

2021-22 LIBRARY STRATEGIC PRIORITIES

(highlighted are sections we may include beyond this year's COCC priorities)

STUDENT SUCCESS

SS-2: ENHANCE AND PROMOTE THE RESOURCES AND TOOLS AVAILABLE TO HELP STUDENTS EFFICIENTLY COMPLETE THEIR ACADEMIC GOALS.

OBJECTIVE SS-2.1

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

ACTIVITIES

- Create an advisory committee to help guide the vision, strategies, events and policies of the Children's Literature & Equity Resource Center

Metrics/benchmark: *completion of advisory committee Fall Term, 2021.*

Assessment: Completed. Advisory Committee consists of COCC faculty, students, library staff and Education Service District representatives. Meetings are once a term.

- Collaborate with other COCC and community entities to build CLERC programs and collections; expend \$500 from Early Learning's Roundhouse grant on CLERC collections.

Metrics/benchmark: *Roundhouse grant will be expended by Dec. 1st, 2021; other grants will be expended by deadline.*

Assessment: Roundhouse grant (and AELEY, LSTA and Oregon K-12 grants) expended, expanding collections in Barber Library CLERC, RTEC Student Commons and Madras CLERC.

- Develop a library outreach plan to formalize the library team's outreach activities with clear directives, partners, and outlets so that the valuable services, resources, and events the library provides are efficiently and effectively advertised to students

Metrics/benchmark: *completion of outreach plan by winter 2022*

Assessment: Completed and available in Sharepoint

- Gather student feedback as we continue to determine library hours and services following the 2021 campus opening .

Metrics/benchmark: *Spring 2022 - student and faculty survey or use other feedback mechanisms (main campus and branch campuses)*

Assessment: Based on anecdotal evidence, informal feedback from students and staff, and general student study habit trends, the Library decided to extend its business hours to include Sundays, noon-7pm, for Fall 2022.

OBJECTIVE SS-2.2

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

ACTIVITIES

- Survey faculty and student needs for online and print library materials on the Redmond Campus; create plan for focused program-based library collections in RTEC Information Commons space to meet curriculum-based research needs, life-long learning goals and accreditation requirements.

Metrics/benchmark: *Survey completed end of Winter Term, 2022. Collection development scope, plan and funding proposal created by end of Spring Term, 2022.*

Assessment: Faculty survey completed, plus follow up meetings and emails. Collection development proposal completed. Collection development project completed.

- Explore opportunities for state and federal grants to enrich our collections and services.

Metrics/benchmark: *Apply for State Library grant funds to help establish the first dedicated collections for the new RTEC Student Commons.*

Assessment: Applied for and was awarded \$10,000 for the FY2021 LSTA ARPA, Academic Library Collections Grant for print and electronic collections. Also applied and received a \$5000 Oregon State Library Workforce Development Grant, to purchase a new technology lending collection of laptops for the Redmond campus.

- Develop new print and electronic RTEC collections.

Metrics/benchmark: *develop RTEC's new print collections and lending technology.*

Assessment: The Academic Library Collections grant allowed the Library to select and purchase 315 print books and 3 laptops dedicated to the new Redmond Student Commons collection. These will be available for student use beginning of Fall Term, 2022. We worked with faculty, program directors and campus directors to identify print materials supporting courses, programs and students based on the Redmond Campus. Materials purchased with this grant will support our Vet Tech, Early Childhood Education, Manufacturing, Criminal Justice, and Transfer programs. Additional materials were selected to support lifelong learning activities (outdoor recreation, legal, self-help, new student, browsing fiction, popular science, current events).

In addition and as mentioned above, the Library applied and received a \$5000 State Library grant, plus added \$418 from COCC Library's budget, to purchase another 8 laptops for technology lending at

the Redmond campus. Finally, advocated for and received another \$3,045 from Dr. Laurie Chesley's Innovation Fund for the purchase of 11 hotspots which will eventually go to RTEC.

