other library pages (both had previously only been listed on the Redmond Library webpage). The library should consider the utility of the Redmond Library's homepage and determine if distinct information is necessary to serve Redmond students as all resources listed on the primary library webpage are relevant to students, regardless of campus.

- Instructional activity has increased with greater outreach to the northern campus faculty. However, that has not translated to increased usage of the Redmond Library space. Outreach efforts should target Redmond students and highlight the affordances of the space. Instructional outreach should include creative options that bring classes into the library space.

Goal 3: Expand access to high-demand course-specific materials (e.g., lending technology, course reserves) on all COCC campuses.

- In FY26, the library piloted a Course Reserves collection development project: A one-time allocation of non-general funds to bolster our Reserves textbook collections for science and health disciplines taught in Bend, Redmond, and Madras campuses. The original allocation included a total of \$20,000 dedicated to this special project: \$12,500 from AINES Foundation funds and \$7,500 from the Library Endowment fund (LIBEND). We ended up spending a total of \$5,666 less (\$5,046 less in AINES and \$620 less in LIBEND funds). During this early adoption of the pilot project, the cost per textbook use may appear high; however, some titles have not yet been adopted for courses, and student awareness of the program was limited during the first year. To fully understand the potential impact on students, it is recommended that this project be evaluated within the context of a two-year cycle, with 2026-27 being the second cycle to track use stats and lifecycles for these newly purchased Reserve textbooks. Creating a robust outreach plan to students and faculty during this second year will also be critical. If the library decides to implement a second two-year cycle for 2027-29 to fund this project, there will also be a need to develop a sustainable funding model. Currently, the most likely source for such funding is the library's non-general funds. Funding for the Bend and Redmond collection may also need to be increased somewhat based on demand trends the library will monitor.

Goal 4: Strengthen the library's engagement with the community.

- These events have attracted a lot of community and COCC interest and continue to support the efforts of making the library a local cultural center, venue, and communal space for a variety of programming. Estimates for these events range from about 15-100 people, depending on the reach, audience, and outreach for the events. The library will continue outreach, collaboration, and connection building with community partners to bring such future events and programming to campus.

The library demonstrated a proactive approach to supporting the college's compliance obligations and a clear commitment to the growing demands of serving COCC's branch

campuses. The library has also become a well-known destination for cultural experiences within the Central Oregon community that embraces both the library and college's mission and values. Based on this data, the library has exhibited a strong foundation in each of the goal areas and will identify activities to support improvements in Part 7.

VP comments: *Goal 1 - Your data and analysis around Goal 1 (digital accessibility) show great promise for meeting next year's WCAG deadline (extended by one year) with even greater success than you met your goal this year. Your plans to create a standardized approach for resources without a VPAT are wise, and I suggest you collaborate with the campus's digital accessibility coordinator in order to be consistent with other parts of campus (or help them be consistent with you). Goal 2 – Thank you for your continued efforts to expand services to and resources for the branch campuses in ways that are unique to each. The declines in usage and visits in Redmond is puzzling and I know you will be studying that in order to help students understand and use the space and resources more. Goal 3 – Shifting to a two-year review and evaluation cycle is a good idea, since the course reserves may still be gaining traction among students. New budget allocation may be difficult to come by in the coming budget cycle, but we could look for grant opportunities to help fund future additions to the collection. This has been the case with laptops; we have not had significant College funds for this, so the director sought grants and was able to replace a few laptops. Goal 4 – The library's community enrichment offerings are well-chosen for a variety of audiences and have been relatively successful. Please continue this good work.*

Part 7: Action Plan

The library substantially met the goals established for the current planning cycle and has demonstrated measurable progress in improving accessibility, expanding branch campus services, increasing access to high-demand materials, and strengthening community engagement. Given this progress, the library will evaluate whether new or revised goals are appropriate for the next planning cycle, shifting from establishing foundational services toward new initiatives or refining existing initiatives.

At the same time, the library will prioritize several targeted action items identified through this year's assessment to strengthen services and improve long-term effectiveness.

- Develop a standardized policy and decision-making framework for evaluating resources that do not meet accessibility standards, including criteria for retaining, replacing, or excluding vendors based on accessibility compliance, curricular need, cost, and the availability of comparable products.
- Develop and implement a plan for contacting the approximately 21% of vendors whose products currently lack sufficient accessibility documentation, requesting VPATs or information regarding their accessibility roadmaps and timelines for compliance.
- Review the purpose and effectiveness of the Redmond Library webpage following recent website navigation changes to determine whether dedicated content better supports student awareness and engagement.

- Evaluate outreach activities at the Redmond campus to identify opportunities to increase student awareness and use of the library space, including programming, instructional partnerships, and events that intentionally bring students into the library.
- Develop clearer budget tracking for branch campus collection expenditures to better document institutional investment and inform future planning.
- Collect additional circulation and usage data for the current Course Reserves pilot project and assess the pilot at the conclusion of the two-year evaluation period, including textbook usage, cost effectiveness, lifecycle expectations, and student impact.

By focusing on these targeted improvements while evaluating the next generation of departmental goals, the library will continue to strengthen equitable access across all campuses, support institutional accessibility efforts, and ensure that future planning is informed by assessment and sustainable practices.

VP comments: *These plans build well on your findings from this year, and I support your efforts to refine your activities that will help you reach the goals you have set up. Thanks for the good work thus far and your ongoing attention to continuous improvement.*