- Continue to expand book cart collections on the Prineville and Madras Campuses—focusing on STEM children's literature (in conjunction with COCC ECE program initiatives) and multicultural fiction.

Metrics/benchmark: *circulation of items; qualitative student feedback*

Assessment: Materials are circulating; anecdotal student feedback (via staff) is very positive.

- Refresh and weed specific segments of the Barber Library print collection: Forestry and Natural Resources, Sociology and Anthropology.

Metrics/benchmark: *out of date materials will be deselected from these subject areas by end of Spring Term, 2022.*

Assessment: Due to the plethora of grants and collection development projects Winter and Spring 2022, this was determined to a lower priority goal for that time period and will be completed in 2023.

- Continue to investigate and expand online resources for Barber Library collections.

Metrics/benchmark: *three new online resources (e-journals, databases, etc.) will be trialed by end of Spring Term, 2022. COCC faculty and staff will be invited to partake in these trials.*

Assessment: We trialed VetSource, Wall Street Journal Digital Daily and Oxford Online Journals. Based on faculty and staff feedback, we subscribed to Wall Street Journal Digital Daily (and canceled our Proquest WSJ database.) Infobase History Databases and Global Road Warrior were also canceled due to low use.

OBJECTIVE SS-2.3

Maximize regional and state partnerships (Orbis-Cascades, Statewide Database Licensing Group, OCCDLA, etc.) to expand, maintain, and enrich library collections and services on all campuses.

ACTIVITIES

- Explore possible products appropriate for supporting COCC curricular needs as proposed or offered by regional or state consortiums (Orbis, Statewide Database Licensing Group, the Oregon Community College Distance Learning Association, etc.) Set up trials as appropriate—including the Oxford Journals collection. Other consortial products may be trialed as they become available.

Metrics/benchmark: *complete trial for Oxford Journals and make subscription decision by end of Fall Term, 2021. Investigate and report on other consortial products as appropriate.*

Assessment: we completed the trial of Oxford Journals and decided curricular relevance and faculty interest did not support a subscription. Other Orbis products were reviewed as they became available.

- Conduct an internal evaluation of RapidILL since its adoption and participate in a RapidILL case study.

Metrics/benchmark: *feedback from internal evaluations*

Assessment: Rapid stats provide a picture of relatively high use. There was no follow-up about the RapidILL case study originally proposed by ExLibris, so participation in the case study did not occur.

- Continued work within the Alliance, specifically the Resource Sharing & Fulfillment Team.

Metrics/benchmark: *active participation in/contributions to the Alliance RSFT work*

Assessment: Access Services has seen active participation with Alliance work in the form of the Head of Access Services participating as the current chair of the RSF Team & the Chair-Elect for the DEI Standing Group of DUX as well as the Public Services Specialist being a member of the Fulfillment Standing Group within the Alliance. The RSF Team is promoting a Mentor Program with the RSF community. Access Services has continued involvement, work and collaboration within the Alliance.

SS-3: ENHANCE AND PROMOTE THE RESOURCES AND SUPPORT SERVICES AVAILABLE TO HELP STUDENTS OVERCOME NON-ACADEMIC CHALLENGES.

OBJECTIVE SS-3.1

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

ACTIVITIES

- Establish processes that standardize how low-cost/no-cost classes are discovered in the class schedule so students have more information about additional costs beyond tuition when registering for classes.

Metrics/benchmark: *filter in place on class schedule and 50% of courses are designated as low-cost/no-cost*

Assessment: Tried a system to help improve data collection so this could be accurate, but haven't been able to make much progress

- Implement controlled digital lending (CDL) pilot project in Winter and Spring 2022 to broaden access to course reserve materials.

Metrics/benchmark: *implementation of the CDL project and usage metrics .*

Assessment: Received a \$6,558 ARPA grant via the Oregon State Library to fund a pilot for CDL program. As part of this grant, we purchased 46 print textbooks to digitize (we digitized 10 different textbooks) and made others physically available via the Course Reserves services. This same grant also funded the purchase of a new document scanner to facilitate the digitization process. While the digitized course reserves materials of the pilot project did see some use, the project did not have the high impact we hoped it would on the target audience of students. However, the faculty who were involved had positive feedback about the service and its apparent ease of use. And, as a library, it was incredibly useful for staff across the organization (from systems to public services) to learn how to use the digital lending feature of our integrated library system; to develop a workflow for digitizing materials; to purchase and implement a better scanner than any we currently had for digitization needs; and to imagine other potential uses for the system and process beyond the scope of the course reserves pilot project. One nice surprise of this project was how it was less time-consuming than expected to digitize materials. Finally, engaging in this project contributed to conversations with faculty and our campus bookstore colleagues about textbook adoption trends on campus that were useful for a variety of purposes.

- Secure sustainable funding for lending hotspot service plans via a general funds budget request.

Metrics/benchmark: *submission of budget request and rationale*

Assessment: Applied and received \$4,500 HEERF college funds for the continuing support of the hotspot lending program during FY23.

- Add high demand items to Lending Technology collection to respond to student needs.

Metrics/benchmark: *Add 11 new hotspots to circulating technology collection.*

Assessment: Requested and received from the College HEERF leftover funds, \$6,000, to purchase replacement laptops and hotspots for lost technology lending items. Added 11 new hotspots to Barber Library's technology lending program. Circulating technology continues to be popular and check out nearly as quickly as it is added to the collection.

OBJECTIVE SS-3.2

Provide students with tools and experiences outside the typical classroom to create a supportive community space that adds to an overall positive college experience and encourages retention.

ACTIVITIES

- Engage students outside the classroom via collections and activities (e.g., CLERC, graphic novels, puzzles, and board games).

Metrics/benchmark: *Catalog & process the existing puzzles and games collection for circulation (43 number of items), and promote the collection. Report on circulation stats.*

Assessment: Promotional signage for the games & puzzles was created by a Spring Term work-study hire.

Circulation Stats, 2021-22

- Games: 12
- Puzzles: 4
- Reinstate the Rotunda art exhibits, shows, and showcases following the pandemic closures.

Metrics/benchmark: *host a minimum of 3 art exhibits in the Rotunda Gallery.*

Assessment: The Library's Rotunda Gallery came alive in January - February, 2022, with the first post-pandemic exhibit by Plein Air Painters of Oregon (PAPO). Here's the Bulletin article about the exhibit: https://www.bendbulletin.com/lifestyle/arts/check-out-these-cocc-exhibits/article_3e4cf8f6-78b0-11ec-ace2-bbd63d2877e1.html. Although there are no statistics for the number of visitors, besides students and staff, the exhibit received a number of visits from community members who commented on the quality of the show. In addition, the organizers and participant artists of the Plein Air Painters of Oregon were quite pleased to schedule another future exhibit for their new work in 2023-24. Based on their anecdotal feedback, putting together this show was an important milestone for these community artists to re-energize themselves, especially following the pandemic hiatus.

From March to April, the library hosted a successful, posthumous show of Pat Clark's work through her life. See, <https://www.cocc.edu/departments/library/about/events/art/constant-presence.aspx>. Pat's exhibit in our library was one of the most successful and well-visited exhibits in recent years, even by people outside of Bend and Central Oregon. This was a show that was put together by Pat Clark's friends and her family who also managed to sell most of the 45 or so displayed pieces.

The last two shows of the year were the annual COCC Student Exhibit, May - June 2022, which was followed by a summer exhibit by community artist, Brad Earl, from mid-June to mid-September. There are no statistics from these exhibits since similar to the earlier ones, it's hard to trace library visitations just for the Rotunda Gallery. However, the desire was expressed by the organizers to have similar shows scheduled in the library's space in the near future.

Finally, perhaps the best indication of success of the art shows of this past year has been the fact that our gallery space is currently booked all the way to Fall 2024! This includes shows by well-known local and regional art associations such as the Watercolor Society of Oregon, Weaving Guilds of Oregon, High Desert Art League, OSU Art About Agriculture, etc.

- Plan, promote, and implement student centered activities in CLERC.

Metrics/benchmark: *three student-centered CLERC activities will be implemented by the end of Spring Term, 2022.*

Assessment: Student centered CLERC activities included Winter Term 2022 Story Time (theme=peace due to development of Ukraine conflict), Early Learning Conference session April 2022 "Pride Pages" (panel discussion on children's literature supporting the LGBTQ+ community) and May 2022 Pride Story Time (featuring COCC faculty, administration and LGBTQ+ Club members reading stories centering queer narratives).

- Plan, promote and implement a student-centered activity using our graphic novel collection (example—very small scale “comic con” or graphic novel discussion group).

Metrics/benchmark: *student centered activity involving our graphic novel collection completed by end of Spring term, 2022.*

Assessment: This goal was not implemented due to other (grant and collection development related) priorities.

- Plan, promote and implement Poetry Month activities for 2022, including a regional or national level poet performance and accompanying student-centered creative activities.

Metrics/benchmark: *Poetry Month plans finalized for NPR by Feb. 1st, 2022. Poetry month events implemented April, 2022.*

Assessment: Poetry Month schedule was finalized Jan. 30th. Poetry Month events included: Guadalupe Garcia McCall performances on the Redmond and Bend campuses, workshops on all campuses, and a film and discussion on the Bend Campus.

STUDENT EXPERIENCE

SE-2: INCREASE ACCESS TO ACADEMIC PROGRAMS AND COURSES ON ALL CAMPUSES AND ONLINE.

OBJECTIVE SE-2.1

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

ACTIVITIES

- Take a lead for the implementation of library services at RTEC’s Student Commons (RTEC224).

Metrics/benchmark: *Select furniture and use strategic plan funds (awarded in 2020) for the furnishing of RTEC224; in partnership with the RDM campus and IT, determine staffing levels and hours for the future use of and library services in RTEC224; submit a general fund budget request for RTEC staffing; submit a strategic plan request for an ADA scanner; submit application for a \$5,000 State Library grant for collection development for the Student Commons.*

Assessment: Finalized the furniture configuration and purchase of the new RTEC Commons. Used 2019-20 COCC Strategic Plan Initiative funds for the purchase of new RTEC furniture. Also used additional library funds (about \$4,000) for the purchase of additional furniture. Applied for and received \$6,555 from the 2021-22 COCC Strategic Plan Initiative for a new RTEC document scanner to be used by students. Received LSTA grant funds (\$10,000 from Enhancing Academic Library Collections, \$10,000 and \$5,000

from Workforce Development Grant) for RTEC print and technology (laptops) collections. Worked with Deans, Madras Campus Director, and new Redmond Campus Director to formulate a staffing plan for the Commons starting Fall 2022.

OBJECTIVE SE-2.2

Ensure the Library is a key partner in providing support for teaching and learning in the online environment.

ACTIVITIES

- Collaborate with eLearning to better integrate library resources in the learning management system as the campus migrates to Canvas.

Metrics/benchmark: *development of tutorials advertised with eLearning on how to add library subject guide to Canvas LMS*

Assessment: Discovered LMS integration with LibGuides requires increasing our subscription cost to a higher level, created a video tutorial so that faculty could do a work around

- Work with the Alliance for the ILS migration to Primo VE discovery to improve user experience in finding and using library materials in teaching and learning.

Metrics/benchmark: Complete migration to the Primo VE discovery layer by June, 2022

Assessment: Migration was completed on schedule and without any significant issues. Other than inferences to be made from the lack of problem reports, there is no data to support that the migration improved the user experience with regards to finding and using library materials, but this could be studied and evaluated more thoroughly in the future. Anecdotally, some staff reported positive reactions to the slight interface changes that came with the migration. An additional benefit that users may or may not realize is that records added to the system are immediately published in our catalog, so there is no longer any delay between when records are added and when materials become visible to potential users.

- Evaluate the library website functionality around current needs of students and faculty.

Metrics/benchmark: *Plan and implement a redesign of the library website by June 2022.*

Assessment: A project plan was drawn up, but it became clear that the timing was wrong in 2021-22. Students and faculty did not respond to surveys or focus group invitations in significant numbers, leading to a lack of meaningful data on current and desired functionality (beyond that offered by an analysis of usage stats, which was completed). Additionally, there were scheduling conflicts with other major projects and the instructional calendar. This activity will be revisited in the future, when it can receive the time and attention it deserves.

SE-3: PROMOTE DIVERSITY, INCLUSIVENESS, AND COMMUNITY ON ALL CAMPUSES AND ONLINE.

OBJECTIVE SE-3.1

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

ACTIVITIES

- Expand the Library's collection in neurodiversity.

Metrics/benchmark: 15 to 20 items will be added to the Library and CLERC collections to support neurodiversity. A resource list or bibliography will be created to promote these items to the Disabilities Office and other appropriate audiences.

Assessment: 15 items were added to the Library and CLERC collections to support neurodiversity. A resource list is in the process of being developed.

- Expand the Library's collection in Latinx, Native, Asian, and Black centered browsing items (ie. Light reading, fiction, popular non-fiction, graphic novels)

Metrics/benchmark: 20 to 30 items will be added to library collections in Latinx, Native, Asian, and Black centered browsing items.

Assessment: 20 items were added to the library collections in Latinx, Native, Asian, and Black centered browsing items.

- Audit CLERC collections for items that perpetuate stereotypes and de-center POC experiences and voices in the areas of Native and Latinx cultures.

Metrics/benchmark: audit will be completed by end of Summer Term, 2022.

Assessment: CLERC collections were audited for stereotyped narratives in the areas of Latinx and Native American cultures end of Spring term, 2022. About 7 books were removed from the collection.

- Expend Roundhouse grant to expand the CLERC STEM collection (centering diverse and inclusive voices).

Metrics/benchmark: Roundhouse grant and other potential grants (from other campus entities) are expended.

Assessment: Roundhouse grant was expended; CLERC STEM collection was expanded.

OBJECTIVE SE-3.2

Organize and host programs and events that facilitate conversations around diversity and inclusiveness.

ACTIVITIES

- Partner with COCC's Office of Diversity and Inclusion and center POC voices in Poetry Month 2022 events and activities.

Metrics/benchmark: 2022 PoMo events will feature POC voices.

Assessment: 2022 PoMo events featured YA author and poet Guadalupe Garcia McCall. Garcia McCall's works center the Latinx experience.

- Plan and host CLERC events and book displays that highlight diversity and inclusion, partnering with the Office of Diversity as appropriate.

Metrics/benchmark: six displays and three CLERC events highlighting diversity and inclusion will be implemented by the end of Spring, 2022.

Assessment: Three CLERC events were implemented: Winter Story Time (theme was peace, resilience, war-time); Early Learning Conference "Pride Pages" session, and Pride Month Story Time). Displays included: Latinx History Month, Indigenous People's Day, Native American Heritage Month, Winter Holidays (multiple cultures), Black History Month, and Pride.

- Partner with the Disability Office + other interest groups on campus (ie. Early Learning, staff dyslexia-centered initiatives) to implement neurodiversity book group for COCC students and faculty.

Metrics/benchmark: two to three books on the topic of neuro-diversity (and two to three zoom book discussion groups will be completed by the end of Spring Term, 2022.

Assessment: This goal is now slated for 2023.

- Support COCC's LGBTQ community with SafeZone trainings and explore new initiatives such as LGBTQ Office hours in the Multi-Cultural Center.

Metrics/benchmark: Library staff (Cat) will facilitate at least one SafeZone training in 2021-22. Cat will bring together faculty and staff to discuss LGBTQ office hours and other short term and long term strategies to support LGBTQ COCC students. This meeting will take place in Fall 2021. LGBTQ office hours will be implemented beginning Winter 2022.

Assessment: SafeZone training was implemented. LGBTQ+ student support workgroup was established. Office hours were discussed by this group but priorities also included: assessing number of LGBTQ+ student bias related incidents; incorporating LGBTQ+ interest inquiry checkbox into admission application materials; establishing LGBTQ+Friends Club Foundation Scholarship fund; exploring grant opportunities; creating Padlet slide show to document LGBTQ+ presence on campus (<https://padlet.com/cfinney6/mzlh5mvqo0yg09g>).

- Partner with the Office of Diversity and Inclusion and facilitate Season of Nonviolence book conversations.
Metrics/benchmark: Barber Library will work with UO's Common Reading program and COCC's Office of

Diversity to sponsor a partnership between the two campuses for a shared reading, author lecture and discussion of Robin Wall Kimmerer's book, Braiding Sweetgrass. Will also host/lead book discussions of the book in January and February of 2022.

Assessment: Worked with UO and COCC's Diversity Office to organize a common reading of the book, *Braiding Sweetgrass*, by Robin Kimmerer, and also the streaming of the author's lecture from UO's campus. The library led one of the groups for the total of four community book discussions as part of the Season of Nonviolence program as well as purchased copies of Kimmerer's book for free distribution among participants.

- *Engage with statewide efforts to increase library access to EDI training for library staff*

Metrics/benchmark: *COCC library staff participation and engagement.*

Assessment: ASL Library training was held during a staff meeting and Safe Zone Training was completed in 2022, as well as active participation in EDI story times, Poetry Month events and display creation, the DUX Accessibility Days. However, participation in the OLA DEI group was discontinued, so engagement in statewide training initiatives was paused. Reengagement with these initiatives will take priority as the DEI Standing Group of the Orbis Cascade Alliance begins to promote trainings within the Alliance network.

OBJECTIVE SE-3.3

Continuously evaluate and improve the accessibility of the library's physical and online resources and services as well as instructional content and delivery to meet the needs of all populations.

ACTIVITIES

- Improve the accessibility of library credit course content.

Metrics/benchmark: *As campus migrates to Canvas, utilize the LMS accessibility report to address issues within LIB100*

Assessment: This was done automatically with the migration to Canvas.

COMMUNITY ENRICHMENT

CE-2: BUILD AND STRENGTHEN PARTNERSHIPS AND ADVANCE POSITIVE REGIONAL ECONOMIC DEVELOPMENT BY ASSISTING WITH EDUCATIONAL AND TRAINING NEEDS OF THE WORKFORCE.

OBJECTIVE CE-2.1

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

ACTIVITIES

- Support regional Early Childhood Education professionals via CLERC collections and programming in collaboration with COCC's Early Learning faculty.

Metrics/benchmark: *One event per term promoted to regional Early Childhood Education professionals located in CLERC or centered on CLERC collections.*

Assessment: Winter Term 2022—CLERC Advisory Committee Meeting. Spring Term 2022—Early Learning Conference and STEM Family Night.

- Build and expand library collections to support MATC and Vet Tech programs on the Redmond Campus.

Metrics/benchmark: *collection needs identified by MATC and Vet Tech instructors will be incorporated into a collection development plan with a timeline (perhaps over several years) for funding and implementation.*

Assessment: Multiple communication opportunities were initiated with MATCH and Vet Tech instructors (emails, meetings). MATC and Vet Tech materials were incorporated into our RTEC collection development plan.

- Provide job skills training via Work Study and internship opportunities in the library.

Metrics/benchmark: *report on work study hires*

Assessment: Access Services has repeatedly hired and lost work-study hires, but in the Fall of 2022 the department hired four of the five awarded work-study allotments; and will be retaining these hires moving into the 2023-2024 academic year.

CE-3: OFFER AN ARRAY OF LIFELONG LEARNING OPPORTUNITIES, EXPERTISE, CULTURAL EVENTS AND RESOURCES TO ADDRESS THE DIVERSE NEEDS AND EXPECTATIONS OF THE COMMUNITY.

OBJECTIVE CE-3.1

Offer library services and expertise in response to community needs.

ACTIVITIES

- Offer array of lifelong learning opportunities to the community, including art exhibits and Poetry Month events and activities, and Children's Literature & Equity Resource Center programming.

Metrics/benchmark: *Plan, promote and implement one poetry performance for Poetry Month, 2022, plus accompanying activities. Plan, promote and implement three CLERC events in 2022. Coordinate, plan and help organize the hanging of art exhibits in the Library's Rotunda Gallery.*

Assessment: see above for information on library art exhibits. Poetry Month performances were implemented on the Bend and Redmond campuses. Three CLERC events were planned and implemented in 2022. See above for more information.

- Complete a collection assessment of the COCC Archives, a responsibility now transferred to the Library. This collection is often used not only internally but also by the general community and local media. Improving its organization, collection and retention policies, and also preservation will be important for the integrity of this collection and access to its contents.

Metrics/benchmark: *seek college financial support (in Fall 2021) and make arrangements for the hiring of an archives specialist/consultant to conduct a thorough assessment of current materials to inform recommendations that will preserve the materials for future use as well as how to best organize and provide access to them. The consultant assessment will be completed and a formal report will be submitted in Spring 2022.*

Assessment: Advocated for and secured the President's funding (\$12,000) for a study of COCC's archives by an expert archivist. The product of this work was a thorough report that includes a current assessment of the collection, along with advice and specific recommendations for the next steps to take for staffing and to create a selection, organization, and preservation plan to make the collection discoverable and accessible by campus and community users.

INSTITUTIONAL EFFICIENCY

IE-1: IMPROVE PRACTICES AND STRUCTURE RELATED TO PROVIDING A HEALTHY AND PRODUCTIVE WORKPLACE.

OBJECTIVE IE-1.1

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

ACTIVITIES

- Continue last year's reorganization of Public Services (Circulation and ILL) and build from the ground up staffing for the Circ and ILL areas based on new needs and following the physical re-opening of the Library.

Metrics/benchmark: Complete ILL & Circulation staff reorganization, training, needs assessment by the end of FY22. Incorporate a new Lead category for part-time support. Based on emerging needs, evaluate, recruit, and train for the vacant Public Services position.

Assessment: Completed the Public Services (Circ & ILL) reorganization with the hiring of a new Public Services Support staff and the creation of "Lead" part-time positions to support the two departments under the direction of the Head of Access Services.

- Collaborate with Campus Public Safety to provide opportunities for safety training and awareness.

Metrics/benchmark: scheduled CPS and Continuing Ed safety trainings in Fall and Winter

Assessment: No particular progress was made on this as Campus Services continued to be understaffed offering limited support.

IE-4: IMPROVE INFORMATION SHARING PRACTICES AND PLATFORMS.

OBJECTIVE IE-4.1

Create a collaborative, collegial, and efficient work environment by providing substantial opportunities for library staff to share information.

ACTIVITIES

- Evaluate the Library's retention, storage, weeding practices for work documentation, data, policy, training, etc. Files.

Metrics/benchmark: update training files; audit N: drive folders; archive older files, etc. by end of FY22.

Assessment: Initiated the process of weeding and archiving documents in the N: drive. The Head of Access Services was involved in the continuous updating of training materials and documentation of circulation and ILL processes. The Head of Access Services utilized the SharePoint Circulation page for more streamlined training and access at the Circulation work stations. The Systems Librarian created extensive documentation for the Technology Lending program